

Buckinghamshire County Council

# Local Offer Annual Summary of Feedback

**September 2018**

**Prepared by:** Anna Ellis, BFIS and Programmes Team, Early Help, Children's Services

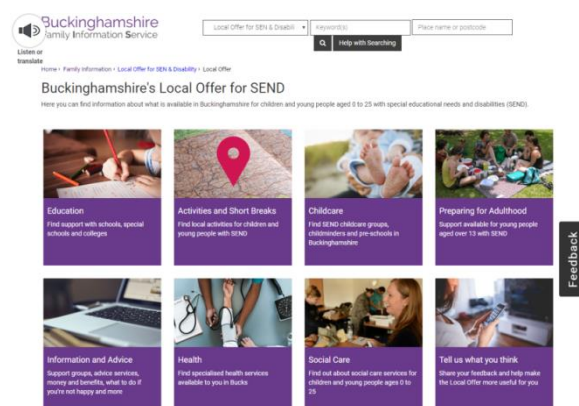
September 2018



# Annual Summary of Local Offer Feedback – September 2018

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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](http://www.bucksfamilyinfo.org/localoffer). A part-time dedicated Local Offer Information Officer manages the information on the website and works

closely with colleagues from other parts of the Council like Social Care, Commissioning, Health, Education and with external providers to regularly review the information on the website so it is 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.



Content pages are produced in partnership with the most relevant professionals, and they are regularly encouraged to review the information and let BFIS know if any updates should be made. The system also has 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 or incorrect 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 that service 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](mailto: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 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 SEN Team capture feedback on the EHCP process through an annual survey and 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 Youth Service 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.

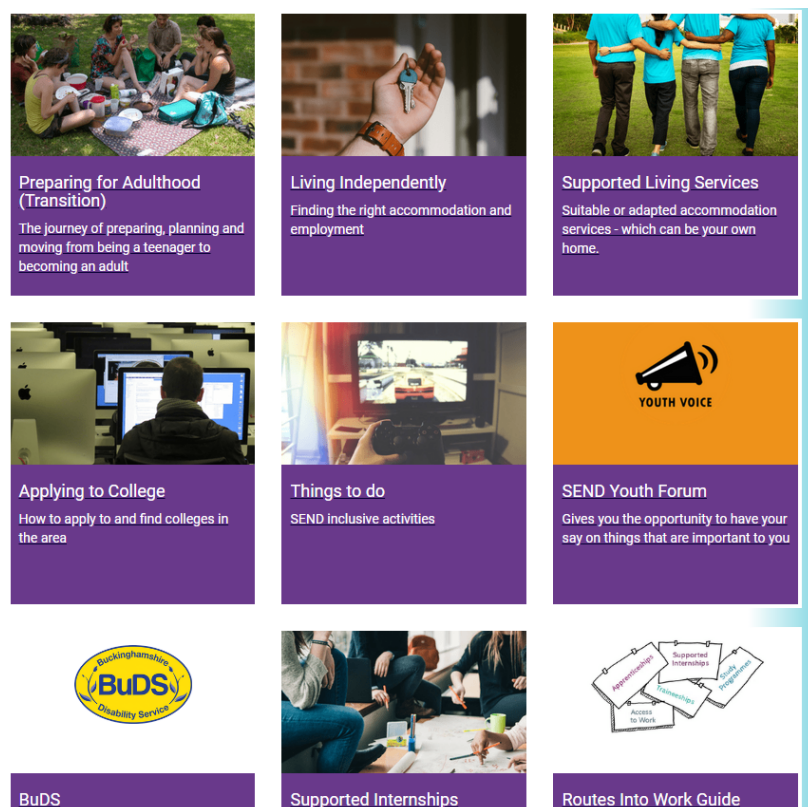
Two sessions were held in Special Schools to ask the students for their feedback on using the Local Offer. Their feedback and our response was published (see below), and this was shared with the students so they could see the action being taken as a result. One of the things they told us was that they didn't know about and understand the Local Offer.

As a result, we engaged with the SEND Youth Forum to look at how we can better promote the Local Offer for SEND with young people. They decided an e-postcard would be the best format which can be shared online with schools and the group collaboratively designed the e-postcard. The draft was taken back to the group for their feedback. It received lots of positive comments and was shared widely with partners.



Some of our local young people told us they would like to see examples of people in similar situations to them and so we created and published a [case study with Laura](#). Laura gave some feedback about the Local Offer for SEND and we gave her our response which has been published as part of the main feedback document.

Most recently we have been looking at the Youthspace area of the website and ways we can improve it and link it to the Local Offer for SEND. A group of young people were asked about what preparing for adulthood means to them. We are using their feedback to develop the 'preparing for adulthood' section of the website, along with feedback from the South East Peer Review.



A group of local young people with SEND took part in the South East Peer Review in March 2018 and there is more on this below. Young people can also give their feedback online, or through the professionals they are working with.

## Parent/Carers

There are parent and carer groups for SEND that meet regularly across the County. The BFIS Information Outreach Officers continue to provide outreach to specialist and universal groups to promote the Local Offer for SEND to families. Parent/carers 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 addressed things like ideas for promotion, reviewing key sections such as Education and completing a self-evaluation exercise so that we can identify areas to improve and take action. 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

helps 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 also took part in the second South East Local Offer Peer Review in March 2018. There are more details on this below.

## **Professionals**

There are many meetings that take place with professionals across the county to discuss the Local Offer for SEND information. BFIS work closely with partners from social care, education, health and other providers from different sectors and they will often send in updates when things have changed. BFIS might identify that information is missing or needs to be updated, or this could be highlighted through feedback. BFIS will arrange to meet the most relevant person who can provide an update on their specialist subject.

Members of BFIS 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 Youth Service Disability Participation Team, the SEND Independent Advice Service, SEN Team, Commissioners, Education and Social Care and commissioned services. 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 Children's Centres in Buckinghamshire have been sent 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 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.

The Information Outreach Officers also attend many events in person across the County. This ranges from attending specialist SEN sessions, universal sessions at Children's 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**

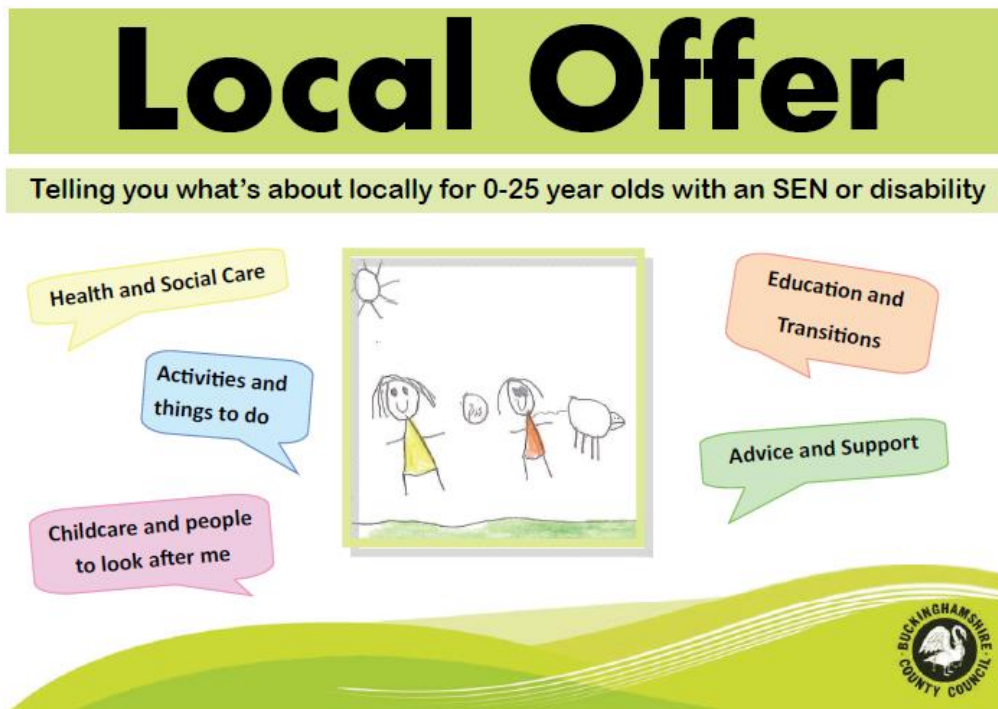
In March 2018 we took part in the South East Local Offer Peer Review. One member of FACT Bucks, the Local Offer Information Officer and the Programme Manager went through four case studies to review Medway's Local Offer. A group of young people with SEND from Aylesbury College also used two case studies to provide their feedback about Medway's Local Offer. Buckinghamshire's Local Offer was reviewed by a council Officer and a parent carer rep from Medway. The case studies allowed them to measure how well they could find relevant information on our Local Offer. They told us that some things were really good, such as the information on childcare, supported internships, the local videos and social activities. They also told us that some things need improving, like variable schools information, lack of information on travel training or not being able to find information by searching for a specific health condition. We created an [action plan](#) to make sure we address all the feedback and you can read what we have done or are planning to do as a result.

## **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.
- Promotion at events across the County through Outreach work.
- Reminders and updates shared with internal colleagues and external partners.

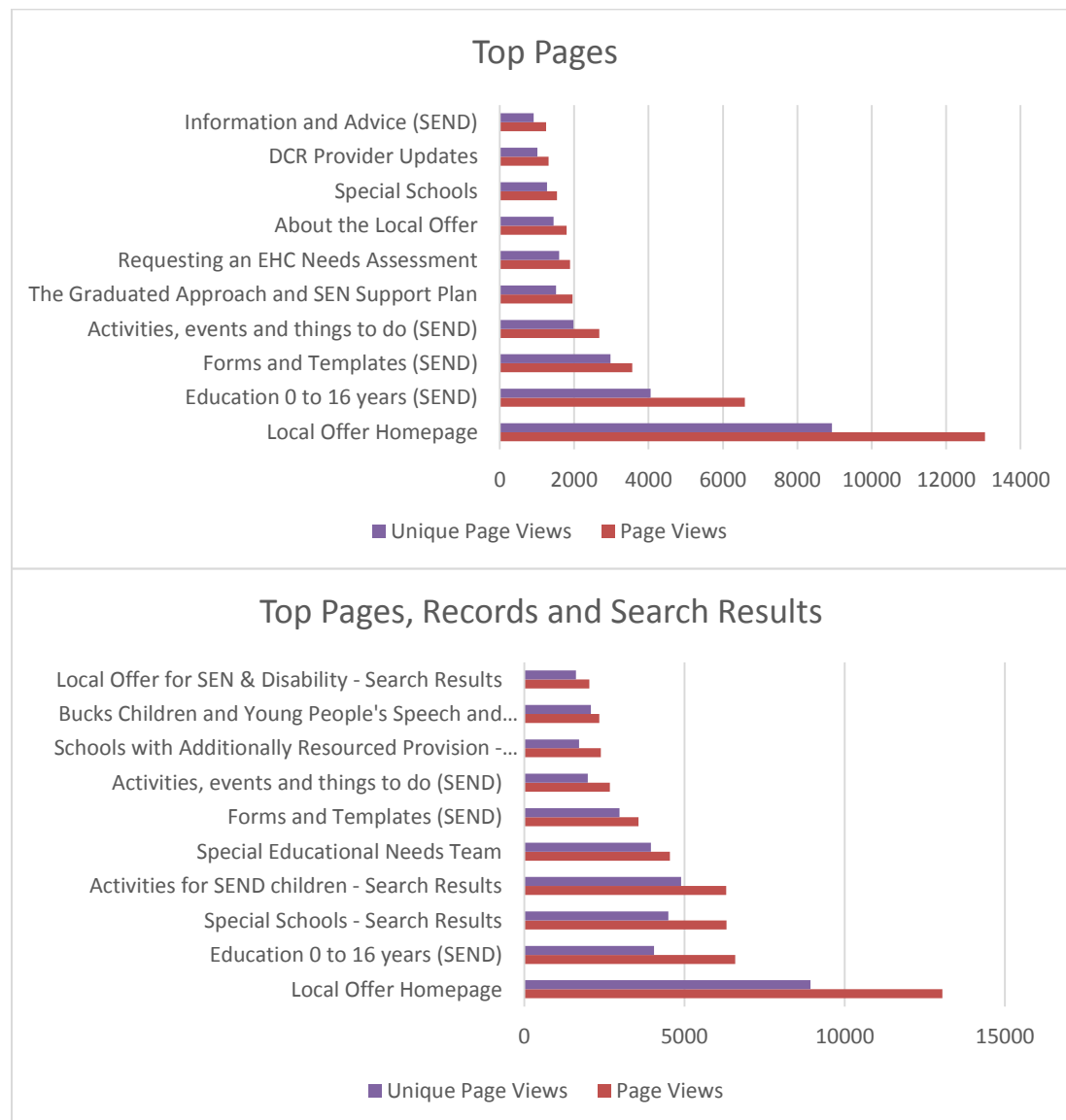
- Promotion by key partners and organisations to the families they work with.
- FACT Bucks produced a promotional pen with the Local Offer contact information.
- BFIS ensure that the website information is regularly reviewed, meets accessibility criteria and is optimised for search engines, which means 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.

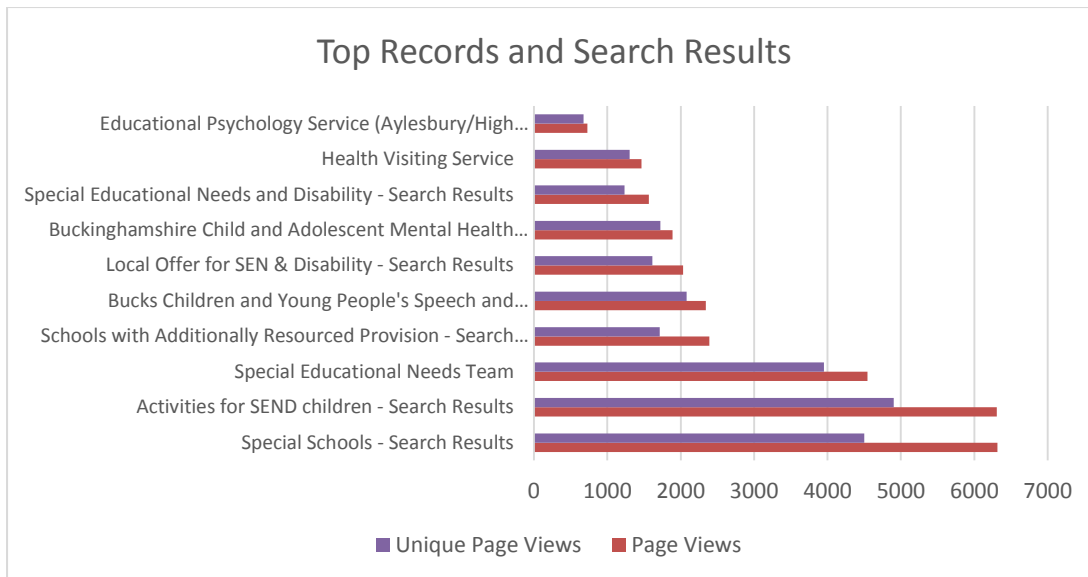


## 5. Data

The information below is a sample of data from September 2017-18, along with some examples of the survey responses and feedback gathered.

### Local Offer for SEND Website Data





## Videos

Young people regularly tell us they prefer information in video format. A new video was added to the collection to tell people about work experience opportunities at Thrift Farm.



## Social Media

Local Offer Top Social Media Posts 2017 to 2018

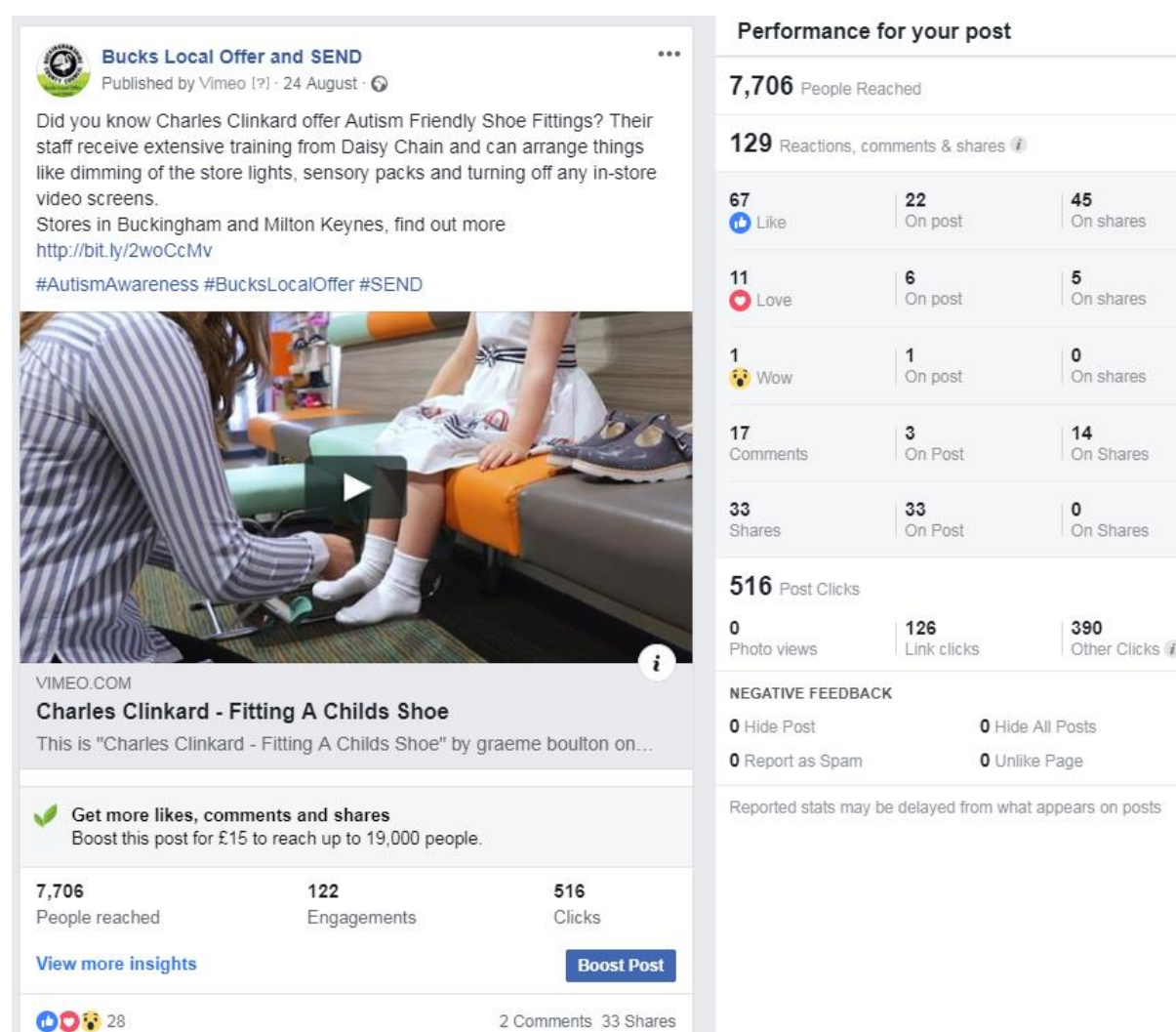
a) The shoe store [Charles Clinkard](#) registered on our website in August 2018 to promote their autism-friendly shoe fittings. We promoted this via Facebook, using free (organic) methods such as group sharing to target citizens. This became our

biggest post of the year (and our widest reaching post to date for the Local Offer page).

The Post:

- Reached 7,706 people
- Received 129 Reactions (likes, loves and wows, comments and shares)
- 17 Comments
- And 516 post clicks

Published 24/08/2018 13:08




b) Our second most popular Local Offer Facebook post was the sharing of a BBC news article that Morrison's had introduced a weekly "quieter hour" for autistic shoppers on Saturday mornings. Our Digital Information Officer shared the article as soon as possible and in the evening (a time when more Facebook users are active).


The Post:

- Reached 4,165 people
- Received 108 Reactions, comment, shares


Published: 20/07/2018 at 20:39


**Bucks Local Offer and SEND**  
 Published by Buffer [?] · 20 July ·

Morrisons has introduced a weekly "quieter hour" for autistic shoppers who struggle with music and noise joining the Toy shop The Entertainer.



BBC.COM  
**Morrisons introduces weekly quiet hour**  
 Stores will dim lights, turn music off and avoid using the tannoy on...



**Get more likes, comments and shares**  
 Boost this post for £15 to reach up to 19,000 people.




4,165  
People reached

108  
Engagements

90  
Clicks

[View more insights](#)
[Boost Post](#)

 Aamna Hasan, Adele Thomson and 2 others
 20 Shares

 Like
  Comment
  Share

**Performance for your post**

<b>4,165</b> People Reached		
<b>108</b> Reactions, comments & shares		
<b>75</b> Like	<b>4</b> On post	<b>71</b> On shares
<b>8</b> Love	<b>0</b> On post	<b>8</b> On shares
<b>3</b> Comments	<b>0</b> On Post	<b>3</b> On Shares
<b>22</b> Shares	<b>20</b> On Post	<b>2</b> On Shares
<b>90</b> Post Clicks		
<b>0</b> Photo views	<b>56</b> Link clicks	<b>34</b> Other Clicks
<b>NEGATIVE FEEDBACK</b>		
<b>0</b> Hide Post	<b>0</b> Hide All Posts	
<b>0</b> Report as Spam	<b>0</b> Unlike Page	

Reported stats may be delayed from what appears on posts

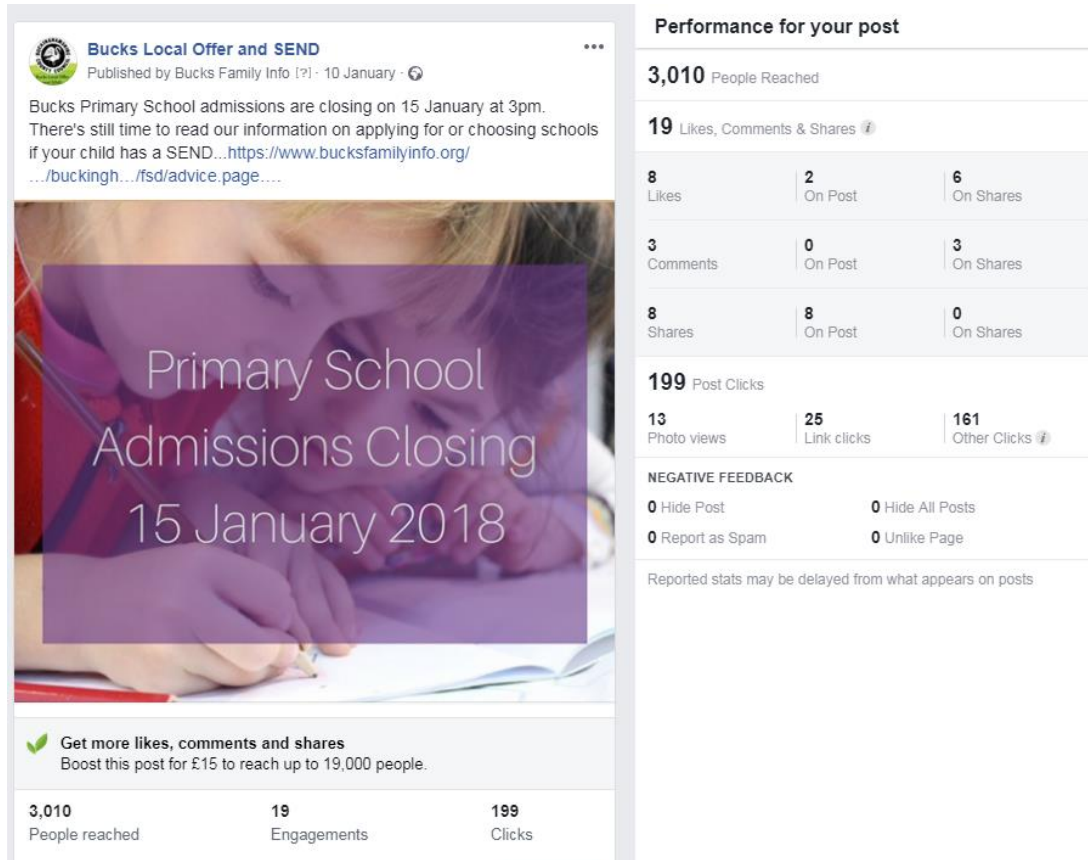
Link to BBC News article: <https://www.bbc.com/news/uk-44884183>

c) The third most popular Local Offer Facebook post was a photo and graphic reminding people of Primary School Admissions dates. The photo was a still from a video made earlier in the year. This recycling of content allows us to get the most from the content produced by the Buckinghamshire Family Information Service and the Local Offer Pages.

The Post:

- Reached 3,010
- Received 19 Likes Comments and shares
- Had 199 Post Clicks

Published: 10/01/2018 15:25



## Social Media Demographics

Since our last summary report, our Facebook likes have risen from 350 to 494, an increase of 41%.

### Likes / Follows

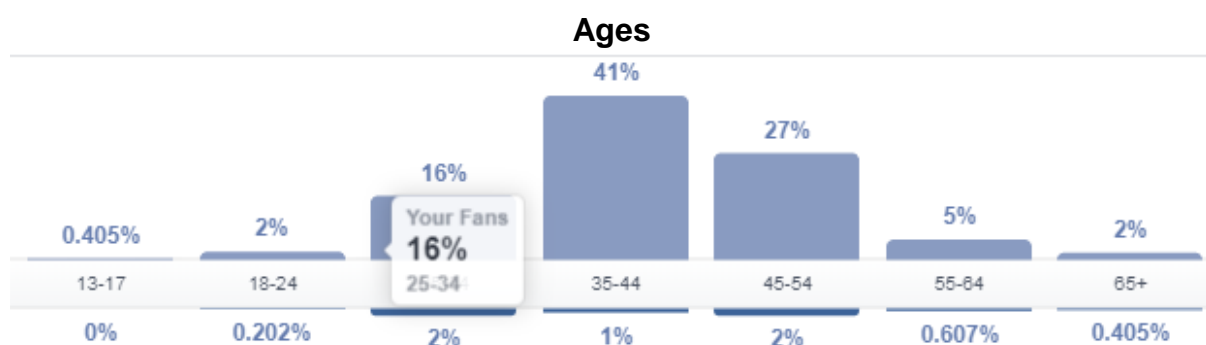
Likes: 494

Follows: 507

### Genders

93% Women

6% Men



**Buckinghamshire Local Offer Annual Feedback Report 'You Said, We Did'**  
**September 2017 - August 2018**

<b>Date</b>	<b>You said</b>	<b>We did</b>
02 August 2018	Thanks so much Ryan!! That's really great service	
03 August 2018	I went into a library to ask about SEND activities for my son. They helped me look online but they didn't point me to the Local Offer for SEND.	We have provided all libraries with postcards and information on the Local Offer so they can help families who might not know about it. We are meeting with the libraries information manager to talk about how we can make sure all library staff are familiar with the Local Offer and will be going to the full library team manager meeting to remind them about the Local Offer and signposting to families.
06 August 2018	The option to contact Bucks Family Info for a new Maxcard on the Pinpoint page is not very obvious.	We increased the size of the 'contact BFIS' link and moved it onto its own line to make it easier to spot and click.
10 July 2018	Education 0-5 section – rename the EY Service to 'Early Years SEND' and link straight to the SEND and Inclusion section of the extranet information	Added headings and descriptions below links. The effective Transition links is unexplained (under other) does have a description, I can't really understand what this is, possible a course.
July 2018	There are many links on the on the Education 0 to 25 years (SEND) page and it can be confusing to navigate them.	On the <a href="#">Education 0 to 25 years (SEND) page</a> links have been organised by topics and a brief description added below them. This is to make it easier to understand where each link will take you and what you can find when you click them. This can also be seen on the Forms and Templates page.

01 June 2018	<p>What does Preparing for Adulthood meant to you?</p> <p>Preparing for Adulthood Consultation</p> <p>15 young people aged 14 to 23 were asked what was preparing for adulthood mean to you?</p> <p>What Does Preparing for Adulthood mean for you?</p> <ul style="list-style-type: none"> <li>• Keeping Safe</li> <li>• Having medical problems</li> <li>• Help with finding out where to live</li> <li>• Finding out about colleges and college courses</li> <li>• Learning to drive</li> <li>• Looking after yourself independently e.g. keeping your room tidy</li> <li>• Being healthy</li> <li>• Becoming mature</li> <li>• Independence</li> <li>• Budgeting/savings</li> <li>• exams</li> <li>• Independent travel</li> <li>• making your own decisions</li> <li>• Being happy</li> <li>• Getting a job</li> <li>• Feeding yourself</li> <li>• Buying a house</li> <li>• Responsibility</li> <li>• Going onto higher education</li> <li>• driving a motorbike or car</li> <li>• Making your own family</li> <li>• Problems</li> <li>• Finding yourself</li> <li>• Dealing with failure</li> <li>• Pushing yourself out of your comfort zone</li> <li>• Self-belief</li> </ul>	<p>We will use this information to build up our 'Preparing for Adulthood' section and Youthspace pages.</p>
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	<ul style="list-style-type: none"> <li>• Getting a career</li> <li>• Going to university</li> <li>• Being more mature</li> <li>• Being safe in a car</li> <li>• Going for your dream job</li> <li>• Crossing roads safely</li> <li>• Being more responsible</li> </ul>	
30 May 2018	<p>Have not been able to easily find specific info on physical activities my autistic children can engage in. A lot of organisations claim to be inclusive but when an autistic child gets there it is overwhelming because the peer group leans more towards mainstream. Perhaps these organisations can specifically outline their activities for the SEN community. E.g. swimming for people with complex learning disability would not progress with a tutor standing on the side giving instructions so is the tutor in the pool. We need specifics to determine if the activity is appropriate. A good example is the wheels .... cycling group</p>	<p>We encourage providers to complete their record with as much information as possible, and specifically around how they can cater for particular needs. The good example you picked out is where a provider has completed their record in full. Unfortunately we can only encourage this as good practice.</p>
Mar-18	The new Local Offer landing page looks good!	
Mar-18	Loving the new tiles!	
Mar-18	This looks a whole lot better, and will I'm sure be easier to use.	
28 March 2018	I like the tiles feature, think it looks much clearer and cleaner – just needs to continue on when you click on a tile now!	

March 2018	You have been asking us for a new look Local Offer homepage.	We have worked with our web developers to add 'tiles' to the homepage to make it look more attractive and easier to navigate.
Feb 2018	Is there a way we can publish SENCo information?	We added two new fields to the Local Offer form so that settings and schools can add the name and contact email for their SENCo. This will be published in the Local Offer section of each school or setting's record on the website. We are now asking them to complete this information.
01 January 2018	<p>Laura allowed us to publish a case study about her thoughts on the Local Offer. Her comments included:</p> <ul style="list-style-type: none"> <li>- Make the website more colourful</li> <li>- Include more videos on the website</li> <li>- There's also too much jargon but if I'm looking for something in particular online I usually find it.</li> <li>- I don't use it to look for new services but I need to start doing so as it provides detail around where to go and what facilities they have on offer.</li> <li>- The Local Offer has helped me because I now go to more clubs and have met new people. I also receive the correct help and support at college</li> </ul>	<p>We hope the Youthspace pages are more colourful for young people than the standard Local Offer pages. At the moment we can't change the way the website looks but we will keep this feedback in mind when we come to upgrade the website. We will consult with young people on the changes when we reach that point.</p> <p>We try to link to videos to help bring information to life where we can. Our youth worker has also been making more local videos like the post-16 provision and Thrift Farm examples. We hope to make some more videos in future as we know young people like to receive information that way.</p> <p>As we have so many pages on the website written by different people, we have to constantly work through them all to make sure the information is easy to understand and accessible. This will take us some time as we have hundreds of pages to review but we are doing this all the time! Sometimes we have to publish information that is more complicated but we will make it simpler where we can. We also have a glossary to help explain some of the words that are used.</p>

14 December 2017	<p>Accessed information service via website, telephone and email. Needed information on finding local activities, info on disability and SEN. I found information that was useful. I obtained specific targeted information that I was able to pass on to 2 families who had requested advice and support. I would use the service again. ? I am Family Adviser at Manor Green School in Maidenhead which has a number of Buckinghamshire students. Nicola has been extremely helpful and has sourced information for me that I would have found very time consuming to research in depth. She has also offered to provide me with a training session and we are hoping to arrange for her to come and visit the school in the New Year.</p>	
01 December 2017	<p>Our SEND Youth Forum members helped to re-design the Local Offer postcard to make it more attractive to young people and help them understand about the Local Offer. The draft was taken back to the group for their comments.</p>	<p>The e-postcard has been published on the Local Offer for SEND and shared widely with schools, colleges and professionals as well as on our social media.</p> <p><a href="https://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/advice.page?id=nrg9P205q1l">https://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/advice.page?id=nrg9P205q1l</a></p>
Dec 2017	<p>Via Facebook: Can you let us know what's going on with the SEN team in Bucks at the moment. We've had x2 SEN officers since September &amp; the 2nd ones just left. No one called to let us know had to find out for ourselves! We are trying to get a statement transferred to EHCP &amp; get to grips with secondary transfer process, as well as coping with challenges bringing a child up with SEN already entails. No educational psychology assessment has been done for over 3yrs, no medical advice sought &amp; just found out my son hasn't got a</p>	<p>Liaised with the SEN Team to bring about a resolution. The new SEN Officer contacted the family. The parent commented: Bucks Local Offer and SEND thank you for getting involved, we got allocated a new Officer that same day.</p>

	school place for September! Real children and families are being affected by the mess in the current system! It's not good enough!	
Nov 2017	We held two sessions in Special schools to get young people's feedback on the website.	See our separate feedback document.
Sept 2017	I've been searching for the Young People's SEND Forum on the Local Offer but couldn't find it.	Added key words and now it comes top of the search results.
Sept 2017	You said "Wow, Bucks have put an updated SEN officer and contact list online. Also quite useful as it lists all schools (and type) in Bucks and also those outside of Bucks attended."	No action

## Young People's Feedback

### **Preparing for Adulthood Consultation – Youth Service Disability Participation Worker**

15 young people aged 14 to 23 were asked:

What Does Preparing for Adulthood mean for you?

- Keeping Safe
- Having medical problems
- Help with finding out where to live
- Finding out about colleges and college courses
- Learning to drive
- Looking after yourself independently e.g. keeping your room tidy
- Being healthy
- Becoming mature
- Independence
- Budgeting/savings
- exams
- Independent travel
- making your own decisions
- Being happy
- Getting a job
- Feeding yourself
- Buying a house
- Responsibility
- Going onto higher education
- driving a motorbike or car
- Making your own family
- Problems
- Finding yourself
- Dealing with failure
- Pushing yourself out of your comfort zone
- Self-belief
- Getting a career
- Going to university
- Being more mature
- Being safe in a car
- Going for your dream job
- Crossing roads safely
- Being more responsible

5. Do you think that this film would help young people find activities?

- Yes, but we did not know it would be on youtube
- We did not know about the Local Offer
- Yes
- Yes
- Yes
- yes
- Yes but would like to see more activities, hockey, basket ball, snooker, art and crafts and cooking. If there were these different activities I would have found it more interesting

6. Do you think that there should be more videos like this for young people?

- Yes
- Yes
- Yes
- Yes, it is very helpful

#### Activities

What activities do you do?

- DofE
- DASH swimming club
- SEND youth forum

#### **Comments from Teachers:**

- Schools used to promote the Local offer at annual reviews but I am not sure whether this still happens?
- I recently sent the link to a primary parent looking for a swimming club
- Is there a link on FurzeDown and other schools website?
- We have in the past surveyed classes to find out what activities they do and shared with parents
- Hopefully furzedown radio interview will promote – could we send additional information to parents via email?

## Summary of 'You Said, We Did' Feedback from Buckinghamshire Providers (September 17-18)

Organisation Name	You Said, We Did	Service Type
Acre Wood Nursery School	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.;	Childcare
Action on hearing loss	<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 old's.</p> <p>We did - introduced at least 1 activity aimed at five year old's per session.</p>	Organisation
Aflah Nursery, High Wycombe	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 Children's Centre and intervention for Speech and Language and screening at the Oakridge Centre.	Childcare
Art Therapy for Children and Teenagers, their Carers and Professionals	<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,</p>	Service

	<p>not just our child.</p> <p>The door was always open&amp; 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>	
Ashley's Acorns - Stay and Play Session	Parents wanted a Swap Shop. This is to be held on Jan 16 2018. With additional dates TBC;	Activity/Event
AuKids magazine	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.	Organisation
Aylesbury Youth Motor Project	<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>	Activity/Event

	<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 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> <p>Referrer Academic Year 2014/2015</p>	
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	<p>- excellent communication between AYMP and school</p> <p>-students enjoy going and it has been a really useful alternative provision for those students who have become disengaged at school</p> <p>Referrer Academic Year 2016/2017</p>	
Big Bear Nursery	<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 have started taking 1 year old's.</p>	Childcare
Bucks Affordable Warmth Network	<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>	Service
Bucks Children and Young People's Speech and Language Therapy (SLT)	<p>Parents said that they would like to have one referral form for all three therapies, rather than having to reproduce information for the 3 therapies. We have now succeeded in developing a new joint referral form, which is now available on our website for use by parents and by all agencies referring into our CYP Therapies service.;</p> <p>Please go to OT, PT or SLT pages on our CYP Therapies website:  <a href="http://www.buckshealthcare.nhs.uk/Children-and-young-people">http://www.buckshealthcare.nhs.uk/Children-and-young-people</a></p>	Organisation
Bucks SEND Youth Forum	Between October 2016 and 2017	Activity/Event

	<p>60 children and young people were involved in SEND Forum activities.</p> <p>Feedback from young people has made changes to service delivery, including new resource material for SEND young people on the CAHMS website, a SEND anti-bullying awareness campaign, creating a number of films on the Local Offer website supporting young people through the transitions process which are now shown in schools and colleges, feeding into the new short breaks strategy and developing top tips to be used for the training of SEN Officers.</p> <p>Established links with 7 schools, 2 colleges, 4 residential units, Talkback and MacIntyre. This has resulted in consulting over 200 young people on work plan priorities.</p> <p>SEND Youth Forum members have been involved in young people's interview panels to have a say on who gets jobs in Council services for children and presented feedback from the SEND Forum at countywide Youth Voice events and BCC Children's Services Select Committee.</p> <p>As of 20/10/2017 41 disabled young people from schools/colleges and the SEND youth forum were involved in the local offer film evaluation. Only 4 of those young people were aware of the Local offer and its facilities. All 41 young people have fed back that they now know about the local offer to search (with support) for services and activities.</p> <p>27 young people were consulted on the SEND Strategy and now have an understanding which can be passed onto their peers.</p>	
CAMHS: Buckinghamshire Child and Adolescent Mental Health Service	<p>CAMHS website;</p> <p>You told us:</p>	Service

	<p>*;the website looks like it's aimed at children, the website needs to be more eye catching and use brighter colours.</p> <p>*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.</p> <p>*More self-help tips and videos; to support young people with different mental health conditions.</p> <p>*Add links to other support services in the local area where you can get help.</p> <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:  <a href="mailto:Carla.paice@oxfordhealth.nhs.uk">"mailto:Carla.paice@oxfordhealth.nhs.uk"</a></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>Eating Disorder Participation Forum</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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	<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>	
Carrington Infant School	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.	Organisation
Chilterns Montessori School, The	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.	Childcare
Clubs for young people on the autism spectrum age 11 to 25 (Berkshire)	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.	Activity/Event
Curzon C of E Combined School (Penn Street)	<p>New links with outside after school provision. Children are collected from the playground at 3:05pm every day and taken to Amersham ABC after school provision.</p> <p>Please visit <a href="http://www.amershamabc.co.uk">http://www.amershamabc.co.uk</a> for more details.</p>	Organisation

	New daily breakfast club from 7:45am; Please see the school directly for details.	
Dinton Pre-School	We have recently purchased a subscription to 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.	Childcare
Donna Rogers	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 termly 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.	Childcare
Doorways Dance Group, Wednesday (Aylesbury)	Sessions are led by what participants would like to do	Activity/Event
Emotional Wellbeing Workshops for Children and Young Adults (Chalfont St. Giles)	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. Mr G.R.A Davies Headmaster, Gayhurst School ; Mrs Kortman 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	Organisation

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.

Mrs R Lingley

Head of PSHCE, Gayhurst School

"The 'I am Important' young adults workshop is exactly what the girls need, the girls really appreciated you coming in to help them.';

Emma McCleod

Head of Years 10 and 11, Dr Challoner's High School

';Wonderful workshop;

Caroline Russel

Deputy Head, Dr Challoner's High School

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.

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. ;

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

	<p>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. ; Nicky Dodd, 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> <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>	
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	<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>	
Free Divorce, Separation and Child Arrangements Information and Advice	"I would have no hesitation in returning to Oratto in the future, and I will happily recommend their services to others"; - Mr K	Organisation
Grover Out of School Club	Parents said we needed to be present on social media. We now have a Facebook page.	Childcare
Holding Hands Pre-School	<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</p>	Childcare

	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.	
Homegrown Care Farm CIC: Mobile Farm Therapy/Educational Experiences	<p>"Thank you for today.; This was everything and more that I hoped the children would experience.; We are going to be doing lots of project work based on these visits.; Can't wait for the next visit!; I'm sure you gathered the children loved it.; I will share and promote you as much as I can".</p> <p>SR - Loatlands</p> <p>"Homegrown Farm days proved to be fantastic experience for our students.; The staff engaged the students and passed on valuable facts.; Julie and her team brought in a range of animals' (From cows and alpaca's to reptiles and birds) and the students were able to gain expert knowledge while enjoying an inclusive, tangible, interactive experience.; Julie and the team were experienced in Special Educational needs and this was never barrier.; Thank you for such a memorable experience".</p> <p>Headmistress Sawtry Academy</p> <p>"The farm days were always fun and enjoyable and helped me gain my Animal Care qualification" - Year 9 student Sawtry Academy</p> <p>"I enjoyed the farm days - it made me even more passionate about animals and I will be starting a new course at college in Animal Care after my GCSE's".</p> <p>Year 11 student Sawtry Academy</p>	Organisation
Hope UK: A charity providing drug education and training	Very interactive presentation covering all areas of the substance scene misuse. A very active session with all having opportunity to participate'. - Taunton Street	Service

	<p>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>	
Jasbir Jeetla	<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 e.g. sensory impaired children"</p> <p>Our solution was the sensory ally, incorporating Reggio Amelia and Maria Montessori play ideas with learning.</p>	Childcare
Jean Howard Registered Childminder	Regular training to update my skills and knowledge and to ensure I keep abreast of current legislation (obtained though Bucks Learning Trust and PACEY - Professional Association for Childcare and Early Years).	Childcare
Jenni Bean Consultancy and Library	<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>	Organisation

	<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 the hands on aspect of trying on the slings.</p>	
Kiddleydivey Music Class (High Wycombe)	My child loves coming to Kiddleydivey. Each time we come into the building, he points at the room where we meet and wants to go in there, even if it's not the right day!	Activity/Event
La Leche League Chilterns (LLL Chilterns)	<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>	Organisation

Liferaft? (Online Resource)	<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>	Organisation
Lisa Eckford	<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>	Childcare
Little Ashes Pre-School	<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</p>	Childcare

	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.	
Lucy Jones	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.	Childcare
Marsh Infant and Nursery School	<p>"We are so lucky that your school has been a part of our son's life, forming the foundation of his education in such a fun and nurturing way"</p> <p>"We would thoroughly recommend Marsh Infant and Nursery School to anyone looking for a school that values the whole child." Parent</p> <p>"Teaching is good and pupils make good progress in reading, writing and mathematics."; Ofsted Sept 2017</p> <p>"I visit many schools and I can see that this school is very special.; It is vibrant, welcoming and inspiring; just the sort of school I would want for my own children."; Adam Guillain, author.</p> <p>"Lessons are inspiring and engaging and lead the children to be inquisitive and want to learn more. I would definitely recommend this lovely school to friends - it's a gem"; Ex-parent.</p>	Organisation
Origym Personal Trainer Course (High Wycombe)	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	Organisation

	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 (Monthly on Thursdays)	Evaluation form handed out at each session. Feedback recorded and acted upon.	Service
Poppies Day Nursery (Beaconsfield)	<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.</p>	Childcare
Premier Nursery	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.	Childcare
Sapling Before and After School Club - Little Oaks (Naphill and Walters Ash School)	Make Sapling families aware that as a provision we support children with additional needs;	Childcare
Sharon Pembroke	We have a fabulous relationship with all our families, and are open to all feedback, ideas for improvement etc.	Childcare
Specialist Teaching Service	In response to the annual Specialist Teaching Service survey to schools you said:	Service

	<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>	
Squirrels Tabernacle Nursery	<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>	Childcare

St Mary's Pre-School (Princes Risborough)	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. 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.	Childcare
Westfield School	Increased demand for places has led to us expanding and creating capacity as part of a strategic plan.	Organisation

## **6. Next Steps**

Plans for further work will include more young people's videos and further participation in the content of the Local Offer. 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 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.