

## Dudley Local Offer: Feedback



Your views, your  
feedback, your  
local offer

Your voice is important to us. We are continually developing new ways to get your feedback which we use to inform future development work and to improve the content and accessibility of the site.

Over the past 12 months we have undertaken targeted surveys and have linked into other survey opportunities e.g. through the Dudley Parent Carer Forum (PCF) and SENCo network meetings. We have also improved our feedback facility on the local offer to provide you with an easier way to leave your feedback detailed feedback whilst also providing a quick response so that you can tell us if you found the page that you have looked at useful.

Targeted feedback is also sought directly through representative groups i.e. Parent Carer Forum (PCF) and Future Voices, which is a group of young people who meet regularly and provide valuable feedback to the local authority (LA) as well as the Clinical Commissioning Group (CCG) about local services; this includes SEND specific services as well as those services that are generally available for the wider community. We have developed user groups and we aim to make the most of these groups by asking them to evaluate specific areas of the LO and provide feedback on the content as well as how accessible the information is and how easy it was to find the information.

Analysis of website data enables us to consider how the LO is being used by you and we use this information to identify pages that are popular and those pages that are not looked at very often. This supports us to ensure that the information on the LO is the right information.

We have a LO steering group that meets monthly and ensures that there is an action plan to secure ongoing improvement and that there is effective scrutiny of actions against impact. This group is co-chaired by a representative from the PCF.

If you are a parent and would like to get involved in the work of the PCF you can find out more about the work that they do and how to contact them on their website:

[dudleyci.co.uk/services/dudley-parent-carer-forum](http://dudleyci.co.uk/services/dudley-parent-carer-forum)

Or via their Facebook page:

[www.facebook.com/DudleyPCF/](http://www.facebook.com/DudleyPCF/)

Below is a summary if all if the feedback that we received during 2021 and the actions that we have taken or intend to take as a result of this feedback. We are extremely grateful to everyone who has left feedback on the LO feedback pages as well as to all those that have responded to surveys and those who have simply passed on their feedback verbally or through an email. We are committed to listening to your feedback and acting on what you say so that we have a LO for Dudley that we can all be proud of and that makes a difference.

<b>*You Said....</b>	<b>We did.....</b>
<p>You told us that you would like more information about local services and activities for children and young people with SEND</p>	<p>We have revised our template so that services have the opportunity to identify if they offer a fully inclusive service and/or if they offer a service that is targeted to children/young people with specific needs.</p> <p>We have improved the search facility on the LO so that the LO also searches the Dudley Information Directory. This has enabled us to provide much wider response to your search that reflects the full offer of what is available locally.</p>
<p>There is no information about further education</p> <p>It does not cover key areas that are a requirement of the guidance-eg post 16 and 19 transition , access to advice cannot find any mention of Connexions, access to information about college and post 16 provision, specialist provision, what happens to EHCP on transition</p>	<p>We have recently developed the Preparing for Adulthood (PFA) area to include information about further education and training providers as well as information about transition from school to college and Connexions.</p> <p>We have already received positive feedback identifying that these pages were useful.</p>
<p>Needs to be more accessible for blind people. Blind people will often use their own screen reader which will need to be compatible with the web site.</p> <p>Accessible language is very important,</p>	<p>We are working on accessibility across a range of needs and are liaising with our web provider to ensure that accessibility is improved.</p> <p>We are also aiming to make greater use of audio within the LO.</p>
<p>Education section was tricky to locate and does not mention key services from education outcomes including HI, VI, PIMIS, AOS, SEYS, EP</p>	<p>We have made it easier to locate the education section. There is a specific education area under each of the three main headings. There is now information about Dudley education services</p>
<p>The search function does not work - I searched for EHCP and it just said error - its a really important area for parents and young people to be able to find out information</p> <p>It is sometimes difficult to find the type of thing you're looking for, if you don't know what its called</p>	<p>We have now improved the search function and are asking our user groups to check this for us to make sure that we are identifying the right key words.</p> <p>We are also analysing how people access the LO website to find out what search terms are the most popular. This will help us to continue to improve the search facility.</p> <p>We have also reviewed the section headings so that if the search facility does not work for you then the LO should be easier to navigate by identifying the right section to click on.</p>
<p>You can't find any services or advice, links to services like Sendiass are misleading, doesn't show what's actually available, nothing for cognitively able children with disabilities</p> <p>I am not sure if it is complete or still in draft, but it feels incomplete.</p> <p>None of the links open</p>	<p>We have worked through all of the pages, checking that links are working and that the links direct you to the right information. This is an ongoing process and we have developed a maintenance schedule to make sure that we continue to review and mend broken links and ensure that information is up to date.</p> <p>Our steering group is supporting with content development. We have added information to all of the pages identifying when the information was added to the LO and when it is due to be reviewed. We hope that this will reassure users that the information that they are accessing is up to date and relevant. Where this is not the case, we look forward to receiving feedback so that we can make any changes necessary.</p>



	<p>We have developed task groups to improve specific sections. We aim to cater for the needs of all children and young people with SEND.</p> <p>We will keep asking for your feedback to support us to identify any further gaps.</p>
<p>I like how on the local offer home page there is somewhere to find out what's going on and what new pages have been developed, but it's too far down the page it would be more useful towards the top of the home page, otherwise you might miss this section</p>	<p>We are working with our web provider to make this change, keep checking we should have this updated soon</p>
<p>I did a search for a football club within a 5mile radius of DY1 but the search came back negative? I know that I have driven past clubs within a 5 mile radius. The search then took me to another page. Is this an error or are there no football clubs listed.</p>	<p>The football clubs are not currently listed within the LO however, they are listed within the DCI. The DCI is a voluntary choice for clubs and services across the borough, our DCI team are working extremely hard to encourage clubs and services across the borough to join the information directory. We are working with the DCI on ensuring that a search within the LO will also return relevant information that is lined to the DCI.</p>
<p>Some work is needed around raising the profile of the local offer to families, so they are aware of what it is.</p>	<p>We have developed and circulated marketing materials for the LO. These were designed with parent carers and young people. We will be sharing these materials with GPs, schools, colleges and libraries and are in the process of developing a number of videos that will raise the profile and understanding of the LO.</p> <p>We will be launching a Dudley Local Offer Facebook page in 2022.</p> <p>We will continue to work with our local communities to ensure that all communities within Dudley are kept informed in a way that is appropriate to them.</p>
<p>Include links to national opportunities for young people to get involved and for support as there are amazing opportunities if they are signposted</p>	<p>We have included some links to national sites including the Council for Disabled children. We will continue to include these as we update the information and as part of routine maintenance schedule.</p>

*\*Feedback received over the previous 12 month period (Jan 21 to Dec 21). This has been sought from a range of sources, including the feedback facility on the local offer, surveys, and direct feedback from representative groups i.e. PCF and Future Voices and also practitioners whose work involves children and young people with SEND.*

# Your comments.....

The Logo is beautiful - Very inclusive

I didn't find any parts difficult to navigate

There is a lot of information on the site so will continue to explore and feedback - great job so far. I loved the links to you tube videos and the evidence of participation links on the site. Love the photograph images on the children's pages.

Much improved to the previous site, user friendly and key information included

Lori Arthurs is providing excellent support in working with the services to update information on the Local Offer

The information on the site is well written and concise and links to other more in depth information.

