

Local Offer You said....we did....

The Local Offer was officially launched in January and it will continue to develop and improve over time.

It is being developed in consultation with young people, parents and carers. This will make sure it is designed in the most helpful way to find information about the services and support available.

There is an opportunity to give feedback on the Local Offer, with a survey monkey. We would like as much feedback as possible - so when you visit the website, just click on the 'Contact Us' tab at the top of the page and follow the links.

We are also working to improve the Local Offer through a Focus Group, with representatives from parents/carers, professionals and the voluntary sector. If you would like to join this group, contact us by telephone - 01642 527225 - or e-mail: fis@stockton.gov.uk

Below are some examples of views and ideas that we have received, and what we have done as a result.

YOU SAID	WE DID
<p>Local Offer landing page:</p> <ul style="list-style-type: none"> ○ The words 'Special Educational Needs and Disabilities 0 - 25' should be added to the logo banner ○ Wording of Assessment and Education Health and Care Plans/ Statements is confusing. Can 'Assessment' be removed? ○ Two green colours together seem to stand out, is it possible to change this. Also green is very close to the Disability Register tab. ○ We need clear tab to direct to Adults directory? ○ Heading 'Social Care' could put some parents off. Could this be reworded to 'Social Support'? Making it more friendly sounding for 	<ul style="list-style-type: none"> ● This is now done ● We need 'assessments' there as this is an important part of the process, but agreed a change of wording to 'Education Health and Care Assessments and Plans/Statements' ● We changed the order of the colours ● This tab is now there ● The term 'Social Care' is required to be on the website, but we have extended title to 'Social Care and Social Support'

Appendix 4

<p>families</p>	
<p>Education page:</p> <ul style="list-style-type: none"> ○ The article which gives information on Additionally Resourced Provisions (ARP) is hard to find 	<ul style="list-style-type: none"> ● ARP information has been made more accessible by putting it in more places on the website
<p>General:</p> <ul style="list-style-type: none"> ○ Abbreviations shouldn't be used e.g. EHC, SEN – for headings - need to be written in full ○ Not clear how to 'go back' ○ When searching for Autism in the Education tab, schools don't appear ○ A jargon buster may be a useful tool for key words and terms 	<ul style="list-style-type: none"> ● We are working on this - but spotting these errors is an on-going task. We would like parents and all users of the website to help with this by sending us feedback ● We now have a 'back to previous page' button ● We are working on the Search function to improve it, and we would like feedback on any issues with searches that the website users find. ● We have developed a Jargon Buster in consultation with parents, carers and professionals
<p>Ideas:</p> <ul style="list-style-type: none"> ○ We should take the information on the Local Offer into schools 	<ul style="list-style-type: none"> ● We have started this process - with short informal sessions at Our Lady and St Bede Catholic Academy and Norton Primary Academy and one planned for North Shore Academy and The Grangefield Academy.
<p style="text-align: center;">General Feedback:</p> <ul style="list-style-type: none"> ○ Local Offer does have some good information ○ Easy to start to use 	
<p style="text-align: center;">Thank you for all your feedback - please keep it coming.</p> <p style="text-align: center;">The easiest way is through the survey monkey on the website.</p>	

