

The Local Offer Action Plan

You said	What we need to do	Who will lead?	How will we know we have delivered?
<p>'I tried to use the local offer the other day regarding EHCP, it just sends you in circles and I still have not found where to post my letter to.'</p>	<p>We need to have clear postal addresses on The Local Offer, so parents know where to send their letters to.</p>	<p>P.W (SEN)</p>	<p>The KPCF will confirm this has improved.</p>
<p>'It does not state bodies for the SEN team/numbers. It does not give the line of managers leading up to Patrick Leeson.'</p>	<p>Provide Business Support Officers contact details and publish our organisational chart.</p>	<p>P.W (SEN)</p>	<p>Business Support Officers numbers and accountability lines are clearly displayed.</p> <p>KCPF feedback.</p>
<p>'EHCP is taking too long. They don't even answer emails when you try and talk to them.'</p>	<p>The issue is that there were delays in May, which resulted in long jams. We need to improve our performance, and make sure these EHCPs are done as quickly and as carefully as possible.</p> <p>The local offer needs to explain that there has been a delay in the EHCP process.</p>	<p>P.W (SEN) – to add in the information regarding the back log.</p>	<p>The KPCF will confirm whether parents feel the EHCP process is speeding up.</p>

<p>'The name, what does Local Offer mean? I would never have thought it would have been about SEN'</p>	<p>We need to have a text box to explain what The Local Offer is, so parents are aware.</p>	<p>P.W (SEN)</p>	<p>Parents should feel more informed about what The Local Offer is and mean, by looking on Kent.gov. Parents will be informed that it is a statutory name that was given.</p> <p>The KCPF will feedback on this.</p>
<p>'I want to start the process for an EHCP, but The Local Offer only tells me why I may not get one; it doesn't explain how I apply.'</p>	<p>We need to clearly state on The Local Offer how parents can start the process for an EHCP. We need to let parents know they can talk to the I-ASK team.</p> <p>Supply parents with the number for the I-ASK team.</p>	<p>P.W (SEN)</p>	<p>Parents can feedback to the KCPF, if they have found it easier to locate the information on how to start the EHCP process, and who to talk to.</p>
<p>'Ask all senior managers to reads the content once a month and ensure it states what is actually happening in their department is 100% accurate.'</p>	<p>We need to ask all senior managers to review the content and make sure that it is still as up to date as it can be.</p>	<p>SEN Area Managers</p>	<p>Area managers will confirm that all the content is up to date monthly; if there have been any changes.</p>

<p>'Parents are being given admission letters too late.'</p>	<p>We need to have a link from the admissions page to SEN, it needs to clearly state the SEN school admissions deadlines. SEN school admission deadlines are later than mainstream school admission deadlines, and parents need to know this.</p>	<p>P.W (SEN)</p>	<p>Parents will confirm to the KCPF if they are getting their admissions letters in on time. If not, they will advise the KCPF why, and then they can feedback to us as the next steering group.</p>
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