

Buckinghamshire Council

# **Local Offer Annual Summary of Feedback**

**September 2021**

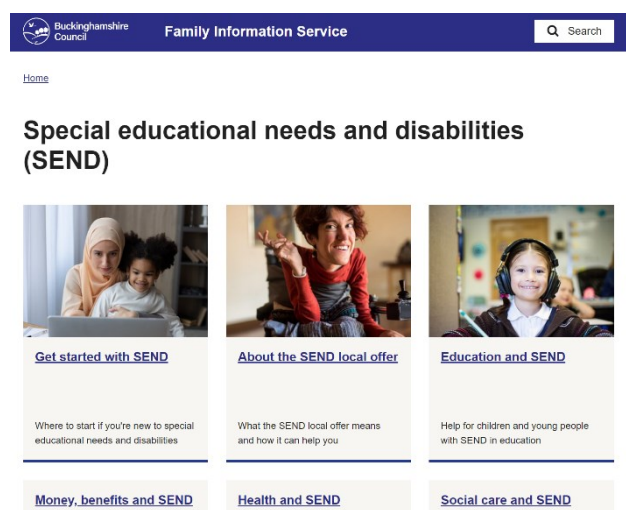
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September 2021

# Annual Summary of Local Offer Feedback – September 2021

## Contents

1. What is the SEND Local Offer? .....	2
2. Where is the SEND Local Offer? .....	3
3. Who updates the SEND Local Offer? .....	3
4. Feedback .....	4
5. Promotion .....	8
6. Next Steps .....	9
7. Data .....	10



The screenshot shows the Buckinghamshire Council Family Information Service website. The header includes the council logo and a search bar. The main heading is 'Special educational needs and disabilities (SEND)'. Below this, there are three columns of content, each with a photo and a link:

- Get started with SEND**: Where to start if you're new to special educational needs and disabilities.
- About the SEND local offer**: What the SEND local offer means and how it can help you.
- Education and SEND**: Help for children and young people with SEND in education.

At the bottom, there are three more links: **Money, benefits and SEND**, **Health and SEND**, and **Social care and SEND**.

## 1. What is the SEND Local Offer?

Since 1 September 2014 every Local Authority must 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 SEND Local Offer brings together a wealth of information from social care, health, education and other services. It sets out the support they are expected to offer to children and young people aged 0 to 25 years with SEND, including those who do not have an Education, Health and Care Plan, and how to access those services. The Local Offer has two main purposes:

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

Over the years, the Local Offer 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 must 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. Where is the SEND Local Offer?

The SEND Local Offer is part of the Family Information Service website:

<https://familyinfo.buckinghamshire.gov.uk/send/>

In March 2021 the Buckinghamshire SEND Local Offer was re-launched as part of the work to move the Family Information Service (FIS) website content onto the corporate Council website, and to build a new directory. All the website content was reviewed and re-written, making sure it was written for families and young people. The new website aims to be simpler to use and understand. Information that is written for professionals has moved to schoolsweb, but there are links to this information directly from the Local Offer for families who want to see it and find out more. The directory launched as a 'minimum viable product' and will continue to improve and develop using feedback to inform the changes.

The new website is part of the wider Council web platform which means that now, when someone searches for anything SEND related on the Council website, they will be directed to the Local Offer information. By joining up the available online information, users should have a much easier journey to find what they need.

## 3. Who updates the SEND Local Offer?

The published SEND Local Offer information is managed by the Early Help Digital Information Officers in the Family Support Service (FSS) who work closely with colleagues from other parts of the Council, like the Integrated SEND team, Commissioning, and Education and with external providers to regularly review the information on the website to try and keep it up to date and relevant.

The Local Offer Advisory and Impact group, which is a multi-agency group made up of professionals and parent carers, have been reviewing the content, information, structure and headings to ensure it reflects everything they want to see. Work will be taking place with groups of young people in schools to get further feedback on the website.

Services and organisations are encouraged to take ownership of their record in the new directory so that they can make changes directly to their published information. This means any updates can be made quickly and efficiently at a time to suit them. Changes are moderated by the FSS Digital Team.

Records have a section especially for Local Offer information where anything relevant for people with SEND can be included by the service provider. These records have a 'Local Offer' icon to highlight them in the directory search results, and people can use the search filters to narrow down their search by need. Record editors are sent reminders to help them keep their information up to date.

✓ **Part of local offer**

Recently updated

Feedback is an important part of the Local Offer for SEND, and sometimes young people, parents, carers or professionals highlight missing, incorrect or hard to find information which

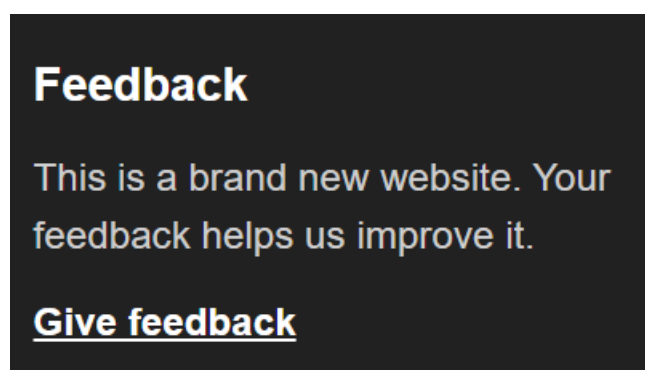
can be identified on the website and then corrected and updated. They can also comment on service provision or the availability of services and activities which the team will pass on to the relevant service or person and can help to inform commissioning priorities and future service provision. Discussions on these areas also take place at the Advisory and Impact Group as the members represent wider groups of people.

## 4. Feedback

### Online and in person

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

- use the 'feedback' link that sits on every page of the website and directory



- email BFIS with feedback using the [familyinfo@buckinghamshire.gov.uk](mailto:familyinfo@buckinghamshire.gov.uk) mailbox
- complete the 'e-form' that sits on the '[Give Us Your Feedback](#)' page
- send a message through social media ([Bucks Local Offer and SEND Facebook page](#) or [BFIS Facebook](#) or twitter)
- complete a hard copy form available from libraries or Family Centres
- ask a professional to share their feedback on their behalf, including through the Family Information Service who are available by phone every working day.

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

The new website build has included feedback from the Local Offer Advisory and Impact Group as well as in-depth user research and testing sessions with local parents, carers and young people to observe how people use the website and look for information to inform its development. This was conducted by FutureGov, the agency who built the new directory. In-depth conversations included an interview with the Chair of FACT Bucks, 4 young people

with SEND and 4 parents of children with SEND. FutureGov spoke with 25 parents and young people overall and many more were involved in a card sort exercise that helped to structure the information. Later on, another agency called UnBoxed carried out user testing with some local parents to test some website prototypes to inform the build. All the research fed into a set of principles that we used to build the new website and directory.

- Separate information for professionals vs. parents, carers and young people.
- Use naming conventions that are in plain language users are familiar with.
- Group information based on what the user is trying to do or find out.
- SEND information should be accessible/linked through every section of the site.
- Give users an understanding of what they can expect within sections, especially when headings are not self-explanatory.
- Recognise people are entering the site at different points, so ensure users can navigate the site wherever they enter.
- Make it easy for timely information (e.g. term dates) and common queries (EHCP plans) to be accessed. Reduce the amount of clicks to find these bits of information.

The content and structure have been reviewed by content experts to make sure that it is simple to understand and meets digital accessibility requirements as well as these principles. Following the launch of the website, the process of reviewing and improving the content will continue.

## **Meetings and Groups - Young People**

The Specialist Participation Team have continued to engage with local young people with SEND and ensure their voice is heard. The Shout Out for SEND group meets every month and a conference is planned for October 21. There are further groups for young people with SEND who are working with the Family Support Service. These groups discuss issues that are important to them, and share their views with decision-makers at the council through animated videos. The professionals will [respond to the feedback in a video](#). Topics have included how to support children and young people with SEND, how to involve them with co-production and housing information.

Several young people took part in some early user testing to help inform the development of the new directory and website, there were in depth interviews with some young people later in the project, and further feedback will be sought from young people in schools in October 21 to inform future development.

Due to covid, the '[SEND Young Inspectors](#)' were not able to visit local activities and clubs this year, but plans are underway to get this back up and running and to extend it to other community services. The previous feedback on their findings has been shared with the club

or activity to ensure that they are meeting the needs of SEND young people, and published to provide young people with an insider's view of what an activity is really like.

## **Parent/Carers**

There are parent and carer groups for SEND that meet across the county, though many have been affected by the pandemic. The Family Support Service Information and Outreach Officers continue to provide outreach to specialist and universal groups to promote the SEND Local Offer to families where they can, and this has been in a virtual format for much of the last year. The FIS Digital Team created a video to promote the new SEND Local Offer website which has been shared with these groups. 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 and Impact Group and attend the meetings so they are able to feed back on behalf of parents and share information through their networks.

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

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

Unfortunately due to Covid the South East Local Offer Peer Review did not take place this year.

## **Professionals**

The website review has focussed on identifying professionals who can work alongside the content writers to create published content that is up to date, relevant and easy to understand. There are named content owners who will be asked to review the information regularly and where there are changes or updates, they will work with the digital team to write the content. New content is already being produced to make sure that the website reflects current activity so that families know what to expect from a service.

Members of the Family Support Service provide outreach at professional meetings regularly to remind services about keeping their information up to date and to demonstrate the benefits of the SEND Local Offer for families and professionals and this has continued virtually. 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. This is an area of focus for the coming year to ensure better signposting from professionals and will be achieved through information sharing at team meetings and network groups and developing some information that can be used as part of the induction

for new starters. Content will be added on social media that schools and partners can easily share.

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

## **Outreach**

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

The Information and Outreach Officers also attend many events in person or virtually across the County. This ranges from attending specialist SEN sessions, universal sessions at Family Centres and libraries to professional team meetings, school meetings and large community groups and events. Some of these events are specialist, such as the Access all Areas Autism event, or SEN parent support groups and the SEND Youth Forum. These Officers can speak with people and capture verbal feedback as well as providing advice and guidance. The recent Family Centre open days held in the summer were a great opportunity to re-engage with families as part of the covid-recovery and remind them of the support available.

## **Surveys**

Surveys are used to get feedback from a wide variety of people. FACT Bucks and SENDIAS run an annual survey and the results from March 21 were shared widely with those services who can take the feedback and use it to inform development activity.

The FACT Bucks survey 2021 asked respondents about the SEND Local Offer website. Most respondents (77%) had never used the Local Offer, though just more than half (56%) had heard of it. Those who had used the Local Offer at least once gave mixed responses about the helpfulness of the information in it. When asked to rate on a scale where 1 was “not helpful at all” and 5 was “very helpful”, 29% rated it 1 or 2 and 35% gave a rating of 4 or 5.

This varied response is difficult to unpick as respondents were not asked to explain the reasons for their rating, though this will have reflected the old website. It is hoped that the new website and directory will make it much easier for families to find the information they are looking for. The survey also confirmed what we know, which is that there are many people who are still not aware of the SEND Local Offer and so there is a continued need for ongoing promotional activity to reach those families who need information.

Several of the multi-agency impact groups whose work is contributing to the SEN Improvement Plan had input to a young people's survey which asked various questions about 'your experience as a young person with SEND'. For the Local Offer, we asked them where they would look for information about things to do and what they would want to know before attending a new group. This has helped us to think about the information people want to see, and how it is presented. A 'best practice' example will be shared with local providers to help them construct the information they add to their directory listing. We will be asking young people in special schools how we can better promote the Local Offer to people their age too.

Other snapshot surveys are used as required to help inform pieces of work, such as asking for feedback on the name of the disabled children register to make it more meaningful which is an ongoing piece of work.

## **5. 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.

- A new [promotional video](#) was shared with schools, professional partners and families to mark the launch of the new website and tell people about the Local Offer.
- The young people's e-postcard is still being shared with schools and organisations.
- Printed Local Offer postcards are shared with libraries, family centres, health, education and are taken on outreach, though much of this was stopped during the pandemic.
- Regular liaison with schools and SENCOs to ensure their information is up to date on the Local Offer and to ask for their assistance with promoting it to families.
- Regular articles in the SEND Local Area Newsletter and My Bucks e-newsletters distributed to residents by Buckinghamshire Council.
- Local Offer Facebook page which is shared with relevant local Facebook groups.
- Promotion at events across the county through outreach work.
- Reminders and updates shared with internal colleagues and external partners.
- Promotion by key partners and organisations to the families they work with.
- FACT Bucks promotional pen with the Local Offer contact information.



- the FIS Digital Officers ensure that the website information is regularly reviewed, meets accessibility criteria and is optimised for search engines, which means that when families use the internet to look for SEND information in Buckinghamshire, they are likely to find the Local Offer for SEND even if they don't know the name of it.

A communications plan is in place and promotional activity will continue as a priority, with a focus on reaching those professionals who might come into contact with families most often, such as schools, Health Visitors and GPs. There is also a focus on raising awareness of VCS provision and making sure families know what support is available to them.



## 6. Next Steps

The focus for the first part of the year will be on covid recovery, re-starting projects that were put on hold such as the SEND young inspectors and local offer champions. Outreach work has started up again, encouraging more face to face groups and sessions which will enable discussions to help promote the SEND Local Offer and encourage interaction and feedback.

The website will continue to develop as it launched as a 'minimum viable product' and feedback and user research will contribute to future developments. There are plans to review the young people's information with young people, and the Digital Team will continue to work with partners to make sure the information and advice is relevant and up to date. There will also be development of new content as directed by feedback, to fill any gaps that are highlighted to us to meet the needs of local families. For example, the team will be working with the VCS impact group to look at developing some specific conditions information to reflect needs in the county.

There will be a focus on the communications plan, re-visiting key professionals and partners to make sure they can effectively signpost families they work with to the SEND local offer, as well as continuing with the online promotional activity, leaflets and word of mouth.

The Local Offer Advisory Group will continue to meet on a half-termly basis to focus on improvements and listen to feedback from its members as well as to monitor the impact of the published Local Offer. All methods for feedback will remain open and this will be captured and published along with actions taken place as a result.

## 7. Data

### SEND Local Offer Website Data

As the new website and directory launched in February/March 21, the data for the website only goes back that far. It should also be noted that moving to the new platforms will have impacted on the reach of the website in internet search results. This should improve over time as the search engine optimisation (SEO) improves.

#### Top 10 Local Offer pages

Page Title	Unique Page Views	Users
Buckinghamshire education, health and care (EHC) co-ordinators   Family Information Service	1982	673
Education and special educational needs and disabilities   Family Information Service	1829	1128
Support in all schools for children with SEND   Family Information Service	1286	908
Education, health and care plans, EHCP for SEND   Family Information Service	1278	836
Education options and admissions for children with SEND   Family Information Service	1048	696
What the SEND local offer means and how it can help you   Family Information Service	974	773
Help for anyone new to special educational needs and disabilities   Family Information Service	801	655
SEND support services   Family Information Service	585	466
Autism Toolbox to help parents and carers of autistic children   Family Information Service	523	375
Money advice for young people with SEND and their parents or carers   Family Information Service	361	307

## Directory searches

# SEND needs

[Open directory.](#)

## Customers using the SEND needs filters

	Sessions	Users
Autism	3,576 No data	3,055 No data
Social, emotional and mental health difficulties	2,234 No data	1,973 No data
Hearing	2,218 No data	1,878 No data
Communication and interaction	2,036 No data	1,813 No data
Sensory and physical needs	2,222 No data	1,920 No data
Cognition and learning	1,972 No data	1,744 No data
Visual	1,973 No data	1,704 No data

## Social Media

The Local Offer Facebook grew in likes by 14% (113 new likes, total 914). The SEND Local Offer facebook group grew from 252 to 330 members. There are now 1145 followers of the SEND Local Offer on Twitter. Posts are many and varied, from highlighting specific local activities and services to national awareness days and condition-specific information.

Some post examples:



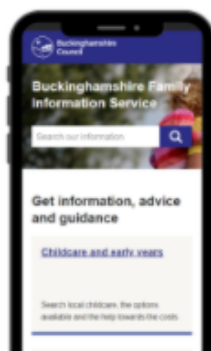
## Bucks Local Offer and SEND

Published by Hootsuite · 9 March ·

We're proud to say our new website is more accessible. This means content and design which is clear and simple so it can be used by as many people as possible

familyinfo.buckinghamshire.gov.uk

#accessibility



### New Family Information Service website More accessible

Content and design which is clear and simple

familyinfo.buckinghamshire.gov.uk

## Bucks Local Offer and SEND

Non-profit organisation

Learn More

8,793

People reached

184

Engagements

Boost again



## Bucks Local Offer and SEND

Published by Bucks Family Info · 20 March ·

Sign up to our voluntary Disabled Children Register, and help us to plan and improve local support and services for children and young people with SEND and their families.

familyinfo.buckinghamshire.gov.uk/DCR

Request a Max Card when you sign up, a discount card for foster families and families of children with additional needs. Families can use their Max Card at venues across the UK to get free or discounted admission.

#DCR #MaxCard



Family Information Service  
Local Offer for SEND

### Disabled Children Register

Help us see the support we need to give people with special educational needs and disabilities (SEND) in Buckinghamshire

familyinfo.buckinghamshire.gov.uk/DCR

## Bucks Local Offer and SEND

Non-profit organisation

Learn More

1,860

People reached

82

Engagements

Boost again



## Bucks Local Offer and SEND

Published by Bucks Family Info · 20 March ·

SEND Survey 2021 closes on 22 March, have your say and complete now

The more responses FACT Bucks receive the greater the impact of those views with the officers who are responsible for providing all our children and young peoples needs to meet their outcomes.

If you have already completed the survey, many thanks.

https://kwiksurveys.com/s/BucksSEND2021

For this year we are able to offer a £250 prize to one lucky respondent to the survey. The prize money comes from a £250 compensation payment made to us by our bank.



## Buckinghamshire SEND Survey 2021



2,726

People reached

186

Engagements

Boost post

1

3 comments 16 shares



## Bucks Local Offer and SEND

Published by Hootsuite · 7 July ·

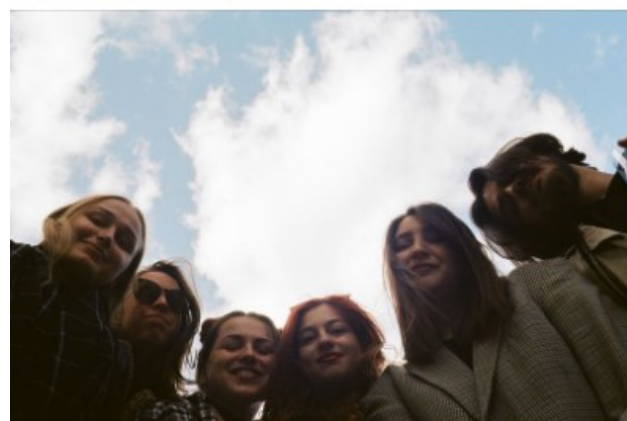
Looking for something to do this summer?

Are you aged 11 to 19 (up to 25 years old with SEND)?

Why not join us for our free fun summer activities where you can meet new people, be creative, explore your own wellbeing and feel good about yourself.

Find out more <http://familyinfo.buckinghamshire.gov.uk/summer-fun...>

#Summer2021 #Buckinghamshire



785

People reached

70

Engagements

Boost post

2

5 shares





## Bucks Local Offer and SEND

Published by Hootsuite · 5 June ·

...

Growing up and getting ready for independence is exciting and fun. But as there are many different paths you can choose, it can also be a confusing time. To help 14 to 25 years olds with special educational needs and disabilities (SEND), we have lots of advice on preparing for adulthood >>  
<https://familyinfo.buckinghamshire.gov.uk/.../preparing.../>



242  
People reached

15  
Engagements

Boost post

4 shares



## Bucks Local Offer and SEND

Published by Hootsuite · 21 July ·

...

'What's right for Me?' 1-2-1 careers guidance programme for pupils in Years 11, 12, 13 and 14 (up to 25 for young people with an Education, Health and Care Plan and looked after children) in Bucks from our colleagues Buckinghamshire Skills Hub  
<https://bucksskillshub.org/.../free-expert-1-2-1-careers...>

#GCSEs #Alevels #BTECs #Apprenticeships #Traineeships



136  
People reached

1  
Engagement

Boost post



## Bucks Local Offer and SEND

Published by Hootsuite · 12 August ·

...

Shout Out for SEND group is a fun group for young people in school years 7 to 11 (ages 11 to 16) with Special Educational Needs or Disabilities to develop a range of new skills.

The groups will run once a month starting on:

- 06 September 2021 at Castlefield Family Centre >>  
<https://directory.familyinfo.buckinghamshire.gov.uk/.../4170>
- 14 September 2021 at Amersham Family Centre >>  
<https://directory.familyinfo.buckinghamshire.gov.uk/.../4175>
- 20 September 2021 at Berryfields Family Centre >>  
<https://directory.familyinfo.buckinghamshire.gov.uk/.../4176>

Young people will need to be able to participate in group discussions, follow instructions, listen to others and be able to manage self-care (or have a worker with them that helps).

We will be following our COVID risk assessment for all groups. These measures include rooms being ventilated, regular hand sanitising and social distancing in sessions.

## Shout Out for SEND

Monthly group



371  
People reached

43  
Engagements

Boost post

4

1 comment 4 shares



## Bucks Local Offer and SEND

Published by Bucks Family Info · 6 May ·

...

In the UK alone, there are over 10 million people living with some form of hearing loss, whether it is mild or profound.  
#DeafAwarenessWeek #DAW2021 also raises awareness of BSL (British Sign Language), which is a language used by many people in the UK who are born deaf. The images show BSL #fingerspelling for right and left handed people.

### BRITISH SIGN LANGUAGE - FINGERSPELLING



### BRITISH SIGN LANGUAGE - FINGERSPELLING



682  
People reached

29  
Engagements

Boost post

## Themes from the Young Person's Survey 'Your experience as a young person with SEND'

**What organised events and activities would you like to go to in the future?**

Option	Total	Percent
Sports club	34	17.26%
Social clubs for young people with special education needs or disabilities	25	12.69%
Social clubs for all young people	24	12.18%
Theatre group	24	12.18%
Dance party events like DJ Dan Blaze nightclub experience	20	10.15%
Dance group	18	9.14%
None	14	7.11%
NCS (National Citizen Service)	8	4.06%
SEND Forum or Shout Out Reps	7	3.55%
Action for Children short breaks	6	3.05%
Other – please tell us more in the box below	5	2.54%
Not Answered	122	61.93%

**What sports, exercise or dance activity would you like to do in the future?**

Option	Total	Percent
Using the Gym	49	24.87%
Walking	48	24.37%
Swimming	45	22.84%
Dance	36	18.27%
Football	36	18.27%
Badminton	28	14.21%
Bowling	28	14.21%
Boxing	28	14.21%
Fitness workouts at home	25	12.69%
Trampolining	25	12.69%
Horse riding	25	12.69%
Tennis	24	12.18%
Running/jogging	22	11.17%
Basketball	22	11.17%
Rock climbing	22	11.17%
Yoga	21	10.66%
Cycling	21	10.66%
Golf	20	10.15%
I don't want to take part in any regular sports, exercise or dance activity	17	8.63%
Martial arts	17	8.63%

<b>Gymnastics</b>	16	8.12%
<b>Skateboarding</b>	16	8.12%
<b>Netball</b>	12	6.09%
<b>Volleyball</b>	11	5.58%
<b>Rowing</b>	9	4.57%
<b>Other - please tell us about it in the box below</b>	9	4.57%
<b>Not Answered</b>	24	12.18%

Action: This will help direct BFIS in finding, registering and promoting the most popular types of activities on the directory.

### **What would you want to know about a club or group before you join?**

<b>Option</b>	<b>Total</b>	<b>Percent</b>
<b>What day and time it takes place</b>	125	63.45%
<b>How much it costs</b>	106	53.81%
<b>Visit the place</b>	83	42.13%
<b>Speak to other people my age that go already</b>	83	42.13%
<b>See photos of it</b>	82	41.62%
<b>How many people go already</b>	70	35.53%
<b>Speak to the leader of the club before I join</b>	71	36.04%
<b>Read a review from someone who already takes part</b>	63	31.98%
<b>How noisy it is</b>	56	28.43%
<b>Whether there are competitions</b>	23	11.68%
<b>Nothing</b>	9	4.57%
<b>Whether there is wheelchair access</b>	6	3.05%
<b>Something else - please tell us more in the box below</b>	6	3.05%

Action: This information can be used to guide providers on the sorts of information to include in their published BFIS record in the Local Offer section. It clearly shows what is important in terms of searching which we can feed into the development of the online directory. This shows the importance of the SEN Young Inspectors feedback to encourage word of mouth promotion.

### **How would you find out about things to do?**

School/college, Parents/friends, Online, Leaflets/posters, Ask leaders at groups already attended

Action: While we have a strong social media and online presence, these young people may not find it. This highlights the importance of other organisations

signposting to the LO and helping to promote what is available. We will ask young people how we can improve our promotion to them.

### **FACT Bucks and SENDIAS Survey Report:**

<https://www.factbucks.org.uk/latest-news/send-survey-2021/>

## **Buckinghamshire Local Offer Annual Feedback Report 'You Said, We Did' September 2020 - August 2021**

<b>Date</b>	<b>You said</b>	<b>We did</b>
August 2021	Schools don't always know where to signpost parents for information.	We are developing our communications plan and have a section for schools to see how else we can help them know about the LO, such as talking to the SENCo and Special School Heads groups and sharing information more regularly with schools.
August 2021	You advised that some of our information wasn't clear enough on our educational, health and care plans (EHCP) <a href="#">page</a> .	We consulted with you and updated the page content so that it was clear and easy to understand by parents and carers.
July 2021	Parents and carers told us that they could not find information on Social, Emotional and Mental Health Support (SEMH) on the website.	We collaborated with the SEMH impact group to review our information on our website and updated our content to provide information on schools that support children and young people with SEMH and the range of health services available.
July 2021	Young people told us how they would look for information about things to do locally.	We are going to set up some focus groups in special schools in September or October to ask young people how we can better promote the LO to help them find out about activities and things to do.
July 2021	Young people told us through the survey what information they want to know before joining a new club or group.	We are going to use this feedback to create guide for activity providers to help them think about the information they add to their record on the LO directory to encourage young people to try new things.
July 2021	Feedback from the young people's survey 'your experience as a young person with SEND' showed the types of activities and organised events that local young people are interested in.	We will use this information to encourage more activity providers to register and to promote the activities we know young people are interested in.



June 2021	The FACT Bucks SEND Survey report showed that 77% of respondents hadn't used the LO but 56% had heard of it. Those who had used it gave a mixed response about the helpfulness of the information.	The survey was run in March, just when the new website was launching. We hope that the new website reflects all the feedback and user research received to date so that the information is more useful and easier to find. We will make a new communications plan to keep promoting the LO so that more families know about it and we will ask other organisations and professionals to help us do this.
June 2021	You said: I was looking for SEND information, local services and organisations, and support for young people. I found the website to be helpful. It was inviting, easy to navigate, shows everything available - love that it's all in one place and can find everything easily. The pictures and colours are relevant and inviting. Everything is laid out so well and I can find anything I need much easier now. It's modern and inclusive through the pictures and services available. Brilliant! Oxford Health	We did: Ensure that our website and content including SEND is easy to navigate, in plain English, and parents and professionals can find the information they need.
June 2021	You said: Having spent recent weeks trying to use other local authority Local Offer pages, I feel ours is so strong – transparent and clear! We don't "hide" contact details, if you want to find the email address for iSEND or Early Years you can. It seems so obvious, but I spent almost an hour this morning trying to track down the equivalent of myself on another local authority's local offer. Early Years SEND Advisor	We did: Ensure that our local offer content is transparent, and parents and professionals can find the information they need in a timely manner.
April 2021	You said: You wanted information about the role of the Designated Clinical Officer.	We did: We provided more detail by linking to our directory record which explains what the purpose of the role is and how you can get in contact to find out more.
February 2021	You said: Website content should be easy to understand. There should be a summary of information with links to more content. Information should be set out like a pathway that follows the journey of a family.	We did: The new website content has been re-written so that it is much simpler. There are links to further information. All the content on the Local Offer has been written for families and the layout is much clearer.
December 2020	The Code of Practice says that there are things that must be published on the Local Offer. The Local Offer Advisory and Impact Group members told us where they would expect to find these things on the website. This helped us to put information in the	We did: We created a tile on the new website.

	<p>most useful place to help families find what they are looking for.</p> <p>You said: There should be tile on the Local Offer called 'getting started with SEND' to help families who might not know where to start. This should include basic information, useful contacts and a summary of useful links to the rest of the Local Offer.</p>	
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## Summary of 'You Said, We Did' Feedback from Buckinghamshire Providers (September 20-21)

<p>To improve our information sharing with our parents we have recently introduced 'Tapestry' an online learning journal. This has significantly improved the level in which parents can see what their child is learning but has allowed the key person to make quicker assessments and has reduced the time spent inputting this information. As a setting we can assess how well we are meeting the children's needs and what we can do to ensure that every area of learning is celebrated and encouraged throughout all we do.</p>
<p>Parental concerns about Speech and Language development and requests for formal assessments have been actioned by completing an online SEND audit which led to a referral and assessment by the Castlefield Family Centre and intervention for Speech and Language and screening at the Oakridge Centre.</p>
<p>We are currently working with parents and staff to be able to offer a parent's evening in September 2020 - We held parents evening via telephone which enabled us to share children's development with their parents more formally.</p> <p>Parents informed us that they are not all receiving updates via our admin site and some are not on Facebook - We have now set up a closed WhatsApp group for parents and staff to share nursery information and to share ideas, called "Nursery News and Natter".</p>
<p>In response to Covid 19 and keeping children and staff safe, we have changed how we meet with families and visitors to the setting. We continue to meet with parents to discuss their child's development it is now carried out via teams. We continue to welcome other professionals into the setting to support children, to ensure the safety of everyone we have a risk assessment in place that we ask them to adhere to whilst they are in the setting, we also provide a private space where the therapies can be carried out.</p>
<p>At Be Happy Day Nursery we now have a EYFS curriculum coordinator who oversees all areas of learning and curriculum, maintaining high standards of experiences for our children. The use of Makaton and Phonic sessions have been introduced into the setting.</p>
<p>Parents have suggested that we open earlier and we now do.</p> <p>Parents have asked if we can take children at an earlier age so as of September 2016 we started taking 1 year olds.</p> <p>We have introduced a parent committee to focus on parents wishes, we discuss what has been working well and what changes we will be making.</p>
<p>We carry out parent surveys twice a year and we work closely with our parents.</p> <p>Parents said - there wasn't enough information about their child's progress.</p> <p>We now use Tapestry as well as art books to ensure parents are up to date with their child's progress as well as involving parents in the 2 year old progress check and next steps.</p> <p>Parents said - early opening would be ideal due to staggered start times within the local schools due to COVID 19</p> <p>We are now offering a breakfast club from 8am until the setting opens at 9 am</p>
<p>Parents asked for a Breakfast Club and we took note, calculated the cost and made it happen. We survey our parents regularly and listen to any feedback good or bad and action it as best we can as part of our review procedure for best practice.</p>

<p>In response to the annual Specialist Teaching Service (STS) survey to schools you said:</p> <p>It's difficult to catch up with the Specialist Teacher as we are all so busy so don'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 (STS) survey to pupils you said:</p> <p>The survey is too complicated.</p> <p>The language is hard to understand.</p> <p>We did: The team are looking into the survey to see how we can make it more pupil friendly and are working with individual pupils to get feedback on how best to present the next one.</p>
<p>We have a weekly newsletter for parents, as well as a closed Facebook page for all current parents. We link home and school via a fortnightly home/school diary. We have a Sports Day and a Christmas Concert each year. We invite parents to attend twice-yearly parent morning sessions.</p>
<p>We offer the Tapestry Online Learning journal which provides greater opportunity to share and celebrate with families children's experiences and learning both at home and in pre-school through observation, photos and ongoing discussions.</p>
<p>Following Covid 19, we have extended our opening hours to meet your needs as well as introducing a Virtual Queue Call-Back service allowing you to automatically receive a call from an advisor when they become without the need to wait on hold.</p>
<p>Our parents provided extremely positive feedback (and reviews on our Day Nurseries page) with regards to our enrolment and settling in process for our children. All parents were extremely happy with how well their children have settled into the nursery, the level of communication between staff/management and parents and development that they have seen.</p>
<p>We have emphasised our outdoor space and play. A brand new forest school area for all our children to explore daily.</p>
<p>I always welcome feedback from parents and maintain a continual open line of communication. I continually review my settings accessibility and gain advice from other professionals and early years specialist to ensure my setting remains effective and stimulating for the children.</p> <p>The children needs, happiness and wellbeing are at the core of what I do and remain the centre of my support.</p>
<p>Evaluation form handed out at each session. Feedback recorded and acted upon.</p>
<p>Parents said we needed to be present on social media. We now have a Facebook page.</p>
<p>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</p>

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.
<p>Each year we have a questionnaire for parents, asking them for comments and feedback, how we can improve, what we can do better and what they like about Hardwick Pre-school</p> <p>We are very proud that parents say we are:</p> <p>very approachable, friendly, caring, inclusive, putting the child first, like family</p>
Users are really happy with the service. They asked for shorter workouts which I am now providing daily.
On My Mind is constantly reviewed and developed by young people to ensure the information and advice provided is useful and accessible. We are developing new resources for launch in 2020 and will once again be hosting #selfcaresummer on social media during the summer school holidays.
Parents requested more activities for the children when at HI5. We now have Smart Raspberry Cookery each week, Pinkies Parties providing Musical Theatre and Guitar Teacher ready to start offering lessons during after school and holiday club.
Parents requested more activities for the children when at HI5. We now have Smart Raspberry Cookery each week, Pinkies Parties providing Musical Theatre and Guitar Teacher ready to start offering lessons during after school and holiday club.
<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>
<p>We have a very knowledgeable senior leadership team, including a senior manager dedicated to supporting Nurseries and their children with SEN. we are currently using an on line learning journey called Famly, following a recent visit from the senior manager, we will be using additional observations alongside the APDR to assess a child's progress.</p> <p>At present, we have no children with confirmed SEN needs. There are several children we are supporting as they have been identified with a development need.</p>
Following the demand to our service during Covid 19, we have extended the opening hours as well as introducing a Virtual Queue Call-Back service that allows you to be automatically called back when an advisor becomes available without the need for you to wait on hold.
Flexible funding offer to meet parental need. this includes an early drop off and late pick up option.

Details about charges are above.
<p>Idea from being reflective "Sheltered outdoor play area may be a good idea in case of bad weather or to stimulate children who need a sensory experience to learn or play for example sensory impaired children"</p> <p>Our solution was the sensory ally, incorporating Reggio Amelia and Maria Montessori play ideas with learning.</p>
<p>Working with parents with regular weekly email updates.</p> <p>Improved resources.</p> <p>Outdoor classroom now open.</p> <p>Sports activities: introduced sports for kids.</p> <p>Trips: working with local care home to organise trips and local activities.</p> <p>Creating links with schools.</p>
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>I have a folder of feedback forms which prospective parents are welcome to view. Comments include 'I wouldn't change anything', 'The children love coming to you', 'very excellent provision', 'Lisa provides a wonderful setting for A and A really enjoys her time with Lisa', 'From the first visit L felt welcome and has been happy each and every occasion'.</p>
<p>Little Ashes Pre-School work closely with families and outside agencies to ensure every child is included and is able to access all areas of their learning.</p> <p>The Parish Hall car park and play park have been updated to allow access to all users, including a round-about with wheel chair access and both are on one level with disabled parking closest to the building.</p> <p>We have worked closely with the Bucks EY team and SaLT to ensure we have the training, experience and resources to provide a learning experience accessible to all. As a team, we regularly discuss and evaluate how we can improve and adapt our setting/routines to ensure each child is accessing all areas and resources independently or with support.</p> <p>We have also added additional soft furnishings, low coat pegs and a number of different resources/toys/equipment to be accessible to wheel chair users as well as for a hearing impaired child. The main hall is set up to allow the children to access all areas independently and is a spacious room, allowing space for those on crutches or in a wheel chair.</p>
<p>Feedback as a result of last year's Parent Survey:-</p> <p>We ask all parents to provide written information regarding their child's current interests at home. This then directly informs planning for individual children.</p>

<p>We celebrate children's achievements at home by means of a visual 'Wow Board'. Each day children are invited to choose an emoji that reflects their mood (happy or sad).</p>
<p>I review my setting's accessibility, the children's happiness, speak to their parents for feedback, early years specialists to help keep my setting effective and stimulating for children. I offer a graduated approach to meet the children's development and maintain the family's needs at the centre of my planning and support.</p>
<p>I was asked to lower the age limit for our sessions, so we are trailing a younger aged session as well as a session for adults. We also ask for individuals' interests and we invest in resources and sessions structures to suit these.</p>
<p>Parents have fed back that this is a welcoming setting with a lovely atmosphere and staff are approachable and easy to talk to. Parents of children with additional needs have given positive feedback and are pleased with the progress their children have made. We have had very positive feedback from professionals such as Speech and Language Therapy and Paediatricians who have said we have a very good understanding and good resources which are used well within the setting to support children with additional needs.</p>
<p>After a visit from the local inclusion officer we introduced cosy corners in all rooms to provide children a safe area to relax when they feel tired or when they would like some quiet time. Having this area also supports children with SEN.</p>
<p>73% said I know my child's key person and have a strong relationship with them -</p> <p>We did: Team boards in both buildings displaying all working in rooms. Encouraging longer meetings available to be booked in diary to enable detailed discussions.</p> <p>90% Said my child likes and beliefs are planned for.</p> <p>We did: Requested families to share their ideas with adults and we can use them in our teaching. Also, encourage families to volunteer their time to come and share cultures/beliefs.</p> <p>70% said we offer a good range of extracurricular activities.</p> <p>We did: We have Melody Music sessions with all age ranges, Coach Alex teaching sport activities and French language daily threaded throughout the curriculum within our Nursery Class and Pre Schoolroom.</p> <p>54% said decor was good quality.</p> <p>We did: Decorating work carried out and we have a person to maintain all areas.</p>
<p>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.</p>