

Buckinghamshire Council

# **Local Offer Annual Summary of Feedback**

## **September 2020**

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September 2020

# Annual Summary of Local Offer Feedback – September 2020

## Contents

1. What is the Local Offer for SEND?.....	2
2. Who updates the Local Offer for SEND?.....	3
3. Feedback.....	4
4. Promotion .....	7
5. Data.....	8
6. Next Steps .....	33

The screenshot shows the Buckinghamshire Local Offer for SEND website. At the top right is a 'SPEAK' button and a navigation menu. Below it is a section titled 'Buckinghamshire's Local Offer for SEND' with a sub-section 'Information'. A main heading 'Buckinghamshire's Local Offer for SEND' is followed by a paragraph of text. To the right are four purple boxes: 'Education' (find support with schools, special schools and colleges), 'Activities and Short Breaks' (find local activities for children and young people with SEND), 'Childcare' (find SEND childcare groups, childminders and pre-schools in Buckinghamshire), and 'Preparing for Adulthood (PfA)' (information and the support available for young people aged over 16 with SEND). Below these are two more purple boxes: 'Information and Advice' (with a laptop icon) and 'Health' (with a stethoscope icon). At the bottom right are social media icons for Facebook, Twitter, LinkedIn, and YouTube, along with a 'Feedback' link. The 'Autism Toolbox' logo is also present.

## 1. What is the Local Offer for SEND?

From 1 September 2014 every Local Authority is required to publish their 'Local Offer'. The purpose is to set out in one place information about services available for children and young people with Special Educational Needs and Disabilities (SEND).

The Local Offer for SEND brings together a wealth of information from social care, health, education and other services. It sets out the support they are expected to offer to children and young people aged 0 to 25 years with SEND, including those who do not have an Education, Health and Care Plan, and how to access those services. The Local Offer has two main purposes:

- To provide clear, comprehensive and accessible information about services available
- To ensure local services involve and listen to children and young people in Buckinghamshire with Special Educational Needs and Disabilities and their parents and carers when they develop and review their services.

The Buckinghamshire Local Offer for SEND has been developed with parents, carers, young people and professionals and input from all these people helps us to keep it up to date and relevant. Local Authorities are also required to publish feedback and comments on the Local Offer and show how these are being used to shape services and information to ensure they meet local needs.

## **2. Who updates the Local Offer for SEND?**

In Buckinghamshire, the Local Offer for SEND is hosted on the Buckinghamshire Family Information Service (BFIS) website, [www.bucksfamilyinfo.org/localoffer](http://www.bucksfamilyinfo.org/localoffer). From September 2019, BFIS became part of the new Family Support Service. The Early Help Digital Information Officers manage the information on the website and work closely with colleagues from other parts of the Council like the Integrated SEND team, Commissioning, and Education and with external providers to regularly review the information on the website to try and keep it up to date and relevant.

There is a big project underway to move the BFIS website content onto the corporate website platform. This will mean that information is much easier for families to find. All the content is being reviewed by the content owners and the digital team to make sure that it meets the digital accessibility requirements and is much simpler and easier to understand. The Local Offer Advisory and Impact group, which is made up of professionals and parent carers, have been reviewing the information, menu headings and having input to what they would like to see. The new website templates and information structure will be user tested with parents and carers, and young people will be asked to review the young people's information.

Alongside the new website there will be a new directory which will be easy to search from the website. Services and organisations are encouraged to take ownership of their record within the directory so that they can make changes directly to their published information. This means any updates can be made quickly and efficiently.

Records have a section especially for Local Offer information where anything relevant for people with SEND can be included. Currently these records have a 'Local Offer Flash' icon to highlight them in the website search results, or people can view records with Local Offer information by using the filters within the website. Record editors are sent automatic reminders to help them keep their information up to date.

Feedback is a really important part of the Local Offer for SEND, and sometimes young people, parents, carers or professionals highlight missing, incorrect or hard to find information which can be identified on the website and then corrected and updated. They can also comment on service provision or the availability of services and activities which the team will pass on to the relevant service or person and can help to inform commissioning priorities and future service provision.



### **3. Feedback**

#### **Online**

There are several ways that people can give their feedback about the Local Offer for SEND online. They can:

- use the 'feedback' button that sits on every page of the website.
- email BFIS with feedback using the [familyinfo@bucksshire.gov.uk](mailto:familyinfo@bucksshire.gov.uk) mailbox.
- complete the 'e-form' that sits on the '[Tell Us What you Think](#)' page
- send a message through social media ([Bucks Local Offer and SEND Facebook page](#) or [BFIS Facebook](#) or twitter)

**Feedback**

All the feedback is logged, along with details of the action taken as a result. A summary of feedback is published on the '[Tell Us What You Think](#)' page, and the full document of all the feedback received is available to download from the same page. This is updated each month where feedback has been received and as far as possible, a response is sent to the person who gave the feedback. Where the feedback relates to a service, it is sent on to that service so they can provide a response. In addition, the Integrated SEND Team capture feedback on the EHCP process through an annual survey and the SEND Independent Advice Service (SENDIAS) run a survey with the parent carer forum FACT Bucks. This data is analysed and any issues are used to shape future processes. Where other services receive feedback about the published Local Offer for SEND information, they should pass this on to BFIS.

Organisations and Services have a section on their record where they can include their own 'you said, we did' response to demonstrate how they engage with service users and how feedback has shaped their service provision. This field can be reported on centrally by BFIS. Providers are reminded about their responsibility for keeping their information up to date through automated reminders where their record has not been updated in three months, as well as communication from the BFIS Team.

Part of the new website build has included feedback from the Local Offer Advisory and Impact Group as well as multiple in-depth user research and testing sessions with parents, carers and young people to observe how people use the website and look for information to inform its development. The content is being reviewed by content experts to make sure that it is simple to understand and meets digital accessibility requirements. Once the new website launches it will continue to be reviewed and improved based on feedback.

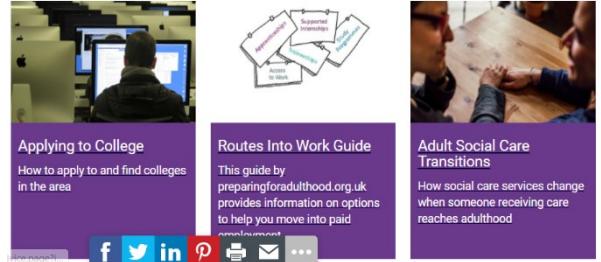
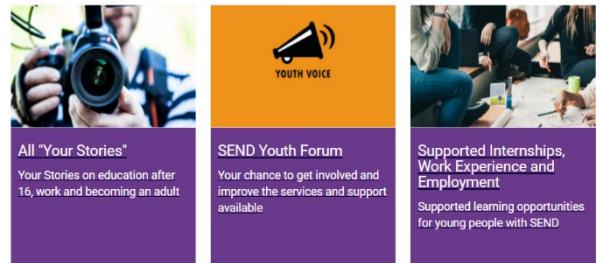
#### **Meetings and Groups**

#### **Young People**

BFIS have continued to work with the Specialist Participation Team to engage with local young people with SEND and ensure their voice is heard. Several young people took part in some early user testing to help inform the development of the new directory and website.

We have had feedback from young people locally and through the South East Peer Review (where we partnered with parent/carers, young people and Officers from Surrey). This has helped us to think about the information we know people want to see, and how it is presented. The new website will allow us to meet these requirements more easily.

The '[SEND Young Inspectors](#)' have continued to visit local activities and clubs suitable for SEND young people and publish feedback on their findings to help the club or activity to ensure that they are meeting the needs of SEND young people, as well as providing young people with an insider's view of what an activity is really like.



COVID-19 meant that many groups stopped meeting for some time, but the groups are now meeting virtually and there is work taking place to encourage more young people to take part in the various groups so we can continue to engage them in the development of the website.

## Parent/Carers

There are parent and carer groups for SEND that meet regularly across the County. The Family Support Service Information and Outreach Officers continue to provide outreach to specialist and universal groups to promote the Local Offer for SEND to families. They are thinking about how to reach people in a different way due to COVID-19 restrictions. Parent/carer representatives from FACT Bucks (Families and Carers Together) work closely with the Council and are involved with lots of areas of work. FACT Bucks co-chair the Local Offer Advisory and Impact Group and attend the meetings so they are able to feed back on behalf of parents and share information through their networks.

The Advisory and Impact Group continues to identify areas for improvement and review and has contributed to the development of the new website. The group is also a mechanism for sharing information to make sure things are joined up or to pass on feedback to the most relevant person. This mechanism should help to identify gaps in provision and ensure the Local Authority is responsive to the needs of local children, young people and their families.

SENDIAS actively engages with and supports parents, carers and young people and is also very involved in the Local Offer for SEND. SENDIAS have admin rights on the Local Offer for SEND Facebook page to share information directly with parents.

FACT Bucks representatives, local young people and Council Officers took part in the third South East Local Offer Peer Review in November 2019 and will continue to participate in future peer reviews to get valuable feedback.

## **Professionals**

The website review has focussed on identifying professionals who can work alongside the content writers to come up with published information that is up to date, relevant and easy to understand. Once this is complete, these professionals will be asked to keep the information under review so any changes or updates can be made in good time so that families know what to expect from a service.

Members of the Family Support Service provide outreach at professional meetings regularly to remind services about keeping their information up to date and to demonstrate the benefits of the Local Offer for SEND for families and professionals. This means that services working with families can signpost them directly to the website and help to promote the benefits of using it as well as encouraging families to give their feedback.

The Local Offer Advisory and Impact Group is attended by professionals from different organisations including the Specialist Participation Team, the SEND Independent Advice Service, Integrated SEND Team, Commissioners, Designated Clinical Officer, Education and Social Care. Each meeting is an opportunity for people to give their opinion on the Local Offer for SEND information, how they use it, suggestions for improvement and feedback on services and to share updates to make sure areas of work are joined up. Any issues that are raised are passed on to the most appropriate person to deal with and the group agrees an action plan that is taken forward for the next meeting. Due to the effects of COVID-19 these meetings take place virtually to allow people to continue to meet and discuss core issues.

## **Outreach**

Not everyone has access to the internet and so it is important to ensure this group of people have a way of accessing the Local Offer for SEND and giving their feedback. Libraries and the new Family Centres in Buckinghamshire have Local Offer for SEND information and can support people to get online using their computers. BFIS has a duty phone line that is answered during office hours by an Information and Outreach Officer every week day. They can find out information for people, sign-post them to relevant services, or gather information and send it out in hard copy. Contact details are published on the website and social media pages.

The Information and Outreach Officers also attend many events in person or virtually across the County. This ranges from attending specialist SEN sessions, universal sessions at Family Centres and libraries to professional team meetings, school meetings and large community groups and events. Some of these events are specialist, such as the Access all Areas Autism event, or SEN parent support groups and the SEND Youth Forum. These Officers can speak with people and capture verbal feedback as well as providing advice and guidance.

## **South East Peer Review**

Buckinghamshire partnered with Surrey in the South East Local Offer Peer Review in November 2019. The feedback was captured along with an action plan to address the issues which was published on the Local Offer.

### **4. Promotion**

To get people's feedback and engagement with the Local Offer for SEND, first people need to know about it so they can share their opinion. We know that there are still people who don't know about the Local Offer but we have done lots of promotion to try and improve this.

- The young people's e-postcard is still being shared widely with schools and organisations.
- Printed Local Offer postcards are shared with libraries, family centres, health, education and are taken on outreach.
- Regular liaison with schools and SENCOs to ensure their information is up to date on the Local Offer and to ask for their assistance with promoting it to families.
- Regular articles in the SEND Local Area Newsletter and My Bucks e-newsletters distributed to residents by Buckinghamshire Council.
- Local Offer Facebook page which is shared with relevant local Facebook groups.
- Information shared with GP surgeries across the county at regular intervals.
- Promotion at events across the County through outreach work.
- Reminders and updates shared with internal colleagues and external partners.
- Promotion by key partners and organisations to the families they work with.
- FACT Bucks promotional pen with the Local Offer contact information.
- the Early Help Digital Officers ensure that the website information is regularly reviewed, meets accessibility criteria and is optimised for search engines, which means that when families use the internet to look for SEND information in Buckinghamshire, they are likely to find the Local Offer for SEND even if they don't know the name of it.

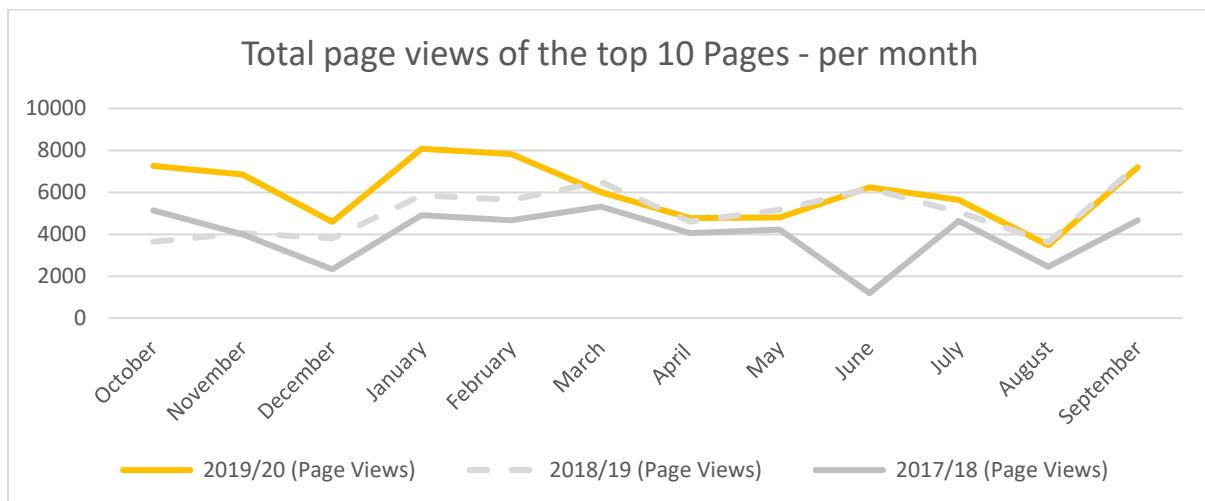


## 5. Data

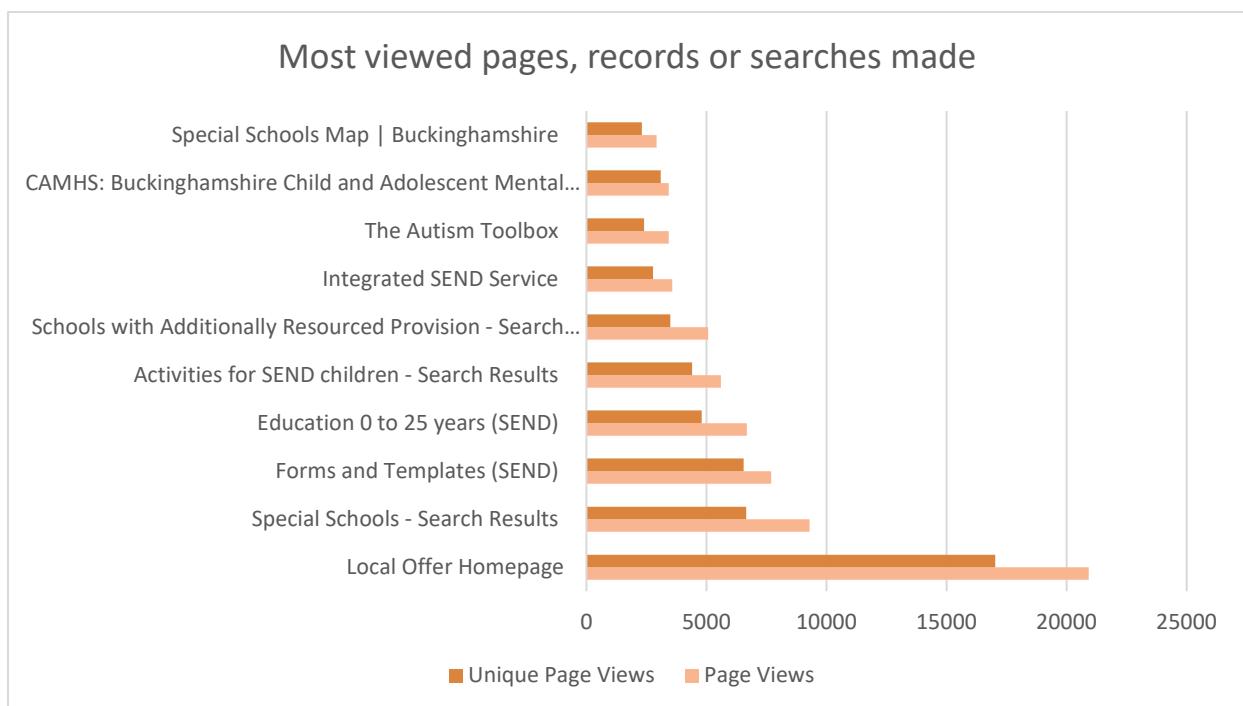
The information below is a sample of data from September 2019-20, along with some examples of the survey responses and feedback gathered.

### Local Offer for SEND Website Data

#### Top 10 page views per month



Note: This year (2019-20) the average total page views of the top 10 was 6,061 page views. An **increase on the previous year (2018-19) of 18.4%** and an increase of 52.8% from two years ago (2017-18).



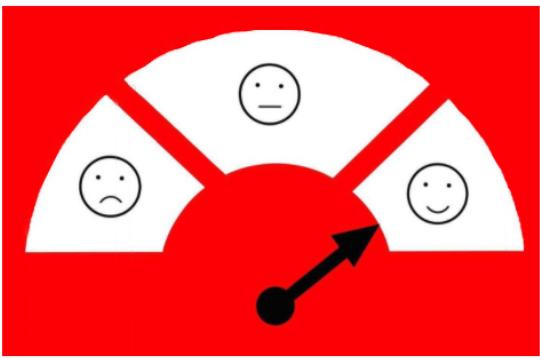
## Social Media

The Local Offer Facebook grew in likes by 13.4% (95 likes).

Some popular post examples:

Bucks Local Offer and SEND added a 3D photo.  
Published by Bucks Family Info [?] · 15 May ·

Update 21 May: This survey is now closed, thank you for all the responses. FACT Bucks and Bucks SENDIAS would like to know how Buckinghamshire families are coping with the COVID-19 restrictions - what is working well 👍 and not so well 🙅 for you. This wellbeing survey results will be shared with the Council and local Health Authorities and help with planning how best to help you. This survey is for parents/carers of children and young people with SEND and is anonymous. ⏰ Closing date is Wednesday 20 May 2020. <https://kwiksurveys.com/s/CbvKXGE0#/>

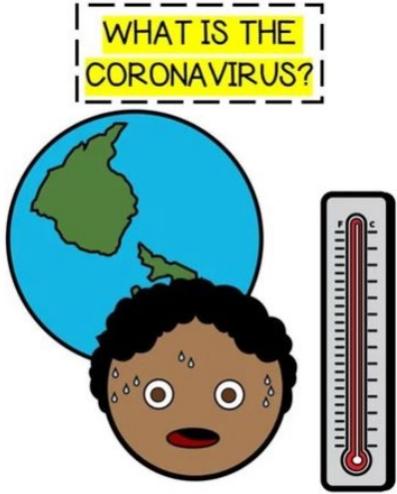


3,654 People Reached  
42 Likes, Comments & Shares  
9 Likes | 7 On Post | 2 On Shares  
2 Comments | 1 On Post | 1 On Shares  
31 Shares | 30 On Post | 1 On Shares  
110 Post Clicks  
0 Photo views | 35 Link clicks | 75 Other Clicks  
NEGATIVE FEEDBACK  
0 Hide post | 0 Hide all posts  
0 Report as spam | 0 Unlike Page  
Reported stats may be delayed from what appears on posts

3,654 People reached  
152 Engagements  
Boost Unavailable

Bucks Local Offer and SEND  
Published by Bucks Family Info [?] · 13 March ·

From the Autism Educator: A social story to share about the Coronavirus with those who have a SEND. <https://theautismeducator.ie/.../11/coronavirus-social-story/>



WWW.THEAUTISMEDUCATOR.IE  
WHAT IS THE CORONAVIRUS?  
Written by Amanda Mc Guinness

3,618 People Reached  
68 Reactions, comments & shares  
44 Likes | 0 On post | 44 On shares  
1 Love | 1 On post | 0 On shares  
4 Comments | 2 On Post | 2 On Shares  
19 Shares | 18 On Post | 1 On Shares  
186 Post Clicks  
37 Photo views | 84 Link clicks | 65 Other Clicks  
NEGATIVE FEEDBACK  
0 Hide post | 0 Hide all posts  
0 Report as spam | 0 Unlike Page  
Reported stats may be delayed from what appears on posts



## Bucks Local Offer and SEND

Published by Bucks Family Info [?] · 8 April ·

Do you need support accessing information on the coronavirus? Our website has BrowseAloud software 'Speak icon' which adds speech, reading, and translation to our website which is helpful for those with Dyslexia, Low Literacy, English as a Second Language, or with mild visual impairments and online content can be read aloud in multiple languages.

👉 <https://www.bucksfamilyinfo.org/coronavirus>



[www.bucksfamilyinfo.org/coronavirus](http://www.bucksfamilyinfo.org/coronavirus)



Get more likes, comments and shares

When you boost this post, you'll show it to more people.

2,674

62

[Boost post](#)

**2,674** People Reached

**29** Reactions, comments & shares

4	0	4
Love	On post	On shares
Comments	4	0
On Post	On Shares	
Shares	18	3
On Post	On Shares	

**33** Post Clicks

10	5	18
Photo views	Link clicks	Other Clicks

#### NEGATIVE FEEDBACK

0	Hide post	0	Hide all posts
Report as spam	Unlike Page		

Reported stats may be delayed from what appears on posts

## Buckinghamshire Local Offer Annual Feedback Report 'You Said, We Did'

September 2019 - August 2020

Date	You said	We did
September 2020	The mental health information should be more prominent and more diverse as many people don't meet the criteria for CAMHS.	This will be considered in the development of the new Local Offer pages. There are more services being registered on the website and promoted via social media such as Kooth and Young Minds.
August 2020	PeopleToo have been working with local young people to re-design the preparing for adulthood information. This should influence the published Local Offer information.	We have spoken to PeopleToo and listened in to some of the feedback sessions. The new documents will be shared with the Digital Team so that the PfA section on the Local Offer reflects the new approach. This will be included in the new website pages.
July 2020	Some parents find it easier to watch videos to access information rather than read it.	The iSEND Team are considering making some videos to cover key topic areas to help families.
May & July 2020	Members of the Local Offer Advisory Group started to review the menu titles used on the Local Offer landing page and made suggestions to help improve them, looking at other Local Offers for inspiration.	These suggestions have been shared with the agency who are helping to review the Local Offer website design, along with examples of other Local Offers.
April 2020	I just wanted to give some positive feedback on your SEND Coronavirus page: <a href="https://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/site.page?id=5vOhLooqkIA">https://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/site.page?id=5vOhLooqkIA</a> . It's a really useful and comprehensive resource which has been promoted with special schools.  I wonder if there's any place to add a link to this: <a href="https://www.thesendcast.com/sendcast-episodes/">https://www.thesendcast.com/sendcast-episodes/</a>	Added the link to the SEND Coronavirus page.

	<p>There's a couple of Coronavirus episodes which are good listening.</p> <p>Enterprise Coordinator, Bucks Skills Hub</p>	
Mar 2020	<p>The Local Offer Advisory Group members were asked to come up with some scenarios and then use these to test the Local Offer. The feedback will help to identify what must improve when developing the new website pages.</p> <p>Feedback included things like search and navigation being difficult, too much text. Good SEN inclusive activities and useful information.</p>	<p>The new website will have an improved search function. All the content will be reviewed and re-written so it is simpler to understand. The content will meet digital accessibility regulations and will be written for the audience.</p>
Feb 2020	<p>User research was conducted with several local young people to get their views on using the website and the sorts of information they would want to see.</p>	<p>These views will help to inform the new website development.</p>
Jan 2020	<p>At the SEND Youth Forum in December 2019 the young people provided feedback.</p> <ol style="list-style-type: none"> <li>1. On this page Transitions - <a href="#">Adult Social Care (SEND)</a> that the purple icons down the side are a bit meaningless as they don't always match up to the section they are next to – photos would be much more eye-catching and useful.</li> <li>2. If there was a tool built into the site allowing users to easily alter things like the background colour, this would make it more accessible, for example, some users find a yellow hue easier to read from than white.</li> <li>3. Connexions no longer running.</li> <li>4. Content</li> </ol>	<ol style="list-style-type: none"> <li>1. These have been removed. We can't add photos but we will share your idea when we start to plan our new website.</li> <li>2. You can do this already, either by using settings on the <a href="#">accessibility page</a> or by clicking the BrowseAloud software (SPEAK icon).</li> <li>3. All references to Connexions have been removed.</li> <li>4. We are working with teams to ask them to update their content to make sure the information is up to date. We are also starting to work on a new website so all your other ideas will be shared with the team.</li> </ol>

		We would also like to involve you in the website research soon.
Dec 2019	<p>The following feedback received from the South East Local Offer peer review:</p> <ol style="list-style-type: none"> <li>1. Improve mental health information.</li> <li>2. Increase personal budget information.</li> <li>3. On a lot of the pages the writing is too small and there is too much of it. The language seems like it's aimed at adults and professionals not at children and young people.</li> <li>4. Travel training info lacking.</li> </ol>	<p>1. Reviewed your Mental Health Information by bringing information that was spread across multiple pages on to <a href="#"><u>one structured page</u></a> with the most relevant links to further information.</p> <p><a href="#"><u>2. Money, Benefits and Allowances (SEND)</u></a> page updated to:</p> <p>Group information on Personal Budgets and Direct Payments together to provide an overview with links to more detailed information. Links to the SEND specific Money information has been added from the family-focused <a href="#"><u>Money, Benefits and Allowances area</u></a>. We will liaise with colleagues to request further information as and when available.</p> <p>3. The text size can be made bigger by using the BrowseAloud tool or by following the accessibility tips: We are in the process of reviewing all our pages to make them easier to read. This will take some time because we have lots of pages to review. Sometimes we need other people to provide us with this information. We are asking young people in Buckinghamshire to tell us which pages are most important so we can start with these.</p> <p><a href="#"><u>4. Transport Travel and Discounts page created</u></a> with links to travel training by Talkback-Nclude. This also brings together travel discounts, Sunflower Lanyard information and Airport and Flying information and signposting. We will work with colleagues to expand the travel training information in future.</p>

Nov 2019	<p>You said: At a local event in October 2019 young people were asked some questions about the Local Offer for SEND and highlighted the following:</p> <ul style="list-style-type: none"> <li>• They come to the Local Offer to find information on becoming an adult.</li> <li>• They like to read or hear about other people's stories.</li> <li>• They would like to see a simplified version of the Local Offer and more adrenalin sports on the website.</li> </ul>	<ul style="list-style-type: none"> <li>• Improved our <a href="#">preparing for adulthood section</a> by using tiles to better organise the information and make it more visual and easier to navigate.</li> <li>• Made some of the pages easier to read by simplifying the text.</li> <li>• Emailed local activity providers to ask them to add their holiday activities to the website, including sports activities.</li> </ul>
Oct 2019	<p>At a local event in October 2019 Young people were asked and answered the following questions.</p> <p>1 Did you know about the Local Offer for SEND before today?</p> <ul style="list-style-type: none"> <li>• 3 said No</li> <li>• 1 said Our School.</li> <li>• 1 said Head of year told us about it.</li> </ul> <p>2 What would you use the Local Offer for SEND for?</p> <ul style="list-style-type: none"> <li>• To help me for adulthood.</li> <li>• Becoming an adult.</li> <li>• Don't know.</li> <li>• I wouldn't think of searching.</li> <li>• To tell other schools.</li> </ul> <p>3a What do you like most about the Local Offer for SEND?</p> <ul style="list-style-type: none"> <li>• Every people's opinion on SEND.</li> <li>• No/No answer.</li> <li>• They want to make a change to young people.</li> <li>• Not used the website.</li> </ul>	<ul style="list-style-type: none"> <li>• Improved our preparing for adulthood section by introducing selectable tiles to better organise the information and make it more visual and easier to navigate.</li> <li>• Reduced the reading age of some pages (made them easier to read by simplifying the text).</li> <li>• Emailed local activity providers to ask them to add their holiday activities to the website including sports activities.</li> </ul> <p>We will:</p> <ul style="list-style-type: none"> <li>• Continue to encourage more activities providers to add their activities to the Local Offer for SEND.</li> <li>• Continue to review content to make it easier to read and understand.</li> <li>• Promote the Local Offer for SEND in person via outreach and digital communications.</li> <li>• Develop information available, in particular, our transitions and preparing for adulthood (PfA) information.</li> </ul>

	<p>3b What do you like the least about our website?</p> <ul style="list-style-type: none"> <li>• No answer.</li> <li>• Can there be a child friendly, simplified, version of the Local Offer?</li> </ul> <p>4 What would you change about the Local Offer for SEND to make it better?</p> <ul style="list-style-type: none"> <li>• Make biscuits and show peoples story with disabilities</li> <li>• More people should know about it.</li> <li>• More adrenalin sports and access activities at quiet times or limited spaces.</li> </ul>	
Oct 2019	<p>At the access all areas event in October 2019, attendees were asked and answered the following questions.</p> <p>1 Have you heard about the Local Offer for SEND before?</p> <ul style="list-style-type: none"> <li>• All thirteen people said Yes.</li> </ul> <p>2 If yes, how did you hear about it?</p> <ul style="list-style-type: none"> <li>• 1 said Work.</li> <li>• 7 said Word of mouth.</li> <li>• 2 said Events.</li> <li>• 1 said School.</li> <li>• 1 said Used the website.</li> <li>• 1 gave No answer.</li> </ul> <p>3a. If you have used the Local Offer for SEND before, please tell us what you like about it?</p>	<p>Improvement: We will continue to work with other teams to further develop information available, in particular, our transitions and preparing for adulthood (PfA) information.</p> <p>Communications: will continue to share information with schools and use the website and social media to help more families know about the Local Offer for SEND. Outreach Officers will also share information on the Local Offer for SEND when out and about in the community and at Family Centres.</p>

	<ul style="list-style-type: none"> <li>• Yes, recommend to many families for information and evidence of services available.</li> <li>• To find help with education, the information is detailed.</li> <li>• Informative, so much info, videos are brilliant.</li> <li>• Information and sign posting.</li> <li>• Easy to navigate and lots of information.</li> </ul> <p>3b. Are there things we could improve or other' things you think should be on the Local Offer?</p> <ul style="list-style-type: none"> <li>• No/No answer.</li> <li>• Transition info needs to be updated.</li> </ul> <p>4 How could we help more families know about the Local Offer for SEND?</p> <ul style="list-style-type: none"> <li>• GP surgeries, constant out sourcing.</li> <li>• Attend more events in rural locations.</li> <li>• Communication through schools.</li> <li>• Schools.</li> <li>• No/No Answer.</li> <li>• More integrated working with teams such as transitions. Look forward to meeting with you.</li> <li>• Send details to organisations.</li> </ul>	
Sept 2019	<p>Parents at the countywide CAMHS Parent Support Group fed back that they were not aware of BFIS or the Local Offer and felt disappointed that they could have access the information earlier. Parents asked if GP's, Social Care and Schools were aware of this to help inform parents.</p>	<p>We have recently visited all social care teams to remind them about the Local Offer and BFIS.</p> <p>As we are now part of the new Family Support Service we will be reviewing our outreach to partners across the county to help raise awareness. There will be a revised SEN newsletter for schools and partners and we are going to work with our Comms team to put together a mini-campaign to help remind professionals about the Local Offer so they can signpost parents to it.</p>

Sept 2019	<p>Desperately looking for Respite Care / Holiday Camps for 16-year-old girl with SEND with SEMH, diagnosis of ASD, ADHD and ODD...I can confirm that according to the suggestions what is currently available in South Bucks is really not appropriate or adequate. Proper holiday camps with overnights need to be made available to children of different age groups.</p>	<p>We passed this feedback to the Commissioning Team who replied:</p> <p>We have awarded a new integrated short breaks contract to Action for Children which starts 01/10/19. We have recognised that there needs to be some new elements in the Bucks Activity Project moving forward and this is especially in relation to older young people like your daughter. A new programme of activities will start to be introduced from January 2020 which will have a higher focus on activities for older YP which will encourage developing new skills towards adulthood and independence. There will be more age appropriate activities such as attending concerts and overnight stays/sleep-overs.</p> <p>There will also be a greater emphasis on supporting young people to access universal activities.</p> <p>If you want to get back in touch with Bucks Activity Project they will be able to tell you more about when such activities will be introduced.</p>
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## Summary of 'You Said, We Did' Feedback from Buckinghamshire Providers (September 19-20)

<b>Title</b>	<b>Service type</b>	<b>You said, we did</b>
Acre Wood Nursery School	Childcare	To improve our information sharing with our parents we have recently introduced 'Tapestry' an online learning journal. This has significantly improved the level in which parents can see what their child is learning but has allowed the key person to make quicker assessments and has reduced the time spent inputting this information. As a setting we can assess how well we are meeting the children's needs and what we can do to ensure that every area of learning is celebrated and encouraged throughout all we do.
Aflah Nursery, High Wycombe	Childcare	Parental concerns about Speech and Language development and requests for formal assessments have been actioned by completing an online SEND audit which led to a referral and assessment by the Castlefield Family Centre and intervention for Speech and Language and screening at the Oakridge Centre.
Ashridge Day Nursery Latimer	Childcare	We are currently working with parents and staff to be able to offer a parent's evening in September 2020.
Big Bear Nursery	Childcare	Parents have suggested that we open earlier and we now do. Parents have asked if we can take children at an earlier age so as of September 2016 we started taking 1 year olds. We have introduced a parent committee to focus on parents wishes, we discuss what has been working well and what changes we will be making.

CAMHS: Buckinghamshire Child and Adolescent Mental Health Service	Service	<p>CAMHS website</p> <p>You told us:</p> <ul style="list-style-type: none"> <li>*the website looks like its aimed at children, the website needs to be more eye catching and use brighter colours.</li> <li>*Its hard to find information about what CAMHS do and what support they can offer. A lot of the language is hard to understand.</li> <li>*More self-help tips and videos to support young people with different mental health conditions.</li> <li>*Add links to other support services in the local area where you can get help.</li> </ul> <p>We've listened to your feedback and have a brand new website available now with lots of useful information which is aimed at children and young people.</p> <p>We will also be working on improving our website sections for parents/carers and children and would love to hear your views on what you'd like to see online.</p> <p><b>Eating Disorder Participation Forum</b></p> <p>Back in January 2016 we held our very first eating disorder participation forum at Thame Community Hospital. It was a chance for young people and their families to come together to talk about their experiences and put their suggestions forward on how we can improve our services.</p> <p>There were a lot of useful suggestions and ideas including:</p> <p>Put together some training and a video to show patient experiences and suggestions on how a GP or school can support parents and young people diagnosed with an eating disorder;.</p>
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Carrington Infant School	Organisation	We asked parents what training and support they would like. They asked for workshops relating to memory skills, phonics and helping with maths. We delivered these parents during the school day and in the evening to help working parents.
Chalfont St Giles Pre School Playgroup	Childcare	<p>We carry out parent surveys twice a year and we work closely with our parents. Parents said - there wasn't enough information about their child's progress. We now use Tapestry as well as art books to ensure parents are up to date with their child's progress as well as involving parents in the 2 year old progress check and next steps.</p> <p>Parents said - early opening would be ideal due to staggered start times within the local schools due to COVID 19  We are now offering a breakfast club from 8am until the setting opens at 9 am</p>
Clearsley and Haddenham Under Fives (Clearsley)	Childcare	Parents asked for a Breakfast Club and we took note, calculated the cost and made it happen. We survey our parents regularly and listen to any feedback good or bad and action it as best we can as part of our review procedure for best practice.
Chilterns Montessori School, The	Childcare	We have a weekly newsletter for parents, as well as a closed Facebook page for all current parents. We link home and school via a fortnightly home/school diary. We have a Sports Day and a Christmas Concert each year. We invite parents to attend twice-yearly parent morning sessions.
Claire Gordon	Childcare	My son is only 2, but due to sad family circumstances I needed to go back to work. I was so concerned, but Claire was amazing. He settled in right from the start and absolutely loves his days with her. They do many different activities together, and when the weather is good they are always out looking for new parks and things to do!

Clearly Cool Youth Clubs by Clearly Speaking	Activity/Event	<p>Families have stated that they do not receive a call back quickly enough. We have tried to ask parents/carers and professionals to leave very clear messages with a phone number so we can hear it and get back to them. We have also booked some extra opening time at the Children and Family Centre, specifically for admin such as returning phone calls and confirming bookings, and helping with registration of children and young people.</p> <p>We are advertising for someone who is able to help us two days a week with these specific tasks as their priority.</p> <p>Parents wanted more opportunities to meet and just relax together, talking things through. Due to the Coronavirus, we have had to move some of our activity time online, this has given us more flexibility when booking knit and chat sessions, although we will hold the sessions at Clearly Speaking as our facilities expand, or as advice from the Government changes and allows us to have more people on site, larger bubbles et cetera.</p>
Clubs for young people on the autism spectrum (Berkshire)	Activity/Event	We regularly liaise with parents to make sure we are providing the right support and ask the participants what they like to do at club.
Dinton Pre-School	Childcare	We offer the Tapestry Online Learning journal which provides greater opportunity to share and celebrate with families children's experiences and learning both at home and in pre-school through observation, photos and ongoing discussions.
DJ Dan Blaze	Organisation	All my lighting is pre-programmed so it is safe for epilepsy and the volume is never too loud, but ear defenders are welcome if you wish to use them.
Doorways Dance Group   Wednesday (Aylesbury)	Activity/Event	Sessions are led by what participants would like to do
Footsteps Day Nursery and Pre-School (Chalfont St Peter Football Club)	Childcare	We have emphasised our outdoor space and play. A brand new forest school area for all our children to explore daily.
Grover Club After School	Childcare	Parents said we needed to be present on social media. We now have a Facebook page.

Hardwick Pre-School	Childcare	<p>Each year we have a questionnaire for parents, asking them for comments and feedback, how we can improve, what we can do better and what they like about Hardwick Pre-school</p> <p>We are very proud that parents say we are:</p> <p><b>very approachable, friendly, caring, inclusive, putting the child first, like family</b></p>
Hi 5 Out of School Care (St Michael's Catholic School After school and Breakfast Club)	Childcare	Parents requested more activities for the children when at Hi5. We now have Smart Raspberry Cookery each week, Pinkies Parties providing Musical Theatre and Guitar Teacher ready to start offering lessons during after school and holiday club.
Hi 5 Out of School Care (St Michael's Catholic School Holiday Club)	Childcare	Parents requested more activities for the children when at Hi5. We now have Smart Raspberry Cookery each week, Pinkies Parties providing Musical Theatre and Guitar Teacher ready to start offering lessons during after school and holiday club.

Holding Hands Pre-School	Childcare	<p>When we moved in 2016 the preschool had very limited space in the entrance area and no facilities to sit and eat as a social gathering.</p> <p>We listened to the parents and through the Summer break of 2017 we extended into the warehouse adjacent to us and built a new entrance area providing room for children to hang their coats and place their belongings. this space has been well received providing a large dry area for parents and children to be welcomed each session.</p> <p>We also built children toilet facilities within the extra space to aid children's Independence with child height basins and a choice of either hand towels or hand dryer.</p> <p>In the back area of the new space we designed and built a large spacious kitchen diner with low-level worktops to enable children to have the opportunity to prepare and make snacks. and to self select their food choices during breakfast and snack time. The space hosts seating for up to 32 children where everyone can sit comfortably and enjoy eating in a social situation. The kitchen has bright tiles and room to manoeuvre with doors leading out onto the farm.</p> <p>Following advice from environmental health we re-designed our outside garden area replacing the very mucky mud with an all year round garden surface. We divided the garden in four areas including decking where the children could enjoy picnics amongst friends. An artificial grass area with frames balance beams and obstacles, a resin surface to enable bikes, trikes and cars to follow a track and then also a natural exploration area where bug hunts and a muddy kitchen is a favourite.</p> <p>In the summer of 2019 we extended further into the warehouse section and now have a dedicated gym room with soft play and climbing facilities. At the same time we installed a new sensory pod with fibre optic lights. This area is used every morning with smaller groups of children developing speech and language. We also now have a larger cloakroom area which enables all of our children and parents to have cover at drop off and collection times - something we were struggling with.</p>
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Hungry Caterpillar Day Nursery - Chalfont St Peter	Childcare	<p>We have a very knowledgeable senior leadership team, including a senior manager dedicated to supporting Nurseries and their children with SEN. we are currently using an on line learning journey called Famly, following a recent visit from the senior manager, we will be using additional observations alongside the APDR to assess a child's progress.</p> <p>At present, we have no children with confirmed SEN needs. There are several children we are supporting as they have been identified with a development need.</p>
Inclusion Un-Limited	Organisation	<p>I was asked to lower the age limit for our sessions, so we are trailing a younger aged session as well as a session for adults.</p> <p>We also ask for individuals' interests and we invest in resources and sessions structures to suit these.</p>
Jasbir Jeetla	Childcare	<p>Idea from being reflective "Sheltered outdoor play area may be a good idea in case of bad weather or to stimulate children who need a sensory experience to learn or play for example sensory impaired children"</p> <p>Our solution was the sensory ally, incorporating Reggio Amelia and Maria Montessori play ideas with learning.</p>
Kiddies Academy, The	Childcare	<p>Working with parents with regular weekly email updates.</p> <p>Improved resources.</p> <p>Outdoor classroom now open.</p> <p>Sports activities: introduced sports for kids.</p> <p>Trips: working with local care home to organise trips and local activities.</p> <p>Creating links with schools.</p>
La Leche League Chilterns (LLL Chilterns)	Organisation	You said you'd like to meet in a more accessible venue, we are now 3 minutes from the train station and few more from the town centre.

Little Ashes Pre-School	Childcare	<p>Little Ashes Pre-School work closely with families and outside agencies to ensure every child is included and is able to access all areas of their learning.</p> <p>The Parish Hall car park and play park have been updated to allow access to all users, including a round-about with wheel chair access and both are on one level with disabled parking closest to the building.</p> <p>We have worked closely with the Bucks EY team and SaLT to ensure we have the training, experience and resources to provide a learning experience accessible to all. As a team, we regularly discuss and evaluate how we can improve and adapt our setting/routines to ensure each child is accessing all areas and resources independently or with support.</p> <p>We have also added additional soft furnishings, low coat pegs and a number of different resources/toys/equipment to be accessible to wheel chair users as well as for a hearing impaired child. The main hall is set up to allow the children to access all areas independently and is a spacious room, allowing space for those on crutches or in a wheel chair.</p>
Longwick Pre-school	Childcare	<p>Feedback as a result of last year's Parent Survey:-</p> <p>We ask all parents to provide written information regarding their child's current interests at home. This then directly informs planning for individual children.</p> <p>We celebrate children's achievements at home by means of a visual 'Wow Board'. Each day children are invited to choose an emoji that reflects their mood (happy or sad).</p>
Lucy Jones	Childcare	<p>I review my setting's accessibility, the children's happiness, speak to their parents for feedback, early years specialists to help keep my setting effective and stimulating for children. I offer a graduated approach to meet the children's development and maintain the family's needs at the centre of my planning and support.</p>
Men's Advice Line	Organisation	<p>Following the demand to our service during Covid 19, we have extended our opening hours. We have also introduced a call-back queue that allows you to be called back when an advisor becomes available saving you waiting time.</p>

Ollie Owl Day Nursery (Chesham)	Childcare	After a visit from the local inclusion officer we introduced cosy corners in all rooms to provide children a safe area to relax when they feel tired or when they would like some quiet time. Having these areas also supports children with SEN.
On My Mind   Mental Health Support Website	Organisation	On My Mind is constantly reviewed and developed by young people to ensure the information and advice provided is useful and accessible. We are developing new resources for launch in 2020 and will once again be hosting #selfcaresummer on social media during the summer school holidays.
Online Health and Fitness Coaching	Activity/Event	Users are really happy with the service. They asked for shorter workouts which I am now providing daily.
Orchard Hill College   Specialist College for those with SEND	Organisation	<p>I said/we said Type of issue raised and what the college did.</p> <p>What did/didn't change D expressed that he would like to change the day of his tennis coaching from a Thursday to a different day of the week. D's teacher reminded him that he was busy all day on Tuesdays because he completes his mechanics vocational training. However staff assured D that if his coach was available, he could participate in his 1 hour professionally coached tennis session on a Monday or Wednesday morning. D has spoken to his tennis coach about changing his coaching sessions to take place on Monday or Wednesday mornings. D relished the opportunity to organise changes to his own timetable.</p> <p>I said/we said Type of issue raised and what the college did.</p> <p>What did/didn't change D worked with the same staff member for two days in a row and expressed that he preferred to work with a variety of staff. Daniel's teacher looked at the staffing for the rest of the week and ensured that D was working with a wider variety of staff. D enjoys working with a variety of staff and has been more motivated to work hard during his sessions.</p>

Origym Personal Trainer Course (High Wycombe)	Organisation	We collect feedback from our students at four stages, first after 10 days of starting, then 2 months, once after completion of their first assessment and finally after entire completion. We have created a brand new e-learning platform with added visuals, including videos for those with learning difficulties from dyslexia to more severe issues. We also added more audio based learning resources based on student feedback with visual impairments, such as webinars and podcasts.
Poppies Day Nursery (Beaconsfield)	Childcare	<p>73% said I know my child's key person and have a strong relationship with them -</p> <p>We did: Team boards in both buildings displaying all working in rooms. Encouraging longer meetings available to be booked in diary to enable detailed discussions.</p> <p>90% Said my child likes and beliefs are planned for.</p> <p>We did: Requested families to share their ideas with adults and we can use them in our teaching. Also, encourage families to volunteer their time to come and share cultures/beliefs.</p> <p>70% said we offer a good range of extracurricular activities.</p> <p>We did: We have Melody Music sessions with all age ranges, Coach Alex teaching sport activities and French language daily threaded throughout the curriculum within our Nursery Class and Pre Schoolroom.</p> <p>54% said decor was good quality.</p> <p>We did: Decorating work carried out and we have a person to maintain all areas.</p>
Positive Energy Being	Organisation	<p>Link to feedback and impact studies</p> <p><a href="http://e-being.co.uk/what-people-say/">http://e-being.co.uk/what-people-say/</a></p>
Premier Nursery	Childcare	Parents requested the nursery to be open longer to provide more flexibility for those working later and further out of the area. We have done this and now are open till 6.30pm every day.
Rainbow Pre-School (Stoke Poges)	Childcare	"Please keep me informed of events at the pre-school" - A parents Whats app group has been created to keep parents up to date with events and news at the pre-school.

Respect Phoneline	Service	Following Covid 19, we have extended our opening hours to meet your needs. We have also introduced a call-back queue allowing you to receive a call from an advisor when they become free saving you waiting time.
Specialist Teaching	Service	<p>In response to the annual Specialist Teaching Service (STS) survey to schools you said:</p> <p>"It's difficult to catch up with the Specialist Teacher as we are all so busy so don' get a chance to catch up.</p> <p>We did: Having discussed this with a number of schools we put in place a Record of Visit form which records all sessions in school for a named pupil, with objectives we are working towards. This is then shared termly with the schools.</p> <p>In response to the annual Specialist Teaching Service (STS) survey to pupils you said:</p> <p>The survey is too complicated.</p> <p>The language is hard to understand.</p>

		<p>We did: The team are looking into the survey to see how we can make it more pupil friendly and are working with individual pupils to get feedback on how best to present the next one.</p>
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Spring - RAF Halton	Childcare	<p>We identified a need for more effective communication and language in 2 to 5-year-olds through cohort information and room quality assessments. Together with the council, we organised a Communication and Language training to give staff the skills and knowledge to provide good quality provision for their children. Since the training some staff have supplied a display with information for parents about effective communication and other improved prompt words within the rooms. The evidence for improvement has shown in our recent cohort data.</p> <p>We recently held a Nursery Practitioner Day where we celebrated the hard work and dedication that our nursery practitioners put into their work each and every day. We held a party, created personal gift bags with health and wellbeing in mind, we created a display with individual messages from parents to each member of staff and positive messages about each other. We continuously appreciate their presence within this team and acknowledge that each person brings something unique to the nursery.</p>
Squirrels Tabernacle Nursery	Childcare	<p>We have taken rising twos as parents were asking for sessional care with under twos wanting only a couple of sessions a week.</p> <p>We have extended our forest and farm school provision as this had proved very popular with parents and children alike.</p> <p>We have offered nap times when children are taking full days. This with a hot lunch has made our services accessible to all children including those under two.</p> <p>We have met special dietary needs and can cater for all tastes and preferences as well as allergies.</p>
St Mary's Pre-School (Princes Risborough)	Childcare	<p>Parents wanted to leave their children's bikes in the morning. We now have outside hooks so parents can secure their children's bikes during the session.</p> <p>Parents wanted a 'uniform' as a way of belonging to the setting and to help with decisions about what to wear. We now have St Mary's Pre-School Polo Shirts and sweatshirts for those families that want them.</p>

Stewkley Cygnets Pre-School	Childcare	<p>You said: More streams of communication needed            We did:- Newsletters, event flyers and on Facebook,            Plans and Newsletters displayed on windows, plus weekly objective.            The website is currently being reviewed and updated.</p>
West Wycombe Pre-School Playgroup	Childcare	<p>Our families recently told us they would like more activity ideas to help their children's learning at home. We now offer stay and play sessions with parents so they can have time with their child's key worker to discuss development and activities to do at home. We also post activity ideas on our weekly newsletter, Facebook page and website.</p>

## **6. Next Steps**

Plans for further work will include lots of user testing and research with families to influence the new website. We will continue to involve young people in developing the Local Offer information through the Local Offer Champions and the SEND Young Inspectors as well joining up with the various participation groups. We will continue to respond to feedback and make changes where we can. There will be a communications plan to re-launch the new website later this year to make sure more families and professionals know about it.

Targeted outreach, in person or virtually, will continue as much as possible.

The Local Offer Advisory Group will continue to meet on a half-termly basis to focus on improvements and listen to feedback from its members as well as to monitor the impact of the published Local Offer. All methods for feedback will remain open and this will be captured and published along with actions taken place as a result. BFIS will continue to work with families, partners, organisations and services to review the information on a regular basis and ensure it is up to date and accurate.