

## **Annual Summary of Local Offer Feedback – September 2015**

From 1 September 2014 every Local Authority is required to publish their 'Local Offer'. The purpose of the Local Offer is to enable parents, carers and young people to see clearly what services are available in their area for children and young people with a special educational need and/or disability, and how to access those services. 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 date, the Local Offer Project Group and the Buckinghamshire Family Information Service (BFIS) have been collating and responding to comments and queries that have been received and have published these on the 'You Said, We Did' Local Offer website page to demonstrate what action has been taken as a result.

The Local Offer is now in a 'review and improvement' phase, with input from young people through participation work, parents and carers and other professionals who can input through the project group, BFIS or professionals they are working with. Feedback is received in a number of different ways: in person through participation work, outreach, or project meetings; via email through the Family Information Service mailbox; through social media or via the BFIS telephone service. A hard copy feedback template has also been made available through libraries, professionals and at outreach events.

BFIS also developed some 'scenarios' for professionals and parent/carers representatives to work through to gather initial feedback on the quality of information and how easy it was to find. The feedback resulted in some changes to where information was held and how the website was structured.

The SEN team are collating feedback from parents and carers as they go through the Education and Health and Care needs assessment process which will help to inform and improve the process.

When a comment is received relating to the provision of services it is passed to the relevant team or commissioner in order for them to provide a response and consider whether a change is required. This mechanism will help to identify gaps in provision and ensure the Local Authority is responsive to the needs of local children, young people and their families.

In the coming months we plan to trial a 'Rate and Review' function with a select number of providers. This is one way of enabling service users to comment on their experience of an organisation or service via the BFIS website. This will be trialled for three months and evaluated to see how effective the 'Rate and Review' function has been. The aim of this trial is to see how feedback can help to shape service provision.

For a full list of comments received and action taken please view the Local Offer 'You Said, We Did' web page and download the report from the links on the right hand side.

<http://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/advice.page?id=d5wypw22kDc>