

Buckinghamshire County Council

Local Offer Annual Summary of Feedback

September 2017

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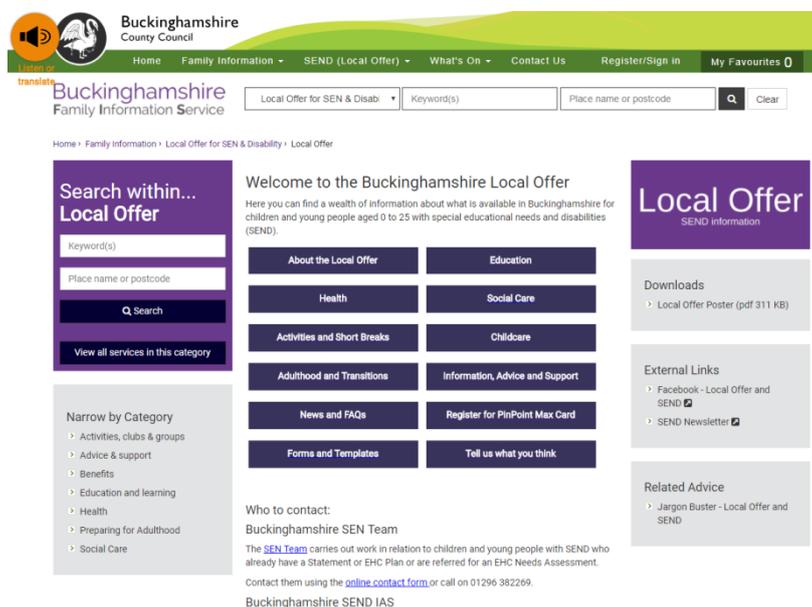
September 2017



Annual Summary of Local Offer Feedback – September 2017

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The screenshot shows the Buckinghamshire Local Offer website. At the top, there is a navigation bar with links for Home, Family Information, SEND (Local Offer), What's On, Contact Us, Register/Sign in, and My Favourites. Below the navigation bar is a search bar with a dropdown menu for 'Local Offer for SEN & Disabi...', a text input for 'Keyword(s)', and a text input for 'Place name or postcode'. The main content area is titled 'Welcome to the Buckinghamshire Local Offer' and provides a brief introduction. A grid of service categories is displayed, including 'About the Local Offer', 'Education', 'Health', 'Social Care', 'Activities and Short Breaks', 'Childcare', 'Adulthood and Transitions', 'Information, Advice and Support', 'News and FAQs', 'Register for PinPoint Max Card', 'Forms and Templates', and 'Tell us what you think'. A 'Narrow by Category' section is also present, listing categories like 'Activities, clubs & groups', 'Advice & support', 'Benefits', 'Education and learning', 'Health', 'Preparing for Adulthood', and 'Social Care'. The 'Who to contact' section identifies the Buckinghamshire SEN Team and provides contact information.

1. What is the Local Offer?

From 1 September 2014 every Local Authority is required to publish their 'Local Offer'. The purpose of the Local Offer is to set out in one place information about provision local areas expect to be available across education, health and social care for children and young people who have special educational needs or are disabled, including those who do not have Education, Health and Care Plans and how to access those services. Local Authorities are also required to publish feedback and comments on the Local Offer and show how these are being used to shape services and information to ensure they meet local needs.

2. Who updates the Local Offer?

In Buckinghamshire, the SEND Local Offer is hosted on the Buckinghamshire Family Information Service (BFIS) website, www.bucksfamilyinfo.org/localoffer. A Dedicated Local Offer Information Officer manages the information on the website and work closely with colleagues from other parts of the Council like Social Care, Commissioning, Health, Education and 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 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 details of provision and access and anything relevant to those with Special Educational Needs or Disabilities (SEND) can be included. These records have a 'Local Offer Flash' in the website search results, and 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.

Feedback is a really important part of the SEND Local Offer, 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 helps to inform commissioning priorities.

3. Feedback

Online

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

- 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)
- complete the new [BFIS website online survey](#)

All the feedback received 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 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 to that service so they can provide a response. In addition, the SEN Team capture feedback on the EHCP process through an annual survey. This data is analysed and any issues are used to shape future processes.

Organisations and Services have a section on their website 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. 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. We have worked with the SEND Youth Forum, the Youth Voice group, local schools and clubs.

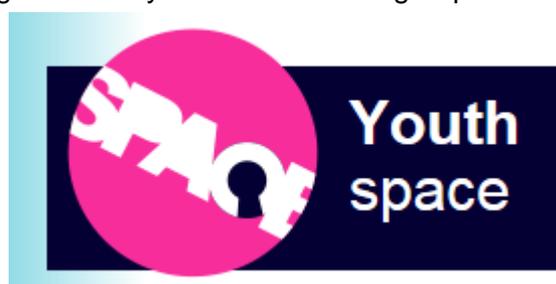
Young people continued to tell us that they preferred to receive information in video format, and when asked what they would like to know about, they told us they were interested in transitions after school and local activities. As a result, [six videos](#) were produced with young people showing post-16 provision in Buckinghamshire. A further video was made that showcased [clubs and activities in Buckinghamshire](#). This video was launched at a celebration event and received some great feedback.

"A very big THANK YOU to you and your team for presenting my son with the chance to be in such a brilliant film. My son is thrilled and we are very proud parents. It is things like this that have a HUGE impact on the lives of our SEN children, and I pray going forward that your department will organise such opportunities and events."

"I like the idea of showing more mixed clubs, help to make friends and not be so scary when moving in to colleges post 16"

The videos were shown to further groups of young people in schools to ask what they thought and to see if there were any improvements for next time. The majority really liked the video and suggested more activities that could be included.

We also consulted the SEND Youth Forum about the SEND Local Offer promotion and asked for ideas about young people's information. 8 young people gave their ideas to update the postcard and some options are being put together ready to share with the group. They gave ideas about young people's information, blogs and case studies but this had a mixed response, with some young people feeling uncertain about social media. We are taking this forward to create some case studies that will be included in the SEND Local Offer and styled with our 'Youthspace'



branding. They also told us that video is still the favourite format for information!

We are planning a session in the new school term to get young people's feedback on the website again and see how we can make improvements. 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 SEND Local Offer to families. Parent/carers representatives from FACT Bucks (Families and Carers Together) work closely with the SEN Team and are involved with lots of areas of work. FACT Bucks co-chair the Local Offer Advisory Group and several members attend so they are able to feedback on behalf of parents and share information through their networks.

The Advisory Group continue to identify areas for improvement and have addressed things like the information category names, the order of information so it follows a family's journey, terminology and language used and the layout of information as far as possible. 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 will help to identify gaps in provision and ensure the Local Authority is responsive to the needs of local children, young people and their families.

The SENDIAS (SEND Independent Advice Service) actively engages with and supports parents, carers and young people and is also very involved in the SEND Local Offer. SENDIAS have admin rights on the SEND Local Offer facebook page to share information directly with parents.

FACT Bucks representatives also took part in the South East Local Offer Peer Review which will be repeated in November 2017. There are more details on this below.

Professionals

There are many meetings that take place with professionals to discuss the SEND Local Offer information. BFIS work closely with partners from social care, education, health and other providers 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 SEND Local Offer information up to date and to demonstrate the benefits of the SEND Local Offer 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 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. Each meeting is an opportunity for people to give their opinion on the SEND Local Offer 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 SEND Local Offer and giving their feedback. Libraries and Children's Centres in Buckinghamshire have been sent SEND Local Offer information and can support people to get online using their computers. They also have a hard copy feedback form that visitors can complete and return. 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 other services, or gather information and send it out in hard copy.

The Information Outreach Officers also attend many events across the County. This ranges from attending 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 SEND Annual Conference and the Transitions Fair as well as SEND parent groups or school sessions. BFIS has a stand with SEND Local Offer 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.

Surveys

A 'Local Offer' checklist survey was shared with professionals to remind them of everything they can do to ensure their SEND Local Offer information is up to date on the website.

BFIS also ran a simple survey which was promoted to professionals and the public via social media that simply asked, "what does the term 'Local Offer' mean to you?" because people said the term 'Local Offer' was still confusing. 55% understood the term, 30% thought it was linked with local discounts, and 15% didn't know what it meant. This topic was also debated at several meetings and discussed with the Advisory Group. Most people agreed that it was important to keep the term 'Local Offer' because this is used in national Government promotion and has been used in Buckinghamshire for three years as well as in most other areas across the country which is important for people moving into a new area. However, we decided to change the website title to read 'Local Offer for Special Educational Needs and Disabilities' to make it more clear.

We decided that the most important thing was to ensure that families find the information they need, even if they don't know the name 'Local Offer'. The BFIS Team have worked on tagging information and records with relevant keywords so that people searching within the website can find information more easily. The team also regularly check the website for data quality, ensuring broken links and misspellings are kept to a minimum which improves Search Engine Optimisation, or 'SEO'. This means that Buckinghamshire information will return more highly in internet search engine results, so even if people don't know about the Local Offer, they should still find our SEND Local Offer information when trying to self-serve online.

The BFIS website has an online survey that anyone can complete to give their feedback about the website and the content of the information.

South East Peer Review

In January 2017 we took part in the South East Local Offer Peer Review. Three members of FACT Bucks, the Local Offer Information Officer and the Programme Manager reviewed Hampshire's Local Offer. Buckinghamshire's Local Offer was reviewed by a Council Officer, a parent and two young people from Hampshire. They used a set of questions that measure how well our Local Offer meets the criteria set out in the Code of Practice. They told us that some things were really good, such as our BrowseAloud feature, the layout of information using headings and the videos. They also told us that some things need improving, like being able to find certain documents and explaining how parents, carers and young people have been involved with the Local Offer. 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. There are more peer review sessions planned later in 2017.

4. Promotion

To get people's feedback and engagement with the SEND Local Offer, 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.

- All schools have been asked to add the Local Offer weblink to their website.
- Local Offer postcards are shared with libraries, children's centres, health, education and social care partners and taken on outreach. The postcard is being reviewed by young people so we can create a new e-version to share widely.

Local Offer

Telling you what's about locally for 0-25 year olds with an SEN or disability



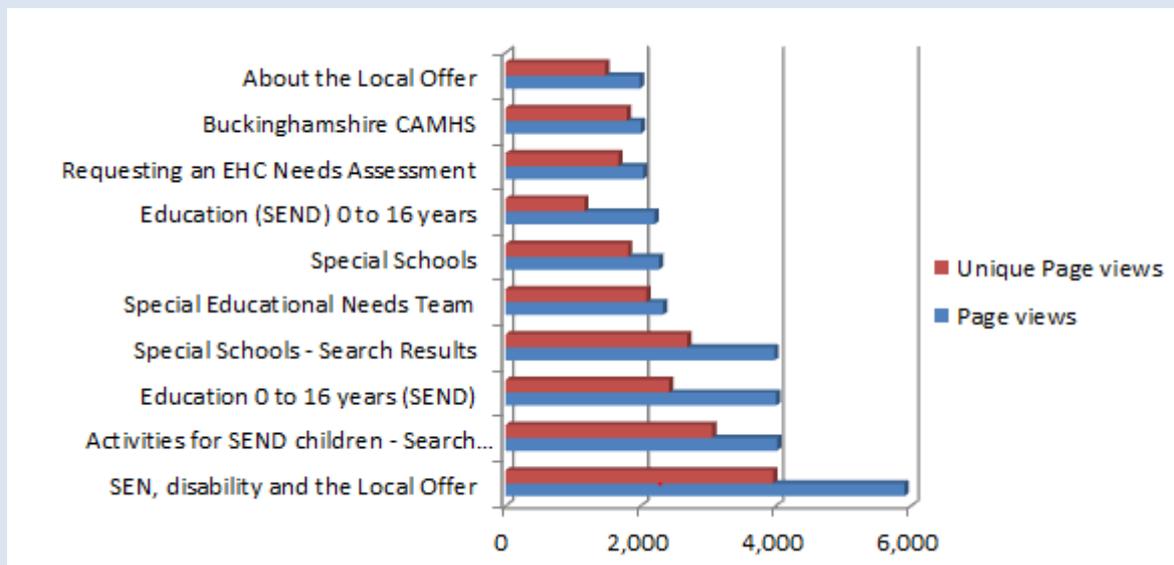
- Regular articles in Schools Bulletin and Governor Times.
- Regular liaison with schools and SENCOs to ensure their information is up to date on the Local Offer and to ask for their assistance with promoting it to families.
- Adverts in the 'Health and Community Guide' 16/17, distributed to GP practices, taken on home visits and included in new patient packs.
- Regular articles in the SEND Local Area Newsletter and My Bucks e-newsletters from Bucks County Council.
- Articles in the District newsletters.
- Information screens shown in all GP surgeries across the county.
- Promotion at events across the County through Outreach work including sessions with SENCOs.
- Reminders and updates shared with internal colleagues and external partners.
- Promotion by key partners and organisations to the families they work with.

5. Data

The information below is a sample of data from September 2016-17, along with some examples of the survey responses and feedback gathered.

SEND Local Offer Website Data

Top 10 webpages Sept 16 – Sept 17



Content on the Local Offer

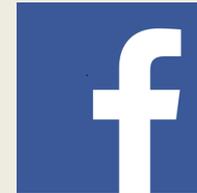
We added a video created by young people to showcase activities which they had found using the Local Offer.



- Six video tours of colleges and post-16 training opportunities were created.
- The Graduated Approach was published.
- A 'forms and templates' section was added to make documents easier to find for professionals and parent carers.

Facebook

Our most popular post was the Bucks SEND IAS training sessions in February.



Bucks Local Offer and SEND
Published by Sarah Smith [?] - 26 January - 🌐

Bucks SEND IAS Service is offering free training sessions for Buckinghamshire parents of children and young people with SEN - please click on link below to sign up!



SEND Outcomes Training 4th February 2017
This is a workshop for parents of children and young people with SEND. It covers Education, Health and Care needs assessments and outcomes. The aim is to equip you with information and skills so that the assessment process is as worthwhile...

EVENTBRITE.CO.UK [Book Now](#)

Post likes: 19
Post shares: 21
Post reach: 2908

Facebook likes rose from 250 to 350, an increase of 71%!

Buckinghamshire Local Offer Annual Feedback Report 'You Said, We Did'
September 2016-17

Date	Feedback	Action
01 October 2016	The link to First response is confusing as the Bucks CC page is called Child Protection and Safeguarding, not first Response. Can this be changed?	Forwarded to the First Response team. No action - see email: I did check with our Head of Service and Practice Improvement manager and the wording is correct on both pages. The service, overall is known as First Response but then it is broken down in to separate teams. It is "First Response" that would take an initial safeguarding referral or concern about a child. The other teams within First Response are : Assessment – Aylesbury Area Assessment – Wycombe Area Assessment – Chiltern and South Bucks Area SWAN Emergency Social Work Team
05 November 2016	Hi, at the time of the survey most special schools were not clear about the special needs area that they primarily supported. Looking at the list some now do put this, others do not. There is no list of ARP's in Bucks or their specialisms that I could find. It would be a useful tool to have with parents who have children struggling in mainstream that are looking for alternatives.	She could not find the document with this information- make more obvious - https://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/advicce.page?id=WTCHvjSN3n0 That's great- never seen that before. thank you for your help with this.

22 November 2016	I am an educator with a priority within my department of getting our young people with learning disabilities in to employment. When I look at the local offer I do not see anything that refers to employment!! Is there a reason for this?	<p>Thank you for your email. Under the Transitions/Adulthood section we have some links for young people to help them get in to employment. Back2Base and Connexions are particularly helpful. Apprenticeships are also an option, as they can be available to all young people.</p> <p>What other information would you like to see? We can't provide direct links to employers as they all have their own criteria, but if there is a risk of discrimination, they should be directed to the government guidance on disability and employment: https://www.gov.uk/rights-disabled-person/employment. As there is no one-size-fits all solution, the best option would still be to speak to their Connexions advisor. I can make this more prominent, if you think this would help.</p> <p>This is helpful enough at the moment, thank you. As we are making the employment of our young people a priority I am looking at many different pathways at the moment. Again, thank you.</p>
Sept-Dec 2016	Cannot find the correct place to upload their Annual SEN reports on the to the BFIS website.	Requested that Open Objects add a document upload field under the Local Offer and name it Annual SEN Report.
06 December 2016	Dean Beadle - Autism speaker coming to High Wycombe - please share with colleagues and parents	Promoted on Facebook and the Local Offer.
04 January 2017	What is Max Card? Lots of confusion about what it is and how to sign up.	Posted links to the PinPoint page, how to register and Max Card attractions.
09 February 2017	BrowseAloud got stuck in a loop reading out menu headings	We could not recreate this but we have fed it back to BrowseAloud so they can look into it and offer advice
09 February 2017	Physiotherapy only has an 0844 tel no	We will find a local number and publish that
09 February 2017	your website is simple, clear and not cluttered!	

09 February 2017	Can't find information about the whole process timescale for EHCPs	The process flowchart was there but hidden so we have made this more obvious.
09 February 2017	BrowseAloud is located in small text at the bottom of each page so not everyone may know it's there	Looking to recreate Trafford's BrowseAloud bespoke icon which states 'listen or translate'
09 February 2017	Advertising is distracting	These have now been removed as part of a review of income generation activities
09 February 2017	feedback form has no mandatory fields - has this caused any issues?	This was a deliberate choice so people are not put off from leaving feedback if they don't want to leave contact information. We always provide a direct response where people have left their details. We are looking at updating the feedback form with a 'tick if you would like a response' box which will make contact info mandatory if ticked
09 February 2017	I found it difficult to find individual setting / provider details as they don't appear under "schools" or as a link under area wide offer.	Each school and setting has its own record which can be found using the search and filters. We have added a 'search for all schools' under the education section on the Local Offer in case people search in this way. We have added this as a new page to make the information even more accessible
09 February 2017	Link to SEN Information Report found within provider record – labelled "Local Offer". Doesn't open a new page so if you close the information report it closes the Local Offer as a whole and you lose your place.	This is standard practice not to open a new page when navigating within a website so this is not something we will change.
09 February 2017	Found it difficult to find the Section 41 information	We have created a separate page so that the information can be found easily using a keyword search.
09 February 2017	Difficult to find out of area education information and their SEN Reports	We have reviewed the way this appears in search results so it can be found by keyword. We have ensured the links point to the SEN Information Report for mainstream schools and not just a generic website.

09 February 2017	Some Health information was patchy	We will continue to work with Health providers to ensure they review and update their information. We are looking to install NHS choices syndication on our website which will bring in a wealth of information on health conditions and related articles. We already have the NHS Choices finder tool and we are looking to see if we can add this to the Health section of the Local Offer
09 February 2017	Social Care information doesn't include leisure activities, support for living in dependently and short breaks statement.	This information is all available in other areas of the Local Offer. The social care information is currently under review. We have improved the link to Adult Social Care
09 February 2017	Search for "social care" in the Local Offer generates adult care as the first 5 suggestions.	This is the way the website search works and is not something we can change. Information can be searched for in different ways and there are filters to help you find what you are looking for.
09 February 2017	P4A Information and advice – like the icons / pictures! Becoming an adult - like the bullet points and information. Like Katherine's and Katie's stories :), words, clear headings. Explains a lot about transition plans.	We will try to make more use of icons and pictures in future Young people in Bucks have told us they like videos and we are working on making more videos to show local provision and support. We are also reviewing all our pages to make them more clear by using the expand and collapse headings.
09 February 2017	EHCP section - The how to get help button takes you to the complaints page! Good for professionals and complaints but no support otherwise. Lots of words, no links, no contact details	We have reviewed the headings so that the support information is separate from the complaints. There are young people's versions of the ECHP process and more information so we have made this easier to find.
09 February 2017	SEN Plan explains that there is a graduated approach but is full of jargon such as "Universal Mainstream" and SENCO. It says there will be an explanation of the Graduated Approach, but it is not available to parents yet. All the docs seem to be generic docs from external organisations.	This feedback has been shared with the person leading the work on the Graduated Approach. This is still a work in progress and has been developed with professionals and parent/carers. The naming conventions will be looked at as part of the consultation. The documents are internal documents and are not generic from other organisations but we will try to make this more clear.

09 February 2017	The transport policy information links to the .Gov website and the BCC website. There is no information on free bus pass schemes.	We will work with the transport team to review this information and see if there is a way to improve it. There is currently no free bus pass scheme in Bucks.
09 February 2017	There is not much information on phase transfer/higher education	We can only list the providers that are present and registered in Bucks. We will review this information to see if we can make improvements.
09 February 2017	IAS information for young people difficult to find.	There is a section on IAS which does have information for young people. We will consult with some of our young people to see how we might improve this area. We will link the existing pages together and will also link to the Youthspace area of the website which has more information for young people.
09 February 2017	Unable to find accessibility strategy	This is present was not showing up in a search. We have now made this easier to find using keywords.
09 February 2017	The Area Wide Offer information is not clear	We will feed this back and see how we can improve this information. There is a section with information on the Area Wide Offer.
09 February 2017	Preparing for Adulthood section - downloads look quite helpful. Services, information on Choices (and services), like the film. Could do with more pictures of people doing activities and other things. Need examples. Like the icon of the keys.	This whole section is under review with different people so that we can try to improve and increase the information for young people. We are working on lots more videos to show local provision.
09 February 2017	Usability and visual appeal - Strength – basic / simple navigation Weakness – no icons / symbols. Some aspects are difficult to find i.e. advice, EHCP – under different headings Not really visually appealing – needs more pictures of people, activities. Get rid of adverts, more bullet points, banners for topics Need more colours to be visually appealing	We are adding icons and pictures where we can but we are limited by the template of the website. We are making more use of the 'banners' (expand and collapse headings) to make information easier to find. We are consulting with young people to see how we can make information more appealing.

09 February 2017	States that "The Local Offer has been developed in conjunction with children and young people, parents, carers and local services " but not how.	We will be writing a section to explain how parents, carers and young people have been and continue to be involved with the development of the Local Offer and will publish this soon
09 February 2017	Feedback - need to make it clear in tell us what you think – able to type in if you want to participate	We will make this clear in the Feedback section.
09 February 2017	Transfer Plan information was not found	This information was available but we have made it easier to find under 'conversion strategy' and 'transfer plan'.
07 March 2017	Some settings can't see their Local Offer information for months after they have updated it.	We looked into the providers who were listed as having this problem. For some we found that a button had been ticked that prevented the information from showing on the website. This has now been fixed. Some of the providers hadn't saved their information so they will need to re-do this.
22 June 2017	'I like being able to make a difference to people's lives and help them get their voices heard I think it's important' Laura, Chairperson of the SEND youth forum	
28 August 2017	Morning. Lovely morning at South Bucks Riding for the Disabled. A summer lesson organised through Bucks Local Offer. Now all in the name of research for our meet ups I'm off to eat cake and drink tea at a Hills Community Cafe.	
08 September 2017	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. Link below for info: https://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/service.page?id=Blg_fQ5YRkM Family Information Service - Special Educational Needs Team	

13 September 2017	I've been searching for the CYP SEND forum on the LO - https://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/service.page?id=xsNUHFL4wB4 As you can see, I did find it, but it was quite difficult – please could some more tags be added to make it easier to find?	Added keywords to page so it now comes top of search

Young People's Feedback

Local Offer Activities Consultation – Youth Service Disability Participation Worker

Furze Down School – 6th June 2017

I consulted 8 males and 3 females aged between 16 and 17 on the Local Offer activities film and activities for disabled young people.

Range of disability: moderate learning difficulty, physical difficulty, down syndrome communication and ASD

Feedback on the film –

1. What did you like about the film?

- It was good, it had football in it
- I liked the music
- I liked the swimming
- Finding out about students swimming activities
- Swimming and football
- It was good
- I liked it because it showed the activities

2. What did you not like about the film?

- Not sure, I liked most of it
- No
- I did not like the music
- It was a bit slow
- Nothing

3. Did you learn anything new?

- I did not know there were music or games clubs
- There are lots of different activities I did not know about
- Yes. We didn't know these activities are available to us after school
- Tuesday club
- Football in Marlow
- Bowls club in Winslow?
- Yes
- I have learned about activities in my area

4. Do you know how to find activities in the local area?

- No, I would normally ask the school or ask my friends what they do
- Word of mouth
- No
- Website
- yes
- yes, through the website

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?

SEND Youth Forum Local Offer Consultation

8 young people with a mix of disabilities aged 15-21 shared their views on the Local Offer postcard image:

- Change the background
- Make the writing a bit bigger
- More bright colours
- Change the picture
- Links to each subject
- Make it big, add some more people
- Like the photo
- More local pictures
- Make it more colourful and more pictures
- To make the writing and more colourful
- More pictures
- Pictures of wheelchairs
- Pictures of friends talking
- Pictures of activities

8 young people with a mix of disabilities aged 15-21 shared their views on how they would like to receive information about the local offer.

The group were split into 2 teams –

The first group feedback:

Their 1st choice was video, 2nd choice was a young person friendly area on the website and 3rd was through case studies.

They felt that they are warned that social information is not always valid so this is not always a good way to get information to young people.

Leaflets would be ok as long as there were limited text and descriptive pictures. Case studies would be helpful in video format.

The second group feedback:

Joint first choice was blogs and social media, 2nd was a young person friendly area on the website and joint 3rd was video and social media.

Action Plan: Some new template options will be developed and shared with young people to get their feedback. Once a new design has been agreed we will share this on the SEND Local Offer website and use it in our electronic promotions and campaigns.

Celebration and Information Event Feedback

“A very big THANK YOU to you and your team for presenting my son with the chance to be in such a brilliant film, but also for the extremely generous gift and certificate! My son is thrilled, and we are very proud parents. It is things like this that have a HUGE impact on the lives of our SEN children, and I pray going forward that your department will organise such opportunities and events. Once again, thank you so much!”

“I was really excited to see myself on the ‘TV’ it was like I was famous!”

“We had so much fun being a part of the film”

“We would like to say thank you for the vouchers we can’t wait to show our families.”

Summary of 'You Said, We Did' Feedback from Buckinghamshire Providers (September 16-17)

Provider Name	Service Type	You said, we did
Acre Wood Nursery School	Childcare	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 their child is learning but has allowed the key person to make quicker assessments and has reduced the time spent inputting this information. As a setting we can assess how well we are meeting the children's needs and what we can do to ensure that every area of learning is celebrated and encouraged throughout all we do.
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 old's.</p> <p>We did - introduced at least 1 activity aimed at five year old's per session.</p>
Adele Mack (Little Ducks Childcare)	Childcare	<p>I undertake various training courses all year round to ensure I am up to date and learn new ideas and activities to support children to reach their full potential.</p> <p>I reflect on my setting and myself, the children, their parents for feedback, and professionals to help keep my setting fresh and stimulating for children. They are offered choice and their input is invaluable.</p>

<p>Art Therapy for Children & 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, and 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>
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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>Occupational Therapy Team Lead Wycombe Children & Young Peoples Occupational Therapy Service</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>
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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 have started taking 1 year old's.</p>

<p>Buckinghamshire Child and Adolescent Mental Health Service (CAMHS)</p>	<p>Service</p>	<p>CAMHS website You told us: *the website looks like it's aimed at children, the website needs to be more eye catching and use brighter colours. *Its 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. 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. Check it out and let us know what you think by emailing us: Carla.paice@oxfordhealth.nhs.uk 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 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. There were a lot of useful suggestions and ideas including: 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. Make a welcome letter and leaflet with useful information in it about what support is available to patients in CAMHS and in the community Review with young people support plans for transitions from CAMHS to Adult Services. 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</p>
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		<p>pathway. Please get in touch if you'd like to attend our next forum as we'd love to hear from you.</p>
Bucks Affordable Warmth Network	Service	<p>You say you need financial assistance to improve the energy efficiency of your home? 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>
Bucks Autism Service	Service	<p>We received many referrals from people who were outside of our original age criteria (16 to 30) who wanted a service like this. We now have an agreement with Bucks CC that we can accept anyone of 'working age'. This means that we can work with parents on the Autism spectrum who need help with Independent Living Skills, as well as the young people. This has taken effect from 1 May 2016.</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>
Curzon CofE Combined School (Penn Street)	Organisation	<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. Please visit <"http://www.amershamabc.co.uk">www.amershamabc.co.uk for more details.</p>

Donna Rogers	Childcare	<p>Ofsted rated outstanding in March 2016 (2016/2017)</p> <p>Have many supporting letters and references from satisfied parents.</p> <p>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.</p>
Emotional Wellbeing Workshops for Children and Young Adults (Chalfont St. Giles)	Organisation	<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. Headmaster, Gayhurst School</p> <p>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 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. 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 Wonderful workshop 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. 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 their 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. Guide Leader, 2nd Chalfont St. Giles Guides</p> <p>"I feel refreshed, relaxed and inspired. I have enjoyed this workshop as it</p>
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		<p>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 "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>
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Grover Out of School Club	Childcare	Parents said we needed to be present on social media. We now have a Facebook page.
Hartbeeps (Little Chalfont / Amersham Children's Centre)	Organisation	"Hartbeeps is our favourite morning of the week. My little girl loves it and it ticks all the boxes for me as a mum and Speech and Language Therapist. Attention and listening, social interaction, pretend play and language development, it's the perfect way to develop my child's communication skills. Thank you Hartbeeps! "Mother of 3, Chesham "It's R's mummy, just want to say my mum says R loves the classes and my mum loves taking him! Part of me is sad I'm at work and don't get to see this but part of me wants to thank you for the magical memories you are creating for my mum and my son together! I think you have two new regulars!!!"Mummy of one, Berkhamsted "I went to the 0-6 months Hartbeeps session today and Henry (8months) and I really enjoyed it. As a paediatric physiotherapist I was really impressed by the information in the session especially regarding fine motor control and tummy time "Mummy of two, Amersham
Hope UK: A national charity providing drug and alcohol education and training	Service	"Best drug training I've ever had"
Jasbir Jeetla	Childcare	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"

		Our solution was the sensory ally, incorporating Reggio Emilia and Maria Montessori play ideas with learning.
Jean Howard Registered Childminder	Childcare	Regular training to update my skills and knowledge and to ensure I keep abreast of current legislation (obtained through Bucks Learning Trust and PACEY - Professional Association for Childcare and Early Years).
Jenni Bean Consultancy and Library	Organisation	<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 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 the hands on aspect of trying on the slings.</p>
Kids Breakfast And Supper Club Ltd	Childcare	<p>"Thanks again to you and your staff for the continued excellent service you offer for the kids".</p> <p>"I think what you and your ladies are doing is superb and I know my child looks forward to his after school club on a Wednesday".</p> <p>I absolutely loved my adorable cards and chocolates. Thank you after school club"!!</p> <p>My child loves it and it is really helping her build her confidence"!</p>
Liferaft? (Online Resource)	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>

		"A great time saver as I prepare to move S from a statement to an education, health and care plan (EHCP)."
Lucy Jones	Childcare	I reflect on my setting and myself, the children, speak to their parents for feedback, and specialists to help keep my setting effective and stimulating for children. I offer a graduated approach and keep the child and family at the centre of my planning and support.
Marsh Infant and Nursery School	Organisation	"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" "We would thoroughly recommend Marsh Infant and Nursery School to anyone looking for a school that values the whole child." Parent "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." - author.
Naphill - Sapling After School Club (Naphill and Walters Ash School)	Childcare	We have received positive feedback from parent/carers whose children have required additional support in our setting. Please refer to netmums to read reviews.
Naphill - Sapling Before School Club (Naphill and Walters Ash School)	Childcare	We have received positive feedback from parent/carers whose children have required additional support in our setting. Please refer to netmums to read reviews.
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. AG, Buckinghamshire

Origym Personal Trainer Course (High Wycombe)	Organisation	We collect feedback from our students at four stages, first after 10 days of starting, then 2 months, once after completion of their first assessment and finally after entire completion. We have created a brand new e-learning platform with added visuals, including videos for those with learning difficulties from dyslexia to more severe issues. We also added more audio based learning resources based on student feedback with visual impairments, such as webinars and podcasts.
Poppies Day Nursery (Beaconsfield)	Childcare	<p>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>
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 etc.
Specialist Teaching Service (Buckinghamshire Learning Trust)	Service	<p>In response to the annual Specialist Teaching Service survey to schools you said:</p> <p>Its 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>

6. Next Steps

Plans for further work will include more young people's videos and further participation in the content of the Local Offer. There will be a session in school for young people to give user feedback on the website. The Advisory Group will do a piece of work to evaluate the Local Offer website information and identify further areas for improvement. We will take part in the South East Peer Review sessions to share knowledge with other Authorities.

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.