

Buckinghamshire County Council

Local Offer Annual Summary of Feedback

September 2019

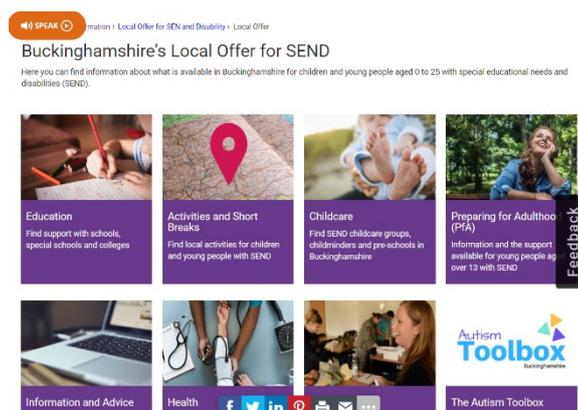
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September 2019

Annual Summary of Local Offer Feedback – September 2019

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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 0-25 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. 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.

Services and organisations are encouraged to become their own record editors so that they can make changes directly to their record on the website. 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. 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.



Content pages are produced in partnership with the most relevant professionals as subject matter experts, and they are regularly encouraged to review the information and let the team know if any updates should be made. The website also hosts articles from NHS Choices which provide health-related information.

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@buckscc.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)



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 monthly reminders where their record has not been updated in three months, as well as communication from the BFIS Team.

Meetings and Groups

Young People

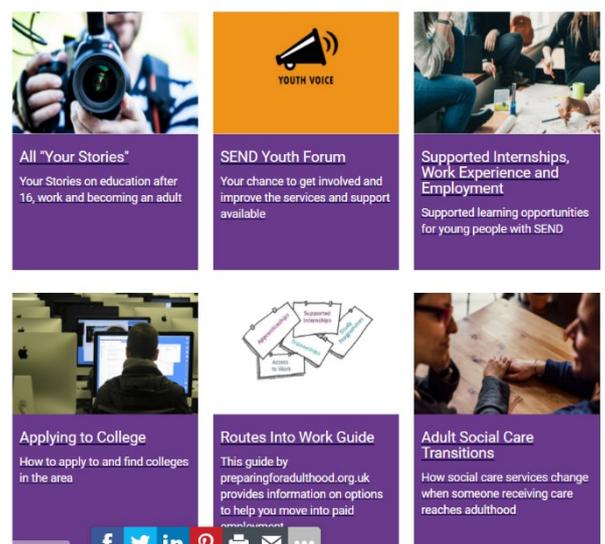
BFIS have continued to work with the Specialist Participation Team to engage with local young people with SEND and ensure their voice is heard. This has allowed BFIS to work with young people through the SEND Youth Forum, the Youth Voice group, local schools, colleges and clubs.

Recent feedback from young people showed that they value information in video format. As a result, more [videos](#) have been made and published on the Local Offer.

We have had feedback from young people locally and through the last South East Peer Review (where we partnered with parent/carers, young people and Officers from Medway) which has helped us to develop the ‘Preparing for Adulthood’ pages. These now have colourful tiles and lots more information after young people told us what else they would want to find in this section.

Young people told us that they wanted more social activities and so this was fed back to the commissioning team, and we tried to register more social events on the website and promote them through our social media, such as a regular SEN-friendly nightclub event.

This year has seen the launch of the [‘SEND Young Inspectors’](#). SEND Young Inspectors visit local activities and clubs suitable for SEND young people and feedback their findings.



The feedback helps develop 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. All the feedback is published on the Local Offer.

The Specialist Participation Team worked with small groups of volunteers in schools to train young people as Local Offer Champions. The pilot aimed for these champions to help their peers understand and access the Local Offer, but after speaking with the young people it was agreed that the peer to peer training didn't work so well. Instead, the Champions will share their feedback about the Local Offer each term and this will be taken to the Local Offer Advisory Group to action.

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.

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 Group and several members attend the meetings so they are able to feed back on behalf of parents and share information through their networks.

The Advisory Group continue to identify areas for improvement and have recently looked at promoting the Local Offer, the Autism Toolbox, Local Offer forms for early years childcare providers and some of the filters on the website that help people to narrow down their search. The group also gathers feedback on services which 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 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 BCC Officers will take part in the third South East Local Offer Peer Review planned for November 2019.

Professionals

There are many meetings that take place with professionals across the county to discuss the Local Offer for SEND information. The Early Help Digital Officers work closely with partners from education, health, SEND and other providers from different sectors who will send in updates when things have changed. A recent example has been the production of the Autism Toolbox, an online resource developed for professionals and families. This has regularly been one of the top 10 most visited pages within the Local Offer (338 views in September 2019).

Feedback is often received from professionals about information that is missing or needs to be updated. The Digital Officers will arrange to meet the most relevant person who can provide an update on their specialist subject.

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. BFIS encourage services and organisations to be proactive in letting us know of any changes and where possible, record editor rights are given to someone in the service so they can update their own details on the website whenever they need to.

The Local Offer Advisory 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. 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.

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 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. BFIS has a stand with Local Offer for SEND information and a laptop to show people the website and explain about the Local Offer. This allows people to try out the website and give verbal feedback.

South East Peer Review

Buckinghamshire will partner with Surrey in the next South East Local Offer Peer Review in November 2019. In previous years the feedback has proved very useful and an action plan has been put in place and published on the Local Offer following each review.

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.

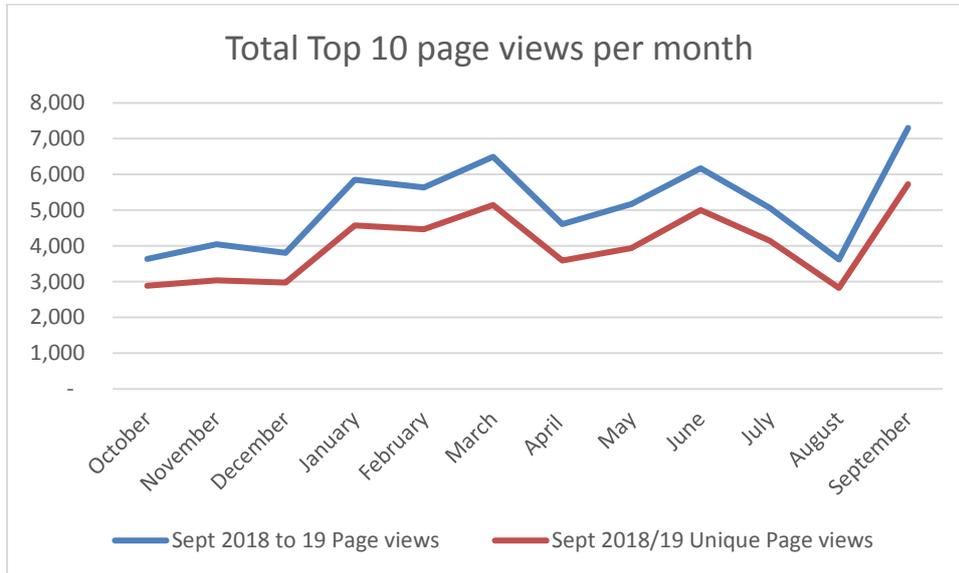
- The young people's e-postcard was shared widely with all schools for them to add to their website.
- Printed Local Offer postcards are shared with libraries, children's centres, health, education and social care partners and taken on outreach.
- Regular liaison with schools and SENCOs to ensure their 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 by Bucks County Council.
- Local Offer facebook page which is shared with relevant local facebook groups.
- Information screens shown in all 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 produced a 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.



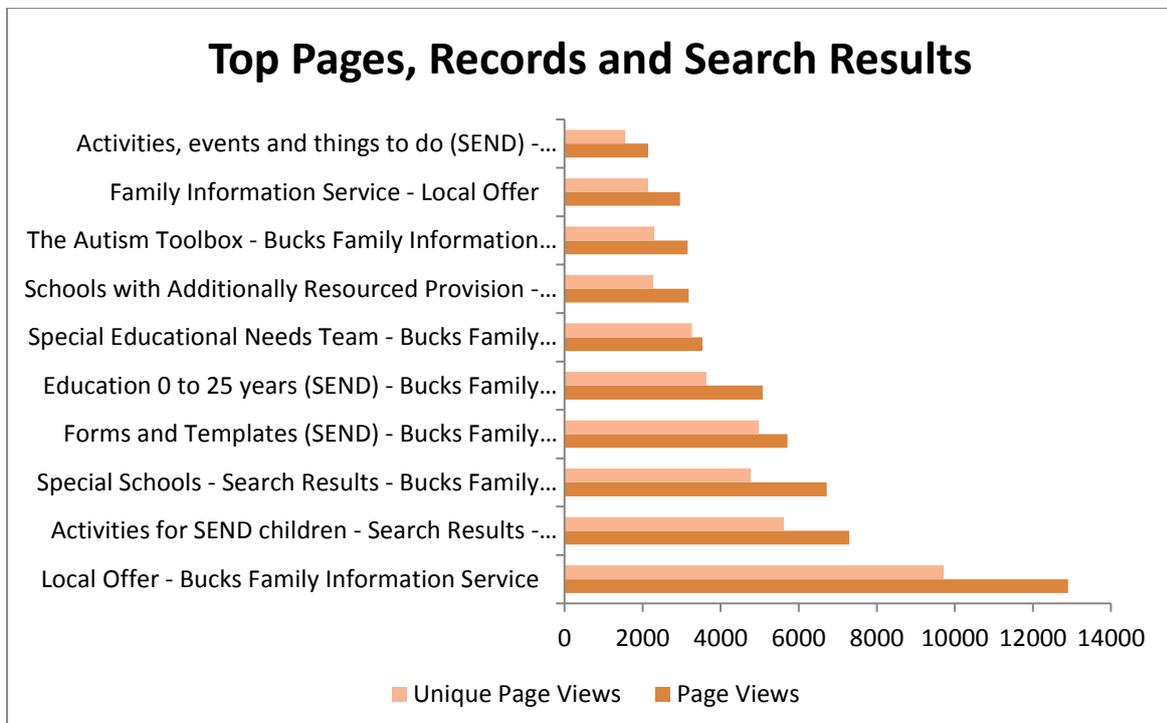
5. Data

The information below is a sample of data from September 2018-19, along with some examples of the survey responses and feedback gathered.

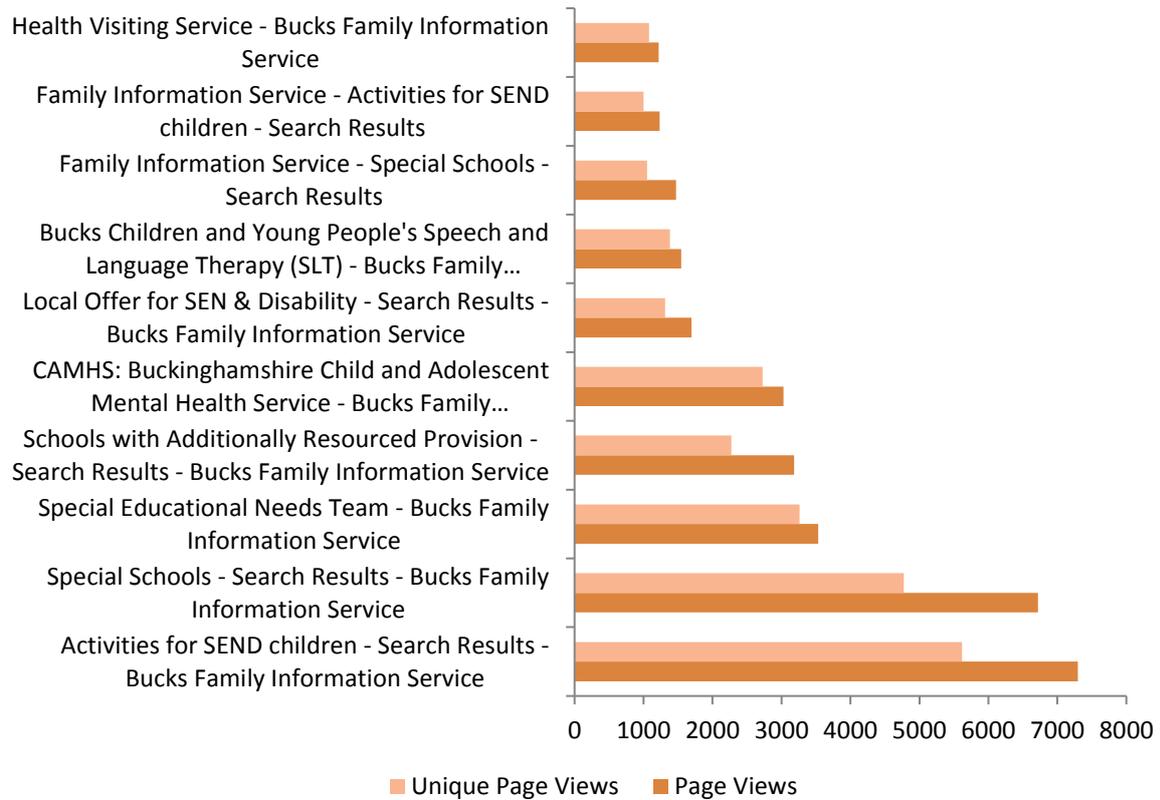
Local Offer for SEND Website Data



Note: the spike in views in September may be attributed to the launch of the new Family Support Service and changes to the SEN Transport policy which may have resulted in increased traffic to the website.



Top Records and Search Results



Videos

Young people regularly tell us they prefer information in video format. Several new videos have been added over the last year with a particular focus on post-16 provision and SEND Employability case studies.

Post-16 Residential placement at Astor Lodge

A tour of Aster Lodge, supported living service for young people aged 16 and over. We hear from staff about how the service supports young adults put into practice the independent living skills they have learned at college. We also see the residents preparing dinner together while telling us about their lives outside of Aster Lodge.

To view subtitles/closed captions, simply play the video and click on the 'CC' symbol found in the bottom right of the video.

Videos



Social Media

The Local Offer facebook page had 700 followers in August 2019, compared to 495 in September 2018.

Some popular post examples:

Bucks Local Offer and SEND
Published by Bucks Family Info (P) · 10 January · 🌐

The refurbished #Aylesbury Library will be opening later this month with a modernised children's area and colourful #sensory wall! On Saturday 26 January, there will be a fun-packed family day with activities starting from 11am. There will be story-telling, demonstrations of the new equipment and a special guest appearance from the #Gruffalo among the activities.
Keep up-to-date with Aylesbury Library on Facebook at Aylesbury Libraries



👍 Get more likes, comments and shares
Boost this post for £50 to reach up to 14,000 people.

6,930 People reached 780 Engagements [Boost Post](#)

Performance for your post

6,930 People Reached

164 Reactions, comments & shares 🗨

103 Like	38 On post	65 On shares
6 Love	2 On post	4 On shares
1 😂 Haha	1 On post	0 On shares
1 😲 Wow	0 On post	1 On shares
36 Comments	21 On Post	15 On Shares
18 Shares	18 On Post	0 On Shares

616 Post Clicks

46 Photo views	0 Link clicks 🗨	570 Other Clicks 🗨
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NEGATIVE FEEDBACK

1 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 (P) · 17 June · 🌐

Tomorrow. 🕒 8pm to 9pm | 📍 Stoney Dean School
The first of four home to school transport Information meetings for parents and carers of students aged 16 to 18 with SEND. The session will provide more information on the new distance and charging band fees being introduced from September 2019, including financial assistance and support. Officers will be available to answer your questions. Find out more > <https://www.buckscc.gov.uk/schooltransportchanges>

**HOME TO SCHOOL TRANSPORT
INFORMATION MEETINGS - FOR SEND
PUPILS AGED 16-18**

Tuesday 18 June 8-9pm Stoney Dean School,
Amersham HP7 9JW

Thursday 20 June 12-1pm Council Offices, Walton Street,
Aylesbury HP20 1AU

Tuesday 25 June 8-9pm Furze Down School,
Winslow MK38 3BL

Wednesday 26 June 8-9pm Alfriston School,
Beaconsfield, HP9 2TS

www.buckscc.gov.uk/schooltransportchanges

👍 Get more likes, comments and shares
Boost this post for £50 to reach up to 14,000 people.

3,732 People reached 74 Engagements [Boost Post](#)

Performance for your post

3,732 People Reached

7 Likes, Comments & Shares 🗨

2 Likes	1 On Post	1 On Shares
0 Comments	0 On Post	0 On Shares
5 Shares	5 On Post	0 On Shares

67 Post Clicks

13 Photo views	3 Link clicks 🗨	51 Other Clicks 🗨
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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

Buckinghamshire Local Offer Annual Feedback Report 'You Said, We Did'
September 2018 - August 2019

Date	You said	We did
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: 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>

<p>July 2019</p>	<p>What does the “All needs met” filter mean? [appears under the heading “Type of Special Educational Needs” alongside search results].</p>	<p>Originally, “All needs met” referred to a broad group of needs. In the Special Educational Needs and Disability Code of Practice 0-25 years, January 2015 these became:</p> <ol style="list-style-type: none"> 1. Communication and interaction 2. Cognition and learning 3. Social, emotional and mental health difficulties 4. Sensory and/or physical needs <p>Because Schools and early years settings looked at all of these needs to identify what action to take to support their pupils/children, they were considered to meet all these needs and thus, the All needs met filter was applied.</p> <p>As more services, organisations, and activities have joined the Local Offer for SEND, some now offer support for additional needs not covered by the “All needs met” filter.</p> <p>We have reviewed the use of this filter and in future, it will only apply to:</p> <ul style="list-style-type: none"> • schools • early years settings • services • organisations <p>That meet all the needs listed beneath it. It will take time for all records be reviewed and for these changes to be completed.</p> <p>To find specific support for particular need: website users should select a need for from the checklist under “Type of Special Educational Needs”.</p>
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		<p>To find general support/non-specific support: website users will find these appear in search results without applying any filter, simply look for the pink Local Offer flash for more details. Website users can filter results by only those with Local Offer information by selecting “Yes” under “Service has Local Offer”.</p> 
June 2019	There are not enough social activities happening in the evenings and on Fridays.	<p>Continue to research activities and providers and encourage them to add their activities to the Local Offer for SEND.</p> <p>We continue to raise the profile of local groups and activities by sharing upcoming activities via our social media channel and encouraging the use of the Bucks Local Offer and SEND group as a place to share and discuss what’s happening locally.</p>
June 2019	When young people with Special educational needs and disabilities (SEND) from Buckinghamshire were asked about the barriers they face getting a job, a key challenge they said was the interview process. Previous feedback has also included wanting more information on getting a job and finding opportunities.	<p>Launched the SEND employability video case studies on the Local Offer for SEND. Find them on the Supported Internships, Work Experience and Employment (SEND) page.</p> <p>The youth service worked with four very different employers to create case study films of work experience opportunities. These case studies show the benefits of work experience opportunities for both employer and employee. They hope this inspires more employers to offer work experience to SEND young people and helps young people to understand more about what to expect from a placement. These films have been endorsed by the Buckinghamshire Workability Forum.</p>
May 2019	While attending an event an attendee told one of our Outreach Officers that they had visited the Local Offer a	Our Outreach Officer showed the attendee the Local Offer website as it is today and highlighted some of the recent improvements such as tiles - clickable images that make

	<p>few years ago and found it hard to read and that they could not find the information they were looking for.</p>	<p>navigation easier. The attendee was complimentary of the changes they were shown and felt they could find information much more easily. We took the opportunity to publish a brief video on our @BucksLocalOffer Facebook page demonstrating the tiles and accessibility features like Browsealoud. These “new and improved” social media posts have been scheduled over the next few months.</p>
<p>April 2019</p>	<p>While attending a Parenting Course, a parent told one of our outreach officers there was none or little information on the SEND/local offer page regarding Epilepsy. Such as Parent Support groups, organisations, information and support on Epilepsy and activities that specifically support children with Epilepsy. The parent also said they liked the Autism Toolbox.</p>	<p>Social Media Posts have been published and scheduled over April, May and June 2019 to promote that people using the Local Offer have said they would like to see more #epilepsy related services. The posts have the call to action to register on our website and are relevant to those who work for such services, or those who may be familiar with a service and may like to recommend they join the Local Offer.</p> <p>We will continue to encourage local organisations to add their organisation/service to the website.</p> <p>An NHS article on Epilepsy was added in February 2019 following similar feedback.</p> <p>Update May 2019 This month we contacted a variety of Epilepsy charities/support services to introduce them to the Local Offer for SEND and encourage them to add their organisations to the directory. On 17 May 2019, the Epilepsy Society added their Epilepsy Helpline to the Local Offer and Family Information Service website. This service can be found under the Health section of the Local Offer and will be returned in relevant searches.</p>

February 2019	While on outreach, an officer was told there is no information on Epilepsy and local support on the website.	An NHS article on Epilepsy has been added to the website and will we continue to encourage local organisations to add their organisation and services to the website.
09 January 2019	Update: in regards to feedback we have received on Preparing for Adulthood information, for example feedback from 01 June 2018.	We are in the process of developing our Preparing for Adulthood section for young people. This section features visual tiles and the pages are style to match other Youthspace pages on the website. This section is still under development and more content is being added. View the S.E.N.D info for young people / Preparing for Adulthood here . You can send us your feedback on this section at any time using our feedback button or by our Feedback and your participation form .
02 November 2018	The Aylesbury Grammar School Coffee Morning: An attendee replying to how could we help more families know about the local offer said: "Through GP/Health Visitor"	Thank you. We regularly meet with Health Visitors to ask that they promote BFIS and the Local Offer and we will continue to do this. We also have information on the digi screens at GP surgeries and we will consider how else we might link with GPs.
02 November 2018	The Aylesbury Grammar School Coffee Morning: An attendee replying to how could we help more families know about the local offer said: "Use school newsletters to get the message out"	We will continue to use school's bulletins for communications to schools
02 November 2018	The Aylesbury Grammar School Coffee Morning: An attendee replying to how could we help more families know about the local offer said "Meetings in schools (as at AGS today)"	Our outreach officers will continue attending such events whenever possible
02 November 2018	The Aylesbury Grammar School Coffee Morning:	We will continue to use school's bulletins for communications to schools

	An attendee replying to how could we help more families know about the local offer said: "Maybe a communication through schools?"	
02 November 2018	The Aylesbury Grammar School Coffee Morning: An attendee replying to how could we help more families know about the local offer said: "Details through schools"	We will continue to use school's bulletins for communications to schools
02 November 2018	The Aylesbury Grammar School Coffee Morning: An attendee replying to how could we help more families know about the local offer said: "Leaflets from school? (Junior/infant level)"	We will continue to use school's bulletins for communications to schools and leaflets /book bags if possible.
02 November 2018	The Aylesbury Grammar School Coffee Morning: An attendee responding to are there things we could improve said: "I would have loved to have had this information years ago!"	Recorded, thank you.
30 October 2018	[Relating to The Autism Toolbox] <ol style="list-style-type: none"> 1. I like the clear and concise listing of all the different topics and external links with more info 2. I like the use of videos to further illustrate the points/topics in question 3. I like that it has a whole variety of different topics covering (in my mind anyway) the key issues of relevance with clear virtual sign posts 	We have added a link to our accessibility page to introduction on every page within The Autism Toolbox. The accessibility page allows people to increase font sizes and change background colours. We have also highlighted browsealoud which can read aloud and translate any page on the Local Offer and Buckinghamshire Family Information Service website. More information can be found on the accessibility page itself, which can be accessed anytime by clicking "Accessibility" at bottom of this website.

	<p>4. I like that your further links of reference on the right hand side of page</p> <p>What I would suggest is options for font size colour changes, background colour changes (for people with visual perceptual challenges, dyslexia etc</p>	
11 October 2018	<p>[Relating to The Autism Toolbox]</p> <p>Hi Ryan, I think that the work you have done on the Toolbox is ***amazing***. I have enjoyed looking through all the pages. The Designated Clinical Officer for SEND.</p>	
19 September 2018	Please add our new Transitions referral form to the Local Offer	Form added with a bar to the bottom of that page named "Related links and information" to make it more prominent.
13 September 2018	I didn't know about the Local Offer before the event. Look at marketing and getting the word out there.	Discussed the Local Offer and sign-posted to the Local Offer website and Facebook page. Comms plan in place to raise awareness.
13 September 2018	I have heard about the LO from when I worked in education. I like the variety of information available.	Feedback recorded. Thank you!
13 September 2018	I wish the information had been available when my child was under 25 as I had to fight every step of the way to obtain support. We now have a social worker but I was not aware of Carers Bucks and all the support available.	Thank you for your feedback. The Local Offer provides information to parents and carers with children from 0 to 25 and young people themselves.
13 September 2018	I have heard about BFIS and the Local Offer before and have used the website. The service were helpful and proactive in supporting my inquiry. It would be helpful to include SEN catalogue equipment. I think you are doing great.	Feedback recorded. Thank you!

13 September 2018	I haven't heard about the Local Offer before. You could help more families know about it by continuing outreach and face to face meetings.	Our team of outreach officers will continue to their outreach and face to face meetings. Our website and social media is always available.
13 September 2018	I have heard about the LO through face to face meeting. There is nothing I think you need to improve. Keep going as you are.	Feedback recorded. Thank you!
13 September 2018	I didn't know about the LO before the event. You could reach more families through schools.	Our team of outreach officers will continue to their outreach and face to face meetings. Our website and social media is always available. We are planning a campaign to target schools which includes promotional materials, articles in the school's bulletin, and via our social media.
13 September 2018	I didn't know about the LO before the event.	Discussed the Local Offer and sign-posted to the Local Offer website and Facebook page.
13 September 2018	I have heard about the LO through the Partnership Boards. I like that it gives all the information in one place. It's an excellent service, very comprehensive. You could help more families know about the LO by renaming the service - the name doesn't let you know what it's about.	Feedback recorded. Thank you! The name "Local Offer" came from central Government and our co-production group decided to keep the name to benefit from national promotion. We try to call it the 'Local Offer for SEND' to help people understand what it's about.
13 September 2018	I knew about the LO through school. You could reach more families through schools.	Our team of outreach officers will continue to their outreach and face to face meetings. Our website and social media is always available. We are planning a campaign to target schools which includes promotional materials, articles in the school's bulletin, and via our social media.
13 September 2018	I didn't know about the LO before the event.	Discussed the Local Offer and sign-posted to the Local Offer website and Facebook page.

13 September 2018	I knew about the LO through Preparation for Adulthood Services. The reputation for transition to adulthood and services at 18 needs improvement. You could reach more families through school publications to parents, clubs etc.	Our team of outreach officers will continue to their outreach and face to face meetings. Our website and social media is always available. We are planning a campaign to target schools which includes promotional materials, articles in the school's bulletin, and via our social media.
13 September 2018	I knew about the LO through the website and word of mouth.	Discussed the Local Offer and sign-posted to the Local Offer website and Facebook page.
13 September 2018	I didn't know about the LO before the event. There is a poor allocation process for SEN school. Sheila Fox was amazing but just lack of communication from schools. Transport delays again due to lack of communication.	Discussed the Local Offer and sign-posted to the Local Offer website and Facebook page. We are planning a campaign which includes promotional materials in school book bags (primary), articles in the school's bulletin, and via our social media.
13 September 2018	I didn't know about the LO before the event.	Discussed the Local Offer and sign-posted to the Local Offer website and Facebook page.
13 September 2018	I didn't know about the LO before the event. I have had a chat with an IOO and am very grateful for the support and information she has given me today. Thank you. Please continue to make yourselves known to families because you offer so much useful information.	Feedback recorded, thank you!
13 September 2018	I know about the LO through social media.	Discussed the Local Offer and sign-posted to the Local Offer website and Facebook page.

Young People's Feedback examples?

Summary of 'You Said, We Did' Feedback from Buckinghamshire Providers (September 18-19)

Provider Name	Service Type	You said, we did
Acre Wood Nursery School	Childcare	<p>To improve our information sharing with our parents we have recently introduced 'Tapestry' an online learning journal.; This is has significantly improved the level in which parents can see what there 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.</p>
Action on Hearing Loss	Organisation	<p>You said - it would be useful if we could bring buggies in to the reception area when it's raining.</p> <p>We did - opened up the bike shed so buggies can be stored in there. They would cause a fire obstruction in the reception area but the bike shed is ideal.</p> <p>You said -there are not enough engaging activities for five year olds.</p> <p>We did - introduced at least 1 activity aimed at five year olds per session.</p>
Aflah Nursery, High Wycombe	Childcare	<p>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.</p>

<p>Art Therapy for Children and Teenagers, their Carers and Professionals</p>	<p>Service</p>	<p>Feedback from parent of a 9 year old who attended art therapy</p> <p>We were treated as a whole family with regular parent-only meetings, individual parent meetings, family meetings and weekly meetings for our child. We felt that the approach was very thorough and consequently the whole family has benefited, not just our child.</p> <p>The door was always open if any extra meetings were required as a Mum, I found this very reassuring and helpful, in fact when we started out on the process I wasn't expecting the service to offer me personally as much help as it did. Karen provided us all with the chance to make sense of what was going on in terms of behaviours and family dynamics, plus the space and time in which to think and talk about it all. She gave all of us individual and family strategies to help us cope with challenging situations and even though we are not currently meeting with her, these ;emotional tools; will always be of use to us all. We would highly recommend Karen Sawyer Art Therapy Services.</p>
<p>AuKids Magazine Parenting and Autism Magazine</p>	<p>Organisation</p>	<p>In March 2016 a full questionnaire was sent out to our readers and we had an overwhelmingly positive reaction to the magazine. Readers particularly like the humour and the fact that our co-editors are both a parent and a professional and 'tell it how it is'. They told us that they wanted even more personal stories and enjoyed our reviews, so we increased the number.</p>

<p>Autism Live Training with Richard Maguire</p>	<p>Organisation</p>	<p>Workshop Evaluation Summary Form</p> <p>Workshop Title: Autism Awareness</p> <p>Date of Workshop: Saturday 17;January 2015</p> <p>Trainer: Richard Maguire</p> <p>Venue: Princes Risborough Children Centre</p> <p>Name ; Contact Number*;website</p> <p>Profession: (please circle): Childminder 11, Nanny, Nursery Worker Assistant 3, Other</p> <p>Are you a member of PACEY? 8</p> <p>Are you a BCCN Childminder? 8</p> <p>Initial Assessment: Little Some Extensive</p> <p>At the start how did you rate your knowledge and understanding of the workshop subject?; 7; 6 1</p> <p>At the end of the workshop how would you rate your knowledge of the subject?; 5; ;9</p> <p>Overall were you satisfied with the workshop?; yes; no</p> <p>(*If you ask a question or have a request needing a response, please include contact information)</p> <p>Comments</p> <p>Administration prior to the course: 1, 1, 5, 7</p>
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		<p>Content covered in the course: 14</p> <p>Exercises / activities: 2, 12</p> <p>Relevance to your role: 14</p> <p>Facilities at Venue: 2, 12</p> <p>Length and timing of course: 2, 12</p> <p>Could have been longer</p> <p>Would have liked a whole day as so interesting</p> <p>Did you feel actively involved in the sessions: 2, 12</p> <p>Was individual help provided when needed? 1, 2, 11</p> <p>How would you rate the overall skills of the trainer? 14</p> <p>Excellent</p> <p>Amazing</p> <p>Brilliant</p> <p>Exceptional</p> <p>Excellent first hand knowledge of the subject and training</p> <p>Most useful information?</p>
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		<p>Individual profiling and tips to deal with melt downs</p> <p>Everything was useful, interesting and informative</p> <p>First hand knowledge from the trainer and how it has affected his life</p> <p>For the information being from an Autistic person himself really made it easier to understand the process</p> <p>Insight into autistic life and coping strategies</p> <p>Understanding sensory needs</p> <p>Richard's perspective and real life examples and information</p> <p>Excellent information from the tutor</p> <p>Extremely useful and brilliant speaker</p> <p>Giving a real life insight into life with Autism;;</p> <p>What they will you do differently in their setting after attending this training?</p> <p>Sit quietly</p> <p>Dress differently</p> <p>Observe, watch and listen</p> <p>Know where to start and what to look for</p> <p>Learn to be more patient and watch rather than step straight in!</p>
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		<p>Keep the colours calm and the pace slow</p> <p>I now feel more aware of everything</p> <p>Observe and profile more</p> <p>Refer to some of the ideas noted</p> <p>Follow the child/young persons lead</p> <p>Listen and watch more, act, lead less</p> <p>To be more aware of individual needs</p> <p>Being more sympathetic to ways autistic children express themselves</p> <p>What other training needs have you identified?</p> <p>How to teach the children!; How to cope with passing on information about Autism to other children</p> <p>Autism in more depth</p> <p>More from Richard on coping with Autism and strategies</p> <p>More information on coping with strategies and teaching ; more in-depth</p> <p>Speech and Language</p> <p>Further information regarding Autism training</p> <p>Further Autism/ADHD training</p>
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		<p>More information and in-depth training especially in regards to the environment and outdoors</p> <p>;Any additional comments, suggested improvements or issues concerning this workshop?</p> <p>Superb, lots of food for thought</p> <p>Very inspirational.; Great to have first hand knowledge from the trainer and would love to hear more</p> <p>More in-depth training on triggers and profiling</p> <p>Fantastic training and I would have stayed all day to listen to more</p> <p>Brilliant speaker ; really enjoyed the training</p> <p>Excellent ; I now feel I want to know and learn more.; Bring back Richard!</p> <p>The training was great, I really enjoyed it</p> <p>Excellent ; Thank you</p> <p>I would certainly attend another talk with Richard Maguire</p> <p>Absolutely brilliant ; couldn;t have recommended it highly enough and well done to Richard, can;t be an easy job!</p>
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Autism Teaching Company	Organisation	<p>Your training last week was thoroughly appreciated. It has been lovely hearing the comments back from the team on how valuable it was and relevant to our caseload. Considering you had the post lunch slot I was surprised how fast the 3 hours flew by ; which goes to show how well you engaged us! So once again thank you for superb delivery and sharing your vast experience and knowledge with us.</p> <p>;Jo, words can't express how grateful I am for your constant support and valuable expertise in all matters relating to him. Thank you so much for your total understanding of every issue that we have been through ; we wouldn't have been able to cope through his school years without your help A Parent</p> <p>;So good to hear all your news ; as we know this is a real gap that needs filling! So glad it's you rising to the challenge and that all your expertise and experience will come in to play;.A parent</p> <p>;My interest was definitely held throughout the INSET, I have a much better idea of what Autism is now.;;It really made me think about the children I teach and the different strategies I use.;;It was very informative and I learnt lots. I had no idea there were so many different issues.;;They (Ruth and Jo) were very knowledgeable and approachable. I liked the way they linked the presentation to actual children at our school.;;Comments from a recent training</p> <p>;I would like to thank Jo for the brilliant service she has offered us over the advice sessions. Every parent has left feeling positive, listened to and supported;.A SENCo</p> <p>;Thank you very much for being amazing and helping me. Also thanks for sticking up for me even though I have been a massive challenge;.A student</p> <p>;I really appreciated the information Jo gave me. I have been able to use some of the key points on ASD and behaviour and they have worked! I found the meeting extremely helpful and look forward to meeting again to gain more knowledge from her;.An LSA</p> <p>;We have all been extremely grateful for your continued support. You have been amazing; caring, helpful, understanding and always available to listen and give advice. Many, many</p>
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		<p>thanks;.A family</p> <p>;The best thing about AuTC is that everything they have done for us already this term, has been tailor made to our setting, our students and their parents. Parents have even been able to choose the focus of our coffee mornings;.from a SENCo</p> <p>;We cannot tell you how needed this support is;.From a set of parents</p> <p>;We have started a new initiative for ASC students. The Autism Teaching Company has given us excellent support and training on how to run Social Skills Groups, selecting pupils to create a good balance within the groups, help with resources and training in identifying specific issues students face in the classroom;.From a Higher Level Teaching Assistant.</p> <p>;How brilliant these coffee mornings are&hellip; keep it up;.Head ; Aylesbury Grammar School</p>
<p>Autumn Art and Fundraiser 26 October (High Wycombe)</p>	<p>Activity/Event</p>	<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>Aylesbury Youth Motor Project</p>	<p>Activity/Event</p>	<p>Below is some feedback we have received from a school through a student and some of our referrals:</p> <p>R describes the project as a fun environment with a chilled out atmosphere where he feels he is able to relax and learn about something that he feels will benefit him later in life. He says it doesn;t feel like education, but it is. He has learnt about how and why an engine works and what you can do to make it work more efficiently.;R still isn;t sure what he wants to do in the future although he is considering a trade and feels that motor mechanics could be a possible road for him. He feels it is something he is good at because of the positive experiences he has had with you.</p> <p>A student attending Academic Year 2016/2017</p> <p>I have three boys attending the AYMP, all of whom are working on the IMI qualification. They see it as a learning opportunity giving them experience and a qualification. They hope this may help them with a work experience placement or employment when they are ready. All three enjoy their day at the AYMP. There is regular contact between school and the venue.</p> <p>Referrer Academic Year 2014/2015</p> <p>We have been working with AYMP for around 18 months now and each student who has accessed them have said how much they have loved it whilst also gaining qualifications at the same time.</p> <p>Student 1 (year 8) has been going to AYMP since September 2016. It is the highlight of his School week and he always comes back from the placement telling staff what an amazing day he;s had. AYMP get students who may struggle to engage in reading and writing within School completing written work for the qualifications on a weekly basis. This just shows how much the students enjoy it and the relationship the staff at AYMP have built up with our students. The facilities at AYMP are a big appeal to the students as it looks and feels like a garage. The vehicles the students work on are also very appealing to the students ranging</p>
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		<p>from all sorts of makes and models of cars, motorbikes and quads! AYMP are very accommodating and run 6-week trial placements for students who would like to have a go without the commitment. This is very helpful for when placing students in an offsite provision and saves a big bill at the end of the term if the placements haven;t worked out. The staff at AYMP are brilliant with the students and know how to get the best out of our students.</p>
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Referrer Academic Year 2014/2015

- excellent communication between AYMP and school

-students enjoy going and it has been a really useful alternative provision for those students who have become disengaged at school

Referrer Academic Year 2016/2017

Big Bear Nursery	Childcare	<p>Parents have suggested that we open earlier and we now do.</p> <p>Parents have asked if we can take children at an earlier age so as of September 2016 we started taking 1 year olds.</p>
Bucks Affordable Warmth Network	Service	<p>You say you need financial assistance to improve the energy efficiency of your home?</p> <p>We now have new, additional routes to access grants, both national and local (only available through the Affordable Warmth Helpline), ensuring you get the very best deal for insulation, boiler replacements, and the cheapest tariff for gas/electricity. Call us on 0800 107 0044 to see how much you can save.</p>
Buttons at Stoke Hammond	Childcare	<p>Excellent local reputation, good feedback from visiting LA workers, SEF available on line, parent and child involvement in implementation and delivery of SEF.</p>

<p>CAMHS: Buckinghamshire Child and Adolescent Mental Health Service</p>	<p>Service</p>	<p><h2>CAMHS website;</h2></p> <p>You told us:</p> <ul style="list-style-type: none"> *;the website looks like it;s aimed at children, the website needs to be more eye catching and use brighter colours. *;It;s hard to find information about what CAMHS do and what support they can offer. A lot of the language is hard to understand. *;More self-help tips and videos; to support young people with different mental health conditions. *;Add links to other support services in the local area where you can get help. <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>Check it out and let us know what you think by emailing us: mailto:Carla.paice@oxfordhealth.nhs.uk</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><h2>Eating Disorder Participation Forum</h2></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> <ul style="list-style-type: none"> ;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
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		<p>disorder;.</p> <p>;Make a welcome letter and leaflet with useful information in it about what support is available to patients in CAMHS and in the community</p> <p>;Review with young people support plans for transitions from CAMHS to Adult Services;.</p> <p>Our team have been working really hard to act on all of these suggestions . We have recently been working with a young person to produce a welcome letter and video for new patients coming into CAMHS on the eating disorder pathway.</p> <p>Please get in touch if you'd like to attend our next forum as we'd love to hear from you.</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.
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 an Xmas Concert each year. ;We invite parents to attend twice yearly parent morning sessions.
Classes A2Z	Organisation	It is helpful for reminding me to update the listing.
Clubs for young people on the autism spectrum age 11 to 25 (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.
Curzon C of E Combined School (Penn Street)	Organisation	New links with outside;after school provision. Children are collected from the playground at 3:05pm every day and taken to after school provision. Daily breakfast club;from 7:45am.
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.

Donna Rogers	Childcare	<p>Ofsted rated outstanding in March 2016 (2016/2017) Have many supporting letters and references from satisfied parents. Am happy to share ideas and resourcing requirements with parents and children, daily diary and monthly curriculum updates and news letters cover the planning, activities and fun the children have. Photos are sent weekly to enable parents to see how their children are progressing and playing. Forest School starting 2018 allowing outside learning and exploration.</p>
Doorways Dance Group Wednesday (Aylesbury)	Activity/Event	Sessions are led by what participants would like to do

<p>Emotional Wellbeing Workshops for Children and Young Adults (Chalfont St. Giles)</p>	<p>Organisation</p>	<p>The 'I am important' workshop gave our Y5 children a real sense of self-worth. They were equipped with excellent strategies for dealing with anxiety and negative thoughts with much emphasis on positivity that will be beneficial to them in the future. The session was delivered calmly and engagingly and received excellent feedback from the children and subsequently their parents. It is a most worthwhile workshop for helping children focus on their well-being and negate the pressures they face.</p> <p>Headmaster, Gayhurst School</p> <p>Mrs K came into our school to deliver a two hour session for the whole of Year 5, specifically on managing anxiety and negative thought processes. ;She was extremely well prepared, organised and full of enthusiasm. ;She was a gifted speaker readily engaging with the children who were captivated by her ideas and strategies. ;She had concrete materials for them to take home as well as very strong visual props to help them manage their anxieties. ;Clearly she had an extensive knowledge of many different techniques that she managed to intertwine together to make a very successful programme. ;I would highly recommend her to any school interested in supporting the mental and emotional needs of children.</p> <p>Head of PSHCE, Gayhurst School</p> <p>"The 'I am Important' young adults workshop is exactly what the girls need, the girls really appreciated you coming in to help them.</p> <p>Head of Years 10 and 11, Dr Challoner's High School</p> <p>;Wonderful workshop</p>
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		<p>Deputy Head, Dr Challoner's High School</p> <p>Believe Energy, Ramni, visited our Guide Unit, over a two week period to deliver the ;I Am Important; workshop. ;Guides are aged between 10 years and 16 years of age. ;We have 37 girls who took part in the workshop.</p> <p>The workshop was extremely relevant to the girls and many of the girls commented on how they could relate to what Ramni was sharing with them. ;The workshop was relevant and well-presented and the girls didn;t feel as though they were being ;talked at; or preached to. ;Ramni engaged them and held there interest throughout the two evenings. ;The girls enjoyed the techniques and exercises that Ramni offered to them and many of them have used the techniques in their everyday life, especially when having to cope with exam pressures and peer pressure.</p> <p>A couple of weeks later I had an impromptu chat with the girls to find out what they had thought about the workshop, Girls were saying that the workshop was ;empowering;, ;unique and original;, uplifting, ;useful; and ;fun;. ;They also want to do a follow up workshop in a few weeks; time too. ;It is so promising to have such great feedback from all of the girls.</p> <p>This workshop is so relevant to today's youth, not just for girls but for boys too. ;I highly recommend Believe Energy, the ;I Am Important; workshop and Ramni. ;Ramni pitches to the age range of the group, is relevant and modern in delivering her workshops and involves everyone in them too. ;The workshops are fun, but deliver important messages and demonstrate easy and effective techniques.;</p> <p>Guide Leader, 2nd Chalfont St. Giles Guides</p> <p>"I feel refreshed, relaxed and inspired. I have enjoyed this workshop as it taught me lots of ways to feel better" Dr Challoners High School aged 12</p>
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		<p>;"I have a lot more techniques to keep myself focused on my own happiness and well-being" ;"I think every year group and the teacher's would benefit from the workshop because everyone is important and everyone needs to know that.";Dr Challoners High School aged 14</p> <p>;"I feel better because I have heard from someone else, that opened the idea, that I am important and I do have value and I can achieve my dreams and that I am worthy";;Dr Challoners High School aged 15</p> <p>;"I feel refreshed and better about myself, I found the tools about letting things go and believing in yourself most useful because they are true and easy to do" Chalfont Community College, Age 11</p> <p>" I feel better, I feel like I now have more control and would have the drive to stand up in a situation to protect myself.";Dr Challoners High School aged 14</p> <p>"I feel so important now I liked the workshop because it was a fun and interesting way to learn";Chalfont Community College, Age 12</p> <p>;"I feel more important and confident. I also feel I can deal with any situation better" Dr Challoners High School, aged 12</p> <p>;"I feel amazing, I have exams and I feel so rejuvenated and a lot more confident as I now believe I can do it" Dr Challoners High School, aged 15</p> <p>I carry a lot of things on my shoulders and it allows me to be calm and breath.; The workshop was an amazing experience and I would love to do it again; Amersham and Wycombe College, aged 17</p> <p>We have looked into all of our feedback and have added in more topics which the students have found relevant to them and more games during the workshops.</p>
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A Get Active Holiday Camp at Redgrave Sports Centre (Marlow)	Childcare	<p>Parent Feedback...</p> <p>My 5 yr old boy loved it this last two weeks! I asked him how he found it, he said 'it was super fun!' He loved the Coaches and they made him feel welcome and involved in everything! Will;definitely use again, the guys that work there: 'awesome job and thank you for caring and enjoying your job' also was awesome to see more men involved in child care jobs....which;I think really helped!;Like;I said;I will definitely use again x</p>
Grover Out of School Club	Childcare	Parents said we needed to be present on social media. We now have a Facebook page.
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;so 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>
Hope UK Drug education and training charity	Organisation	<p>Very interactive presentation covering all areas of the substance scene misuse.;A very active session with all having opportunity to participate'. - Taunton Street Pastors, Somerset;</p> <p>The trainer... 'used games to show how much you should drink which helps you to remember better - Hitchin Girls School', Hertfordshire</p> <p>;I;ve learnt so much about drugs today. I don't understand why all education isn't like this; - Tresham College, Kettering</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>
Jack In The Box Pre-School	Childcare	<p>Flexible funding offer to meet parental need. this includes an early drop off and late pick up option.</p> <p>Details about charges are above.</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>
Jean Howard	Childcare	<p>Regular training to update my skills and knowledge and to ensure I keep abreast of current legislation (obtained through Bucks Early Years and PACEY: Professional Association for Childcare and Early Years).</p>

<p>Jenni Bean Consultancy and Library</p>	<p>Organisation</p>	<p>Jodie is such a passionate lady and it really comes through in the way she teaches. Fantastic course today where I learnt so much in such a short space of time, she is incredibly knowledgeable, highly recommend her courses. Jenny (and Matilda)</p> <p>The lovely Jodie will have you buzzing about baby wearing after your visit! Her passion and enthusiasm are her biggest strengths, and her knowledge and know-how make her an essential part of your baby wearing journey</p> <p>Jodie has such a bubbly and enthusiastic personality that shines through in everything she does! Her passion for baby carrying is contagious and I would definitely recommend a consultation with her to anyone wishing to find out more about slings and baby-carriers. There's a before and an after meeting her! Thank you!</p> <p>Jodie has been advising me on wearing my 9 week old son I had carried my older boy but wanted to build on my knowledge and move on to woven wraps from the caboo I am using. Jodie was lovely extremely approachable and welcoming she went over all the safety aspects of wearing and the options that would be best for us. She really put me at ease and helped me be confident that I am carrying him correctly I will be going back to get more advice as he grows. I would definitely recommend friends to contact her</p> <p>Jodie immediately put me at ease, I was drawn to a ring sling in particular; Jodie made sure to show me different slings suitable for my needs and then come back to the ring sling which affirmed to me I had made the right choice.</p> <p>I thoroughly enjoyed my consultation. It felt tailored to me and Jodie was great at listening to what I wanted. I now have the ability and confidence to sling outside of home</p> <p>I had decided what sling I would like to try and felt confident using it, including putting my own baby in it. Jodie didn't put any pressure on me to buy the sling I wanted directly from her even though she sold them and had them available to buy that day. As it is, i've since contacted her about buying my sling through her.</p> <p>Jodie was also great at organising the session around my babies needs, e.g. when he needed feeding she demonstrated other wraps to me and when my son slept she organised the hands on aspect of trying on the slings.</p>
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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	<p>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.</p> <p>You also asked to meet more often, so from Feb 2018 we shall also have members only meetings.</p>
Lisa Eckford	Childcare	<p>I have a folder of feedback forms which prospective parents are welcome to view. Comments include ' wouldn't change anything', 'The children love coming to you', 'very excellent provision', 'Lisa provides a wonderful setting for A and A really enjoys her time with Lisa', 'From the first visit L felt welcome and has been happy each and every occasion'.</p>

<p>Little Ashes Pre-School</p>	<p>Childcare</p>	<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>
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Longwick Pre-school	Childcare	<p>Feedback as a result of last year's Parent Survey:-</p> <p>Parents/Carer's wished to understand what food the children had eaten for snack so we now notify parents/carer's with a notice board each day that the children themselves add photographs to of the food that have eaten that day.</p> <p>Parents/Carer's wanted to understand more about what goes on at pre-school so at the end of each week they are sent an account of what the children have taken part in/discussed/enjoyed including photographs.</p> <p>We also now ask each child at the end of the day what they have enjoyed doing at pre-school each day at which is fed back to parents/carers and detailed in their learning journals.</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>
MyLiferaft Supporting your Health and Well-being Online	Organisation	<p>We welcome all feedback and have a robust development process for review and inclusion of suggestions into the development plan.</p> <p>"The time it will free up for you and the stress it will remove from having to find that piece of paper or appointment letter is really helpful."</p> <p>"I really appreciate being able to keep everything in one place and to be able to check everything is on track."</p> <p>"A great time saver as I prepare to move Scarlett from a statement to an education, health and care plan (EHCP)."</p>

OnLine Training Limited (OLT)	Organisation	I only started properly last night but don't want to stop, it is so interesting and has put a lot of feedback I have had from speech and language therapists into context for me. I have experience of the IDP SLCN and dyslexia but the format of this is far easier to follow.
Oratto Free Divorce, Separation and Child Arrangements Information and Advice	Organisation	"I would have no hesitation in returning to Oratto in the future, and I will happily recommend their services to others"; - Mr K
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.
Peer-led Support Group for Adults with Hoarding Behaviour	Service	Evaluation form handed out at each session. Feedback recorded and acted upon.

Poppies Day Nursery (Beaconsfield)	Childcare	<p>You said...;Our parking area needs more lighting. ;We did...;New flood lights have been fitted around our barn making the path ways and car park safer during the dark winter evenings.</p> <p>You said... The gravel surface of the forecourt is uneven. We did...;Contacted our landlords to level out this area and work has now been completed.</p> <p>You said...;We should be teaching other languages. We did... We have been teaching French in our Nursery class for the past 10 years - our teacher who happens to be French does this but we will ensure all families are now aware this is part of our curriculum.</p> <p>You said... Our learning journeys could be better communicated. We did... We are now researching online learning journeys in order to share information easily with our families about their child's development. These are now being piloted at our Poppies Old Windsor site.</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.
Sarah V Coaching - Personal Development Coach (Chesham)	Organisation	I found working with Sarah extremely insightful. In a short time I have learnt so much about myself and how my mind works.; The greatest realisation has been discovering I have the ability to change my state of mind; this has led to me feeling far more in control of my life. I have learnt to understand my anxieties and how to break them down into manageable steps. I have stopped worrying about the big picture and the 'perfect future', giving me time to focus on myself and enjoy life 'in the moment.' ;After my very first session I felt a huge weight was lifted from my chest and this feeling of relief and happiness only increased over time.
Sharon Pembroke	Childcare	We have a fabulous relationship with all our families, and are open to all feedback, ideas for improvement and more.

<p>Sling and Nappy Library (Micklefield)</p>	<p>Activity/Event</p>	<p>Jodie is such a passionate lady and it really comes through in the way she teaches. Fantastic course today where I learnt so much in such a short space of time, she is incredibly knowledgeable, highly recommend her courses. Jenny (and Matilda)</p> <p>The lovely Jodie will have you buzzing about baby wearing after your visit! Her passion and enthusiasm are her biggest strengths, and her knowledge and know-how make her an essential part of your baby wearing journey</p> <p>Jodie has such a bubbly and enthusiastic personality that shines through in everything she does! Her passion for baby carrying is contagious and I would definitely recommend a consultation with her to anyone wishing to find out more about slings and baby-carriers. There's a before and an after meeting her! Thank you!</p> <p>Jodie has been advising me on wearing my 9 week old son I had carried my older boy but wanted to build on my knowledge and move on to woven wraps from the caboo I am using.</p> <p>Jodie was lovely extremely approachable and welcoming she went over all the safety aspects of wearing and the options that would be best for us. She really put me at ease and helped me be confident that I am carrying him correctly I will be going back to get more advice as he grows. I would definitely recommend friends to contact her</p> <p>Jodie immediately put me at ease, I was drawn to a ring sling in particular; Jodie made sure to show me different slings suitable for my needs and then come back to the ring sling which affirmed to me I had made the right choice.</p> <p>I thoroughly enjoyed my consultation. It felt tailored to me and Jodie was great at listening to what I wanted. I now have the ability and confidence to sling outside of home</p> <p>I had decided what sling I would like to try and felt confident using it, including putting my own baby in it. Jodie didn't put any pressure on me to buy the sling I wanted directly from her even though she sold them and had them available to buy that day. As it is, I've since contacted her about buying my sling through her.</p> <p>Jodie was also great at organising the session around my babies needs, e.g. when he needed feeding she demonstrated other wraps to me and when my son slept she organised</p>
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Specialist Teaching	Service	<p>In response to the annual Specialist Teaching Service survey to schools you said:</p> <p>"It's difficult to liaise with the Specialist Teacher as we are all so busy so don't 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 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>
Spring - Medmenham	Childcare	<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 well-being in mind and we created a display with individual messages from parents to each member of staff.</p> <p>Our practitioners are always evaluating their skills and looking for training courses to attend.; Recently they have attended Speech and Language, Supporting children with a stammer and SENCO courses.</p>

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 Bucks CC 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 Forest School Grange Farm	Childcare	<p>We opened forest school at Grange Farm as a response to the success of our previous forest school at Stampwell Farm. We were only able to go there twice a week but we had so much good feedback from our parents we opened;our own setting.</p> <p>Initially we planned parents to walk their children up the path to the forest school site from the car park but our feedback was that they may not have time to do this and it may be inconvenient if they have younger siblings so now we are meeting parents with their children in the car park and walking them up to the forest school ourselves.</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>
St Teresa's Pre-School	Childcare	<p>We invite parents to complete a questionnaire each year so that we can ensure that we are meeting the needs of the families we serve. Changes relating to snacks, birthdays and drop off and collection arrangements have all been improved thanks to suggestions from parents.</p>
Stewkley Cygnets Pre-School	Childcare	<p>You said: More streams of communication needed</p> <p>We did: Newsletters, event flyers and on Facebook,</p> <p>;Plans and Newsletters displayed on windows, plus weekly objective.</p> <p>The website is currently being reviewed and updated.</p>
Terriers Playgroup	Childcare	<p>We did a questionnaire for parents. One thing that came up was a lunch club. This is something we are looking into night start-up in January 2020.</p>

West Wycombe Pre-School Playgroup	Childcare	Our families recently told us that they would like us to extend our hours to incorporate a breakfast club. We will be rolling this out from September 2019 on a Tuesday, Wednesday and Thursday. If it becomes popular we will look to increase our days.
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6. Next Steps

Plans for further work will include more participation for young people in developing the Local Offer information through the Local Offer Champions and the SEND Young Inspectors. We will continue to respond to feedback and make changes where we can. We are reviewing our communications plan to get out to more professionals and partners to remind them about signposting families to the Local Offer, as well as targeting outreach to specialist SEN groups.

There will be continual review and improvement to the Local Offer information. 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. 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.

There are plans to review the BFIS website and any changes to the Local Offer design and content will be co-produced with young people, parents, carers and professionals.