

Buckinghamshire County Council

# Local Offer Annual Summary of Feedback

September 2016

**Prepared by:** Anna Ellis, BFIS and Programmes Team  
Business Improvement  
Communities, Health and Adult Social Care

9 September 2016



# Annual Summary of Local Offer Feedback – September 2016

## Contents

1. [What is the Local Offer?](#)
2. [Who updates the Local Offer?](#)
3. [Feedback](#)
  - Online
  - Meetings and Groups
  - Outreach
  - Workshops and Sessions
  - Surveys
  - Rate and Review
4. [Promotion](#)
5. [Data](#)
6. [Next Steps](#)

The screenshot shows a website page titled 'Local Offer and Special Educational Needs and Disabilities'. It includes a search bar with the text 'Search within... SEN, disability and the Local Offer'. Below the search bar are several navigation buttons: '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'. There is also a 'Downloads' section with a link to 'Local Offer Poster (pdf 311 KB)'. The page provides contact information for 'Bucks SEND IAS', 'Bucks SEN Team', and 'Bucks Family Information Service'.

## 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 Local Offer is hosted on the Buckinghamshire Family Information Service (BFIS) website, [www.bucksfamilyinfo.org/localoffer](http://www.bucksfamilyinfo.org/localoffer). Members of the BFIS team can update information on the website and work closely with colleagues from other parts of the Council, Social Care, Commissioning, Health, Education and many more to make sure the information on the website 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 can be included. These records are shown with a 'Local Offer Flash' when they show up in search results, and people can search just for 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 Local Offer, and it is often through feedback from young people, parents, carers or professionals that missing or incorrect information can be identified on the website and then corrected and updated.

### **3. Feedback**

#### **Online**

There are several ways that people can give their feedback on the Local Offer, and this might be feedback about the website, information or services. They can:

- contact BFIS directly with feedback using the [familyinfo@buckscc.gov.uk](mailto:familyinfo@buckscc.gov.uk) mailbox.
- complete the new '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)

During the set-up of the Local Offer, there were several consultations available online and in hard copy for parents, carers and young people to gather their views on what should be included in the Local Offer.

All the feedback that is received is logged, along with details of what has happened as a result. A summary 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. In addition, the SEN Team capture feedback on the EHC process through an annual survey. Data is analysed and any issues are used to shape future processes.

Organisations and Services are encouraged to own their record on the BFIS website and now have a section where they can include their own 'You said, we did' information to demonstrate how they engage with service users and how feedback has shaped their service provision. This was set up in June, has been shared widely with partners and can be reported on centrally, although take up to date has been lower than expected. This will be addressed through the 'Local Offer Checklist Survey' mentioned below.

#### **Meetings and Groups**

Professionals

There are many meetings that take place with professionals where we discuss the Local Offer. This could be a meeting set up to look at content relating to a particular area of specialism, it could be a member of BFIS attending a team meeting to promote the Local Offer and asking for professional feedback, or it could be a meeting that is specifically for the Local Offer, such as the Local Offer Advisory Group. This group is attended by parent/carer representatives and professionals from different organisations including the Youth Service Disability Participation Team, the SEND Independent Advice Service, Commissioners, Education and Social Care. Each meeting is an opportunity for people to give their opinion on the 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.

From time to time, questionnaires are used to gather feedback from professionals. For example, a survey was developed and promoted via schools to ask people to undertake simple searches and feedback on their experience of using the website. Changes were made to the website as a result of this feedback. Some scenario templates were created and promoted to professionals through an online survey to gather their feedback about user experience and how easy information was to find. Further changes made to website as a result of this feedback. This ranged from re-writing or adding information, adding tagging to records and content so that it could be found more easily, or rearranging the layout of information to help people find what they were looking for.

### Parent/Carers

There are also parent and carer groups that meet regularly across the County. Members of BFIS have visited most of these groups to talk about the Local Offer, and parent/carer representatives from FACT Bucks (Families and Carers Together) work closely with the SEN Team and attend the Local Offer Advisory Group so they are able to feedback to parents and on behalf of parents. The SENDIAS (SEND Independent Advice Service) actively engages with and supports parents, carers and young people and is also very involved in the Local Offer. They now have admin rights on the Local Offer facebook page to further engage with parents and provide information. 8 parent/carers were involved in the set-up of the Local Offer and helped to co-produce the design of the website, the information included and some of the forms and templates used to consult with others and to gather the sorts of information they wanted to see in the Local Offer, such as details from education providers. This group recently re-categorised the information on the landing page to make things easier to find, and gave feedback that people struggled to find the Local Offer. As a result, a new button was added to the home page to make the Local Offer more prominent.

### Local Offer and Special Educational Needs and Disabilities

Here you can find a wealth of information about what is available in Bucks for children and young people aged 0 to 25 with special educational needs and disabilities (SEND).

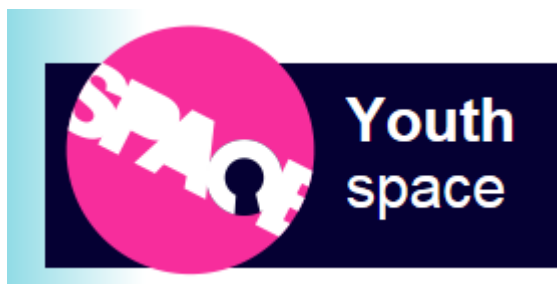
|                             |                                 |
|-----------------------------|---------------------------------|
| About the Local Offer       | Education                       |
| Health                      | Social Care                     |
| Activities and Short Breaks | Childcare                       |
| Adulthood and Transitions   | Information, Advice and Support |
| News and FAQs               | Register for PinPoint Max Card  |
| Forms and Templates         | Tell us what you think          |

When a comment is received relating to the provision of services it 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.

## Young People

There are various young people's groups in the County, and BFIS work with the Youth Service Participation Team to reach those young people and ensure their voice is heard. During the set-up of the Local Offer, they worked with 52 pupils from 4 different schools to gather their thoughts on what should be included. They have also worked with the Youth Voice Disability Forum and school pupils with SEND on producing a film called '[What the Local Offer Means to Me](#)'. Young people said that they preferred to get information from videos and youtube and so they helped to film and create this video. Further videos are planned with a different group of young people with SEND focussing on promoting activities and clubs that are available in the County.

The Youth Bus has laptops on board and the Local Offer was set to the home page so that young people using the laptops could see it give their feedback, although nothing was received through this route. There are plans to get young people's feedback on the content of the Local Offer and possibly look at getting some young people to write, blog or use case studies to include in the Youthspace section of the BFIS website if the young people think this would be useful. The SEND Youth Group will assist with this work.



## Outreach

Not everyone has access to the internet and so it is important to ensure this group of people have a way of accessing the Local Offer and giving their feedback. Libraries and Children's Centres in Buckinghamshire have been sent 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 phone line that is answered during office hours by a duty 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. BFIS has a stand with Local Offer information and has a laptop with 3G to show people the website and

explain about the Local Offer. This allows people to try out the website and give verbal feedback.

### **Workshops and Sessions**

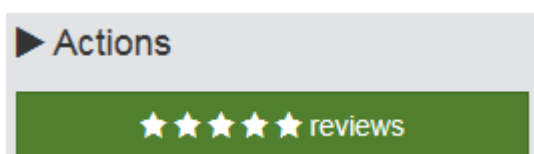
Various workshops and sessions have been set up and run to promote the Local Offer. This includes the parent/carer consultations and school workshops during the set-up phase, as well as three SENCO drop-in sessions held in November 2015 in three venues, with key partners in attendance and 59 SENCOs, and two post-16 college information sessions held in two colleges in May 2016 with post-16 providers in attendance and 9 secondary schools SENCOs. In addition, the BFIS Information Outreach Officers attend various specialised SEND events as well as community events and organisational meetings to promote the Local Offer.

### **Surveys**

Surveys have been used as a means of gathering feedback from young people, parents, carers and professionals. This includes the 'scenario' templates that people could work through to see how easily they could find information based on each scenario and feedback on their experience. The feedback resulted in some changes to where information was held and how the website was structured.

At the end of August, a Local Offer checklist survey was sent to all partners across health, education, commissioning and social care to remind them of everything they should be doing to ensure their Local Offer information is up to date and to gather feedback on how they promote and use the Local Offer with families and as professionals. The data will be used to inform further improvements.

### **Rate and Review**



The 'Rate and Review' function was trialled with three providers. It allows people to log in and review the service along with the information that service provides on the Local Offer. The trial ran for three months to start with but was extended due to a poor take up. The services were asked to promote the function to their service users but over the course of four months only one review was received. The services were asked to gather feedback on why service users might have chosen not to use Rate and Review but no response was received. There is still scope to use this function to gather feedback, enable communication between service users and providers, and allow parents, carers and young people to offer peer opinions but further thought is required to roll this out.

## **4. Promotion**

To get people's feedback and engagement with the Local Offer, first people need to know about it so they can share their opinion. Lots of promotion has taken place including the following:

- All schools have been asked to add the Local Offer weblink to their website.
- Local Offer postcard developed using the design from the winner of a drawing competition with 30 entries.



- Postcard sent to schools to share with parents and a wide variety of professionals from Health, Social Care and Communities for them to share with the families they work with.
- 'Tell 10' professionals pledge – each professional agreed to tell 10 people about the Local Offer.
- 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 printed materials 'Health and Community Guide' 15/16 and 16/17, distributed to GP practices, taken on home visits and included in new patient packs.
- Regular articles in the SEND Newsletter and My Bucks e-newsletters from Bucks County Council.
- District newsletters.
- Information screens shown in all GP surgeries across the county.
- e-bulletin promotion to the Aylesbury Clinical Commissioning Group.
- Letter sent to all GP practices.
- BCC external email footer used to promote the Local Offer on all outgoing external emails for three months.
- Promotion at events across the County through Outreach work.
- Promotion by key partners and organisations to the families they work with.

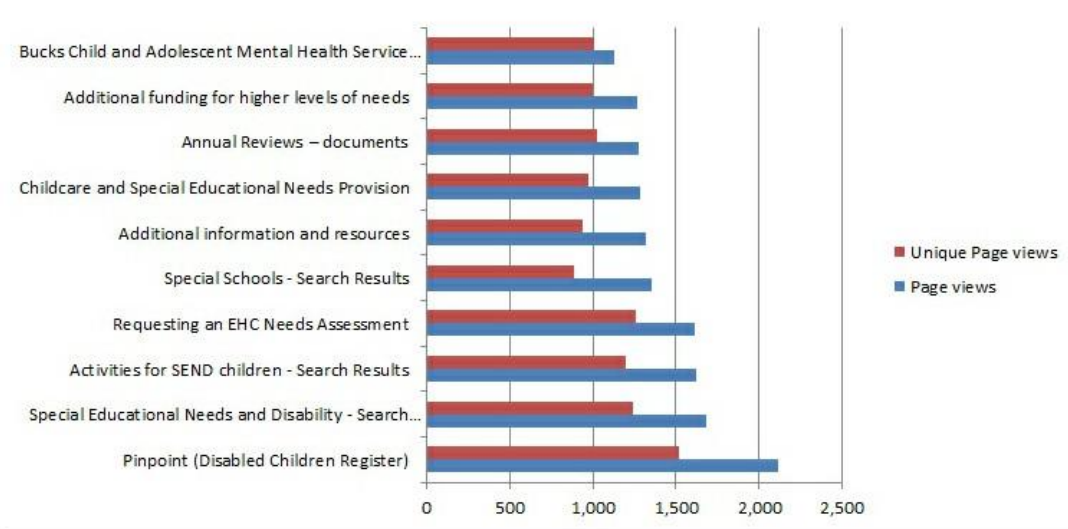
## 5. Data

The information below is a sample of statistics from September 2015-16, along with some examples of the survey data gathered.



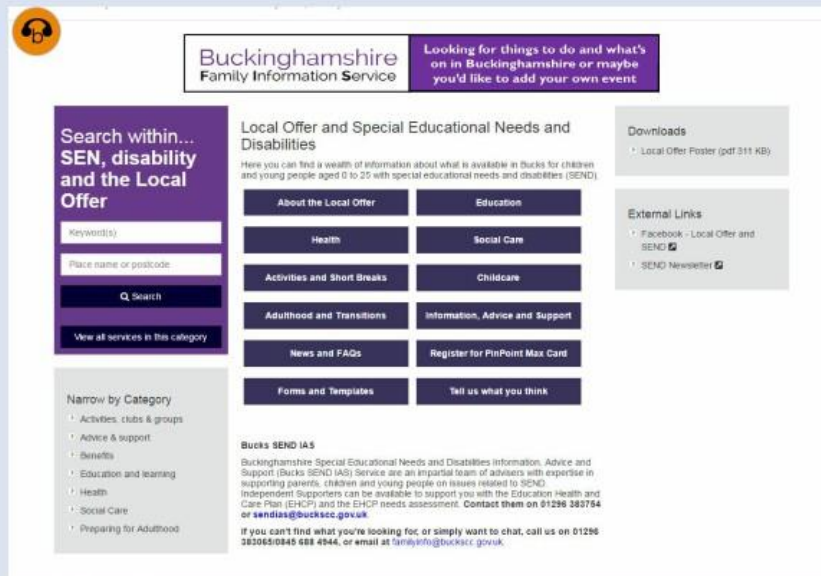
# Local Offer - Annual Summary Sept 2015 - Sept 2016

## Top webpages



## Content on the Local Offer

There was loads of new content on the Local Offer this year including a new, user friendly homepage:



- We added a new feedback form to make it easier for parent carers and professionals to let us know their thoughts.
- There was also additional information about health services, accessibility in schools and forms and templates to support professionals.
- We also continued our efforts to publish every available SEN Annual Information report for every Bucks maintained school.

# Facebook



**Bucks Local Offer and SEND**  
Published by Elizabeth Connick [?] · 13 July · 🌐

Looking for inclusive and SEND-specific things to do over the summer holidays? We've searched across Buckinghamshire to find lots of different activities, camps and days out to keep your little and big ones busy over the summer. <http://bit.ly/SENDSummer2016>



**Family Information Service - Activities, events and things to do**

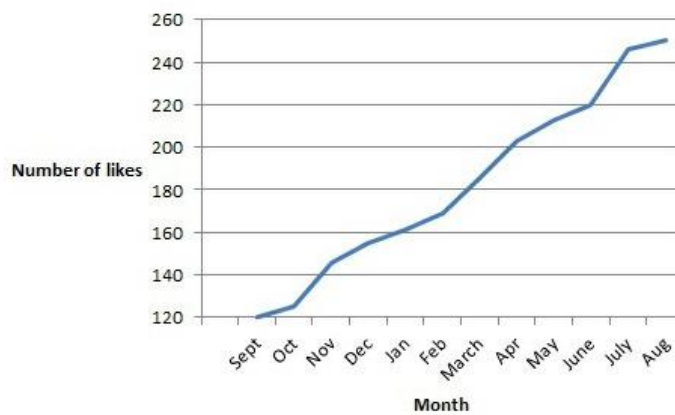
Find activities and opportunities for children and young people to play, socialise, make friends and have fun here. We have added links to information on short...

BUCKSFAMILYINFO.ORG

Our most popular post in the year was for our summer holiday activities. We had over 100 SEND-specific or inclusive activities on our Local Offer!

**Post likes: 21**  
**Post shares: 4**  
**Post reach: 2113**

The total number of Facebook likes rose from 120 to 250, an increase of 108%!



**Buckinghamshire Local Offer Annual Feedback Report 'You Said, We Did'**  
**September 2015-16**

| <b>Date</b>   | <b>You said</b>   | <b>We did</b>  |
|---|---|--|
| August 2016   | Radlett Lodge School – please can you add our details to your Local Offer   | We only include records for in-county schools and out of county schools where a Bucks child is currently placed.   |
| August 2016   | The Special Schools booklet should have contact emails on it.   | Added emails to the booklet.   |
| July 2016   | Some of the information about Direct Payments is out of date.   | Liaised with the Direct Payments team and updated the content.   |
| June 2016   | The BCC corporate complaints procedure is missing.  | This is now included as a link under 'What to do if I'm not happy' and 'Complaints'.   |
| April 2016  | The Local Offer Early Years template for providers uses confusing terminology. When you say upload, you don't really mean upload.   | We are looking at refining this so it is clearer.  |
| March 2016  | (via the Family Resilience Team) Details of PDA should be included on the Local Offer   | Details added under Parent Support groups on this page:<br><a href="http://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/advice.page?id=E47UVQJFFhw">http://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/advice.page?id=E47UVQJFFhw</a> |
| February 2016   | (via the Family Information Service) I took an enquiry from a parent today looking for information on Blue Badges for his disabled child. Although I knew that the contact centre does deal with these enquiries it may be help to the parents to have some details on our Local Offer/SEND Section on our website. | Information added to this page:<br><a href="http://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/advice.page?id=ypzUDvd3M0s">http://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/advice.page?id=ypzUDvd3M0s</a>                         |
| January 2016  | The Special Schools Information Booklet is out of date.   | Updated and republished.   |
| January 2016  | Please can you create a page with the SEND panels and notes.  | Page created:<br><a href="http://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/advice.page?id=aC2D_I NIWWc">http://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/advice.page?id=aC2D_I NIWWc</a>   |
| January 2016  | That's a very jazzy email footer about the Local Offer! I'm impressed.  | No action required.  |
| April-Dec 15 – we ran a scenario survey online whereby participants were asked to | Went to Local Offer once I managed to find that bit? a different colour might be useful   | This is currently not possible given the resources.  |
|   | I know the website contains a vast amount of info but the postcode option actually makes me feel like it's not worth pursuing: e.g. 2 options might come up. It would be better to have it by town.   | We have amended the search so you can now add the name of a town.  |
|   | The information provided does not cover children with special needs or disabilities   | Please let us know what you feel is missing.   |

|   |   |   |
|---|---|---|
| complete a Local Offer scenario and feedback on it. | I do not like being farmed off all the time to other websites but the information was o.k.  | We have been working to bring all information in to the Local Offer webpages. Most recently we have   |
|   | I am not sure if the general public will understand what the phrase local offer means as a label  | The 'Local Offer' is a central government requirement.  |
|   | I'm impressed   | No action required.   |
|   | It would be beneficial if the 'providers' in each search engine were in alphabetical order. Have providers of SEN services been contacted to ask if their details can be added. How do you go about having services added? Do you need to get this direct from the provider as I am assuming as a parent you cannot give details of a service you use as you do not have their consent? | We have added a 'sort by name' option. We have asked SEN providers to add their services to the Local Offer.  |
|   | I don't think it's very intuitive. I kept my search extremely broad but no results appeared.  | The search function and keywords have been overhauled in August 2015.   |
|   | I don't like the constant " Landlord pop up at the bottom every time you click on a page....this was irritating   | This has been removed.  |
|   | I wanted to discover what Sound Studio offer but the website doesn't say what is available when - so am baffled!  | Sound Studio was a record on the website but after the date it was on, it was removed from search results.  |
|   | Easy to access relevant information, from a professionals point of view.  | No action required.   |
|   | Very basic information, unable to find info required  | No action required.   |
|   | Not obvious enough  | We have added the Local Offer tab to the top menu bar.  |
|   | Went onto parents section and initially missed that I could click on local offer. Revisited and fantastic, with range options. Only comment is how do parents get to know about BFIS and local offer initially? Relies on settings and professionals and children's centres being aware of and promoting- I have seen wide range of practice here.                                      | No action required.   |
|   | It appears easy to access but i did not get what i wanted   | Please let us know what you wanted. The Local Offer is collaboration between users, professionals and us so we are happy to add anything which users want to see. |

|        |  |   |
|--------|--|---|
| 20-Nov | <p>I've just been perusing Google and spotted that you've carried out a Local Offer feedback survey? I'd be very interested to learn more about how you approached this and whether you've had a good response (and the type of feedback that's been submitted if possible!)? Am trying to think of different ways to review our Local Offer and was inspired when I saw your survey!</p>  | <p>Just to give you an idea, we published the survey in May this year and have had 32 respondents with not much promotion at all. We decided to base it around certain scenarios but the feedback has generally been that people couldn't find what they were searching for - we have improved our search engine since July so much of the feedback is now irrelevant.</p> <p>I would say it is a good idea, in the light of us having to publish users' feedback, but the best feedback we have received has been from some professional Local Offer sessions we ran via physical feedback forms. We got lots of ideas about what content worked and what was missing.</p> |
| Nov-15 | <p>Feedback on the Local Offer video from pupils at Sir William Ramsay School</p> <ul style="list-style-type: none"> <li>• I liked it because it tells you all about the Local Offer</li> <li>• It is ok</li> <li>• I liked it!</li> <li>• Very good like the video but wouldn't do it myself (filming)</li> <li>• It gave me information</li> </ul>   | <p>We are now planning another video and will involve pupils from the school.</p>   |
| Nov-15 | <p>Feedback on the Local Offer video from pupils at Alfriston School</p> <ul style="list-style-type: none"> <li>• Good</li> <li>• The show is good and it was funny</li> <li>• I thought it was ok well done for trying to be brave in front of the camera – would have been better to see your faces in the film. Amazing animation and sock puppet</li> <li>• I think that the video was alright and I think some of it was encouraging</li> <li>• It is in information about the website</li> <li>• I thought the video was very clever and artistic. Well done to those who did it</li> <li>• I thought the video was really good because it showed people what young people can do</li> <li>• I thought it was good because it very informative</li> <li>• Very good and very helpful also its very fun to watch and it's good to see people talking about things and it's good to hear people talk about their life and</li> </ul> | <p>We are now planning another video and will involve pupils from the school.</p>   |

|        |   |   |
|--------|---|---|
|        | <p>achievements. Thanks for that</p> <ul style="list-style-type: none"> <li>• It was very good and funny also it is useful for young people to watch</li> <li>• I like how you use different people talking and the animation</li> <li>• I thought it was put together really well, but it was a shame about the sound</li> </ul>   |   |
| 13-Nov | <p>I'm in the process of compiling a list of links to the Local Offer web page for the VI/sensory education support service in each LA in England. I've had a look on the Buckinghamshire LA website but can't find any information at all relating to the VI/sensory service.</p> <p>I know that the education support service is commissioned to the Buckinghamshire Learning Trust and would have expected to see a link to this service:<br/> <a href="http://www.learningtrust.net/sen-and-inclusion/visual-impairment/">http://www.learningtrust.net/sen-and-inclusion/visual-impairment/</a><br/> <a href="http://www.learningtrust.net/sen-and-inclusion/about-the-service/">http://www.learningtrust.net/sen-and-inclusion/about-the-service/</a></p> <p>I'll use the above links in my own list, but thought I'd flag this up with you as at present, it appears that a parent of a child with visual impairment would be unable to find any information under the Local Offer.</p> | <p>We are looking to improve this information.</p>  |
| 01-Nov | <p>I have a question ...if the information within the offer changes e.g. change of headteacher do we need to update via you our offer or can it wait until next year's update (we are expecting several changes over the next few months)</p>   | <p>Advice provided that key information should be updated on the Local Offer and school website. Annual reports are retrospective and will not need updating.</p> |

|           |   |  |
|-----------|---|--|
| 21-Oct    | <p>I work at Puzzle Centre, an early intervention centre for young children with autism in North Bucks. I am in the process of updating our details on the Bucks Family Information Local offer page but I notice that currently we do not appear on under the services with the heading: Early Intervention and Early Support for ASD. At the moment only Portage and Earlybird appear and we certainly provide the some of the same services they do, as well as places at our specialist intervention centre, places BucksCC funds. We are listed here but only here</p> <p><a href="http://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/results.page?qt=early+intervention+autism&amp;term=&amp;sorttype=">http://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/results.page?qt=early+intervention+autism&amp;term=&amp;sorttype=</a> Who should I talk to ensure that our services are listed in all three locations and therefore as widely accessible as possible to families looking for provision and support for their child and family on the site? I look forward to hearing from you.</p> | <p><a href="http://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/advice.page?id=Yp3eeCBPKRY">http://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/advice.page?id=Yp3eeCBPKRY</a></p> <p>I have added Puzzle Centre to this page. Thanks for bringing this to our attention. 27/10/2015</p> |
| 19-Oct-15 | Thanks for the update. The Digi-Screen is brilliant. I hope more Surgeries will accept to advertise on their screens. It is an eye catching advert.   | No action required.  |
| 14-Oct-15 | Another Local Authority told us that they are using Buckinghamshire Local Offer as an example of good practice and took some ideas for their own site.  | No action required.  |
| 07-Oct    | Following help with Local Offer report: Fabulous! Thank you very much for your prompt help!   | No action required.  |
| 29-Sep    | <p>Following the SENCo liaison meeting: I thought I had posted it on the BFIS, so it was a good thing you came last week.</p> <p>Thank you for your help.</p>   | No action required.  |
| 14-Sep    | <p>(In response to a Facebook post): Are you are a professional or parent carer looking for template letters for annual reviews and EHC needs assessments? There are many downloadable documents on the Bucks Local Offer Education pages, along with a wealth of information about conversions of statements and EHC Plans.</p> <p>I'm sorry but the information isn't really</p>  | Responded to the post with an offer to pass on their details to the SEN Officer.   |

|  |   |  |
|--|---|--|
|  | <p>relevant! We had a review for my sons statement and conversion back in January and have been told that it will be done now by next January yet I read on here that it has to be finalised within fourteen weeks!</p> |  |
|--|---|--|

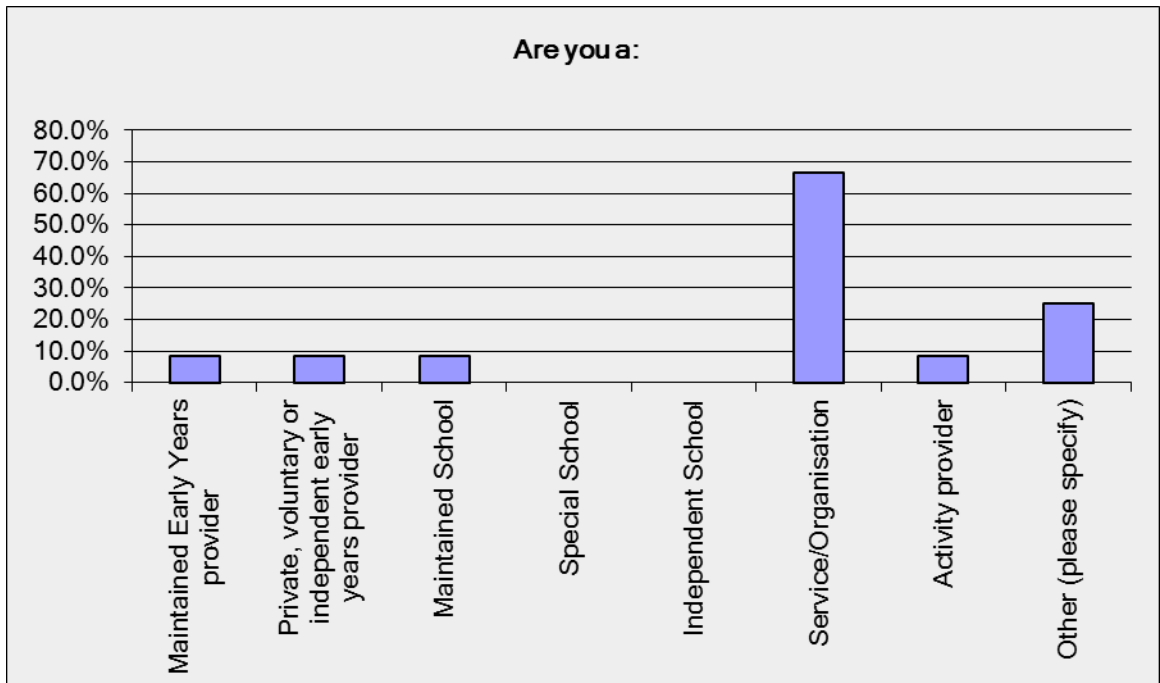


**Buckinghamshire Provider Data 'You Said, We Did' Summary  
(launched April 2016)**

|   |   |
|---|---|
| Adele Mack (Little Ducks Childcare)   | 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.<br>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>           |
| Bucks Autism Service  | We received many referrals from people who were outside of our original age criteria (16 - 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 1st May 2016.   |
| Donna Rogers  | Ofsted rated outstanding in march 2016 (2016/2017)<br>I have many supporting letters and references from satisfied parents. Am happy to share ideas and resourcing requirements with parents and children, daily diary and termly newsletters 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. |
| Grover Holiday Scheme   | Parents said we needed to be present on social media. We now have a Facebook page.  |
| Jean Howard Registered Childminder  | Regular Training to update my skills and knowledge and to ensure I keep abreast of current legislation (obtained though Bucks Learning Trust and PACEY - Professional Association for Childcare and Early Years)  |
| OnLine Training Limited (OLT)   | 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.  |
| Paula Morrison  | I am able to provide early starts and late finishes   |
| Sapling Before, After School Club and Holiday Club (Ages Reception to year 2) | We have received positive feedback from parent/carers whose children have required additional support in our setting. Please refer to netmums to read reviews.  |
| Sharon Pembroke   | We have a fabulous relationship with all our families, and are open to all feedback, ideas for improvement etc.   |
| Tot Town Nursery  | Ofsted inspection 29th April 2016 rated Good.   |

**Local Offer Checklist Survey data  
(launched August 2016 and will remain open to October 2016)**

| <b>Are you a:</b>                                      |                         |                       |
|--|-------------------------|-----------------------|
| <b>Answer Options</b>                                  | <b>Response Percent</b> | <b>Response Count</b> |
| Maintained Early Years provider                        | 8.3%                    | 1                     |
| Private, voluntary or independent early years provider | 8.3%                    | 1                     |
| Maintained School                                      | 8.3%                    | 1                     |
| Special School   | 0.0%                    | 0                     |
| Independent School                                     | 0.0%                    | 0                     |
| Service/Organisation                                   | 66.7%                   | 8                     |
| Activity provider                                      | 8.3%                    | 1                     |
| Other (please specify)                                 | 25.0%                   | 3                     |
| <i>answered question</i>                               |                         | <b>12</b>             |
| <i>skipped question</i>                                |                         | <b>1</b>              |



| <b>If you are a maintained school/setting/PRU have you completed and published your Annual SEND Information Report?</b> |                         |                       |
|---|-------------------------|-----------------------|
| <b>Answer Options</b>   | <b>Response Percent</b> | <b>Response Count</b> |
| Yes   | 0.0%                    | 0                     |
| No  | 0.0%                    | 0                     |
| <i>answered question</i>  |                         | <b>0</b>              |
| <i>skipped question</i>   |                         | <b>13</b>             |

Have you also written and published your SEND Policy?(see model SEN Policy for schools)

| Answer Options           | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes                      | 0.0%             | 0              |
| No                       | 0.0%             | 0              |
| <i>answered question</i> |                  | <b>0</b>       |
| <i>skipped question</i>  |                  | <b>13</b>      |

If you are a private, voluntary, maintained or independent early years provider have you completed the Local Offer information on your BFIS website record?

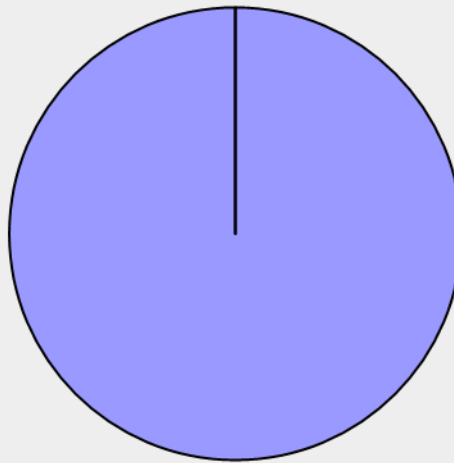
| Answer Options           | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes                      | 100.0%           | 1              |
| No                       | 0.0%             | 0              |
| <i>answered question</i> |                  | <b>1</b>       |
| <i>skipped question</i>  |                  | <b>12</b>      |



Is your provision/service/organisation registered on the BFIS website?

| Answer Options           | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes                      | 100.0%           | 12             |
| No                       | 0.0%             | 0              |
| <i>answered question</i> |                  | <b>12</b>      |
| <i>skipped question</i>  |                  | <b>1</b>       |

Is your provision/service/organisation registered on the BFIS website?

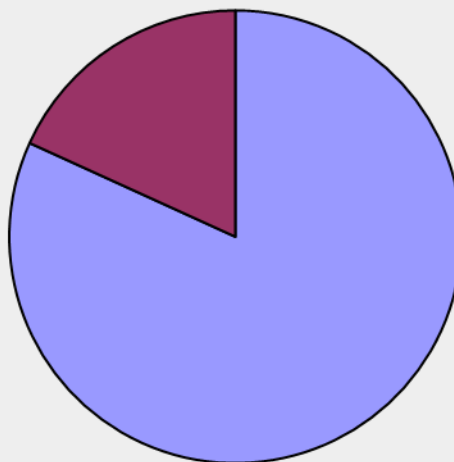


■ Yes  
■ No

Have you completed the Local Offer information on your BFIS website record?

| Answer Options           | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes                      | 81.8%            | 9              |
| No                       | 18.2%            | 2              |
| If no, why not?          |                  | 0              |
| <i>answered question</i> |                  | <b>11</b>      |
| <i>skipped question</i>  |                  | <b>2</b>       |

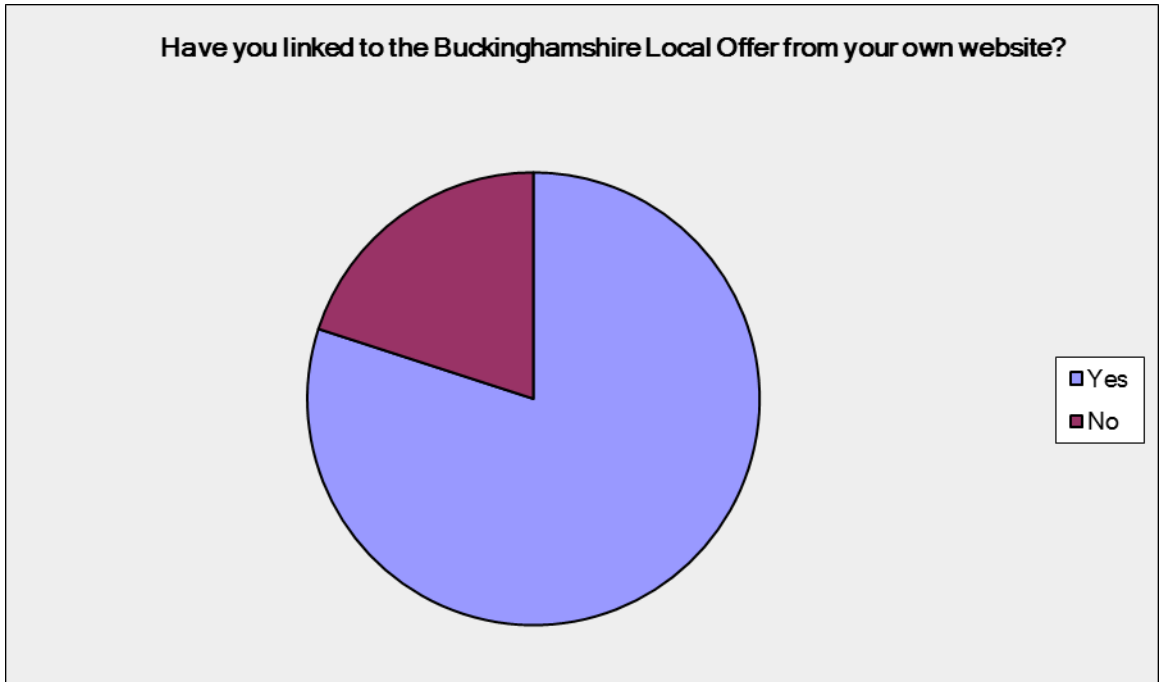
Have you completed the Local Offer information on your BFIS website record?



■ Yes  
■ No

Have you linked to the Buckinghamshire Local Offer from your own website?

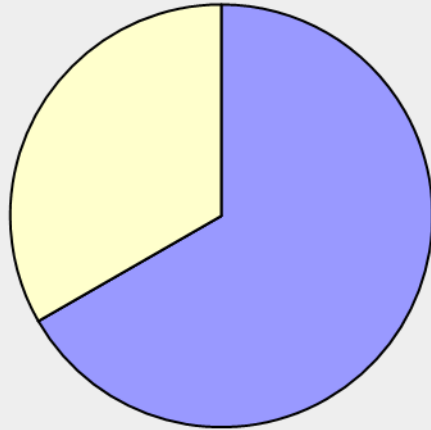
| Answer Options           | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes                      | 80.0%            | 8              |
| No                       | 20.0%            | 2              |
| <i>answered question</i> |                  | <b>10</b>      |
| <i>skipped question</i>  |                  | <b>3</b>       |



Have you checked that any content/information relating to your service/organisation on the Local Offer is up to date and accurate?

| Answer Options                                  | Response Percent | Response Count |
|---|------------------|----------------|
| Yes I checked and all up to date                | 66.7%            | 6              |
| Yes I checked but information is not up to date | 0.0%             | 0              |
| No I haven't checked                            | 33.3%            | 3              |
| <i>answered question</i>                        |                  | <b>9</b>       |
| <i>skipped question</i>                         |                  | <b>4</b>       |

Have you checked that any content/information relating to your service/organisation on the Local Offer is up to date and accurate?

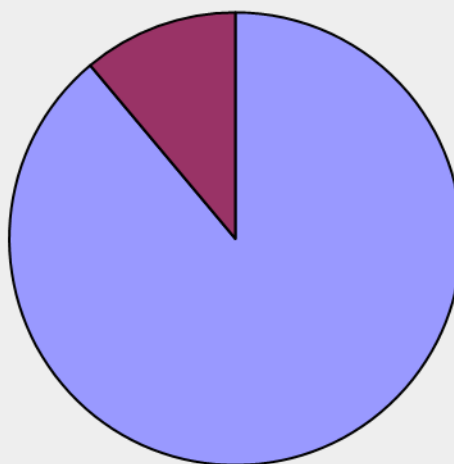


- Yes I checked and all up to date
- Yes I checked but information is not up to date
- No I haven't checked

Do you know how to add activities or events for young people with SEND to your record on the BFIS website?

| Answer Options           | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes                      | 88.9%            | 8              |
| No                       | 11.1%            | 1              |
| <i>answered question</i> |                  | <b>9</b>       |
| <i>skipped question</i>  |                  | <b>4</b>       |

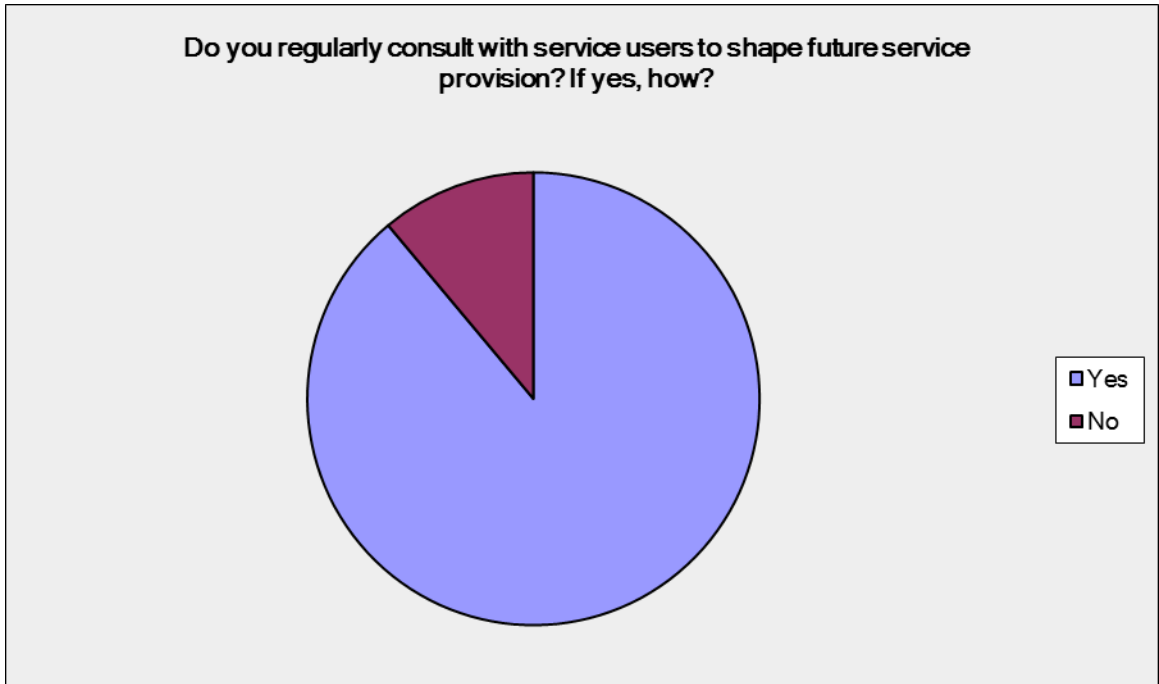
Do you know how to add activities or events for young people with SEND to your record on the BFIS website?



- Yes
- No

**Do you regularly consult with service users to shape future service provision? If yes, how?**

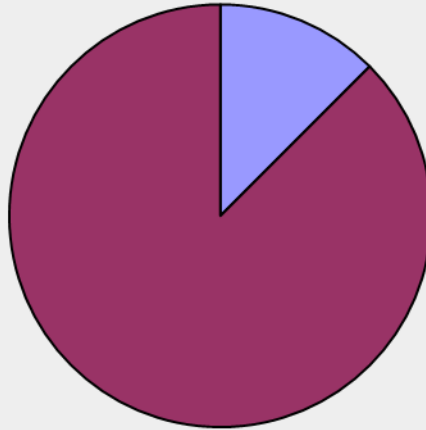
| Answer Options           | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes                      | 88.9%            | 8              |
| No                       | 11.1%            | 1              |
| How?                     |                  | 6              |
| <i>answered question</i> |                  | <b>9</b>       |
| <i>skipped question</i>  |                  | <b>4</b>       |



**Do you capture this by regularly updating the Provider 'You Said, We Did' section of your BFIS website record template to demonstrate how you have responded to service user feedback?**

| Answer Options           | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes                      | 12.5%            | 1              |
| No                       | 87.5%            | 7              |
| If no, why not?          |                  | 2              |
| <i>answered question</i> |                  | <b>8</b>       |
| <i>skipped question</i>  |                  | <b>5</b>       |

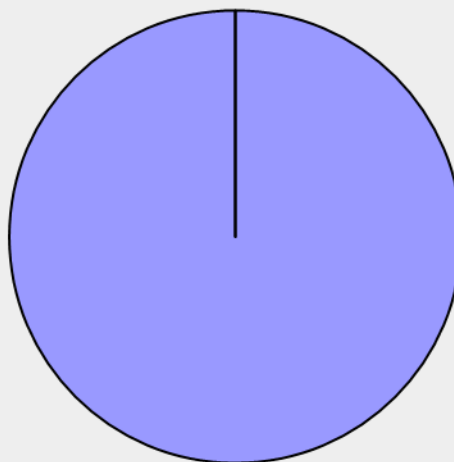
Do you capture this by regularly updating the Provider 'You Said, We Did' section of your BFIS website record template to demonstrate how you have responded to service user feedback?



Do you promote the Local Offer to the families and young people that you work with? If yes, how?

| Answer Options           | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes                      | 100.0%           | 9              |
| No                       | 0.0%             | 0              |
| How?                     |                  | 7              |
| <i>answered question</i> |                  | <b>9</b>       |
| <i>skipped question</i>  |                  | <b>4</b>       |

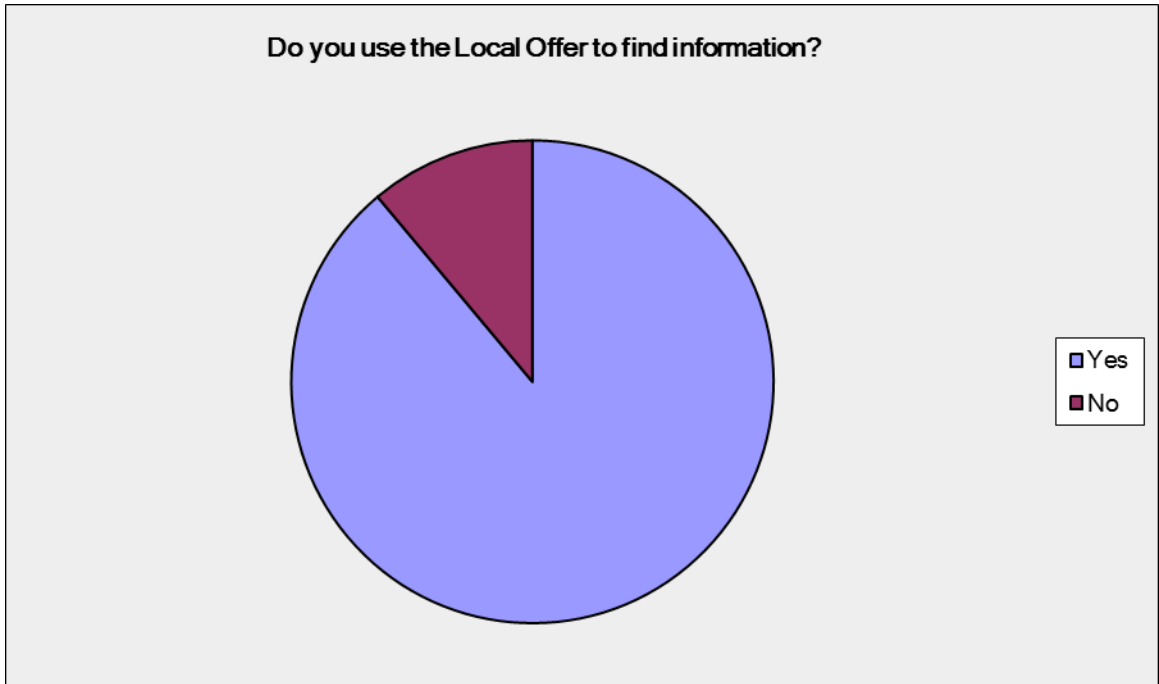
Do you promote the Local Offer to the families and young people that you work with? If yes, how?





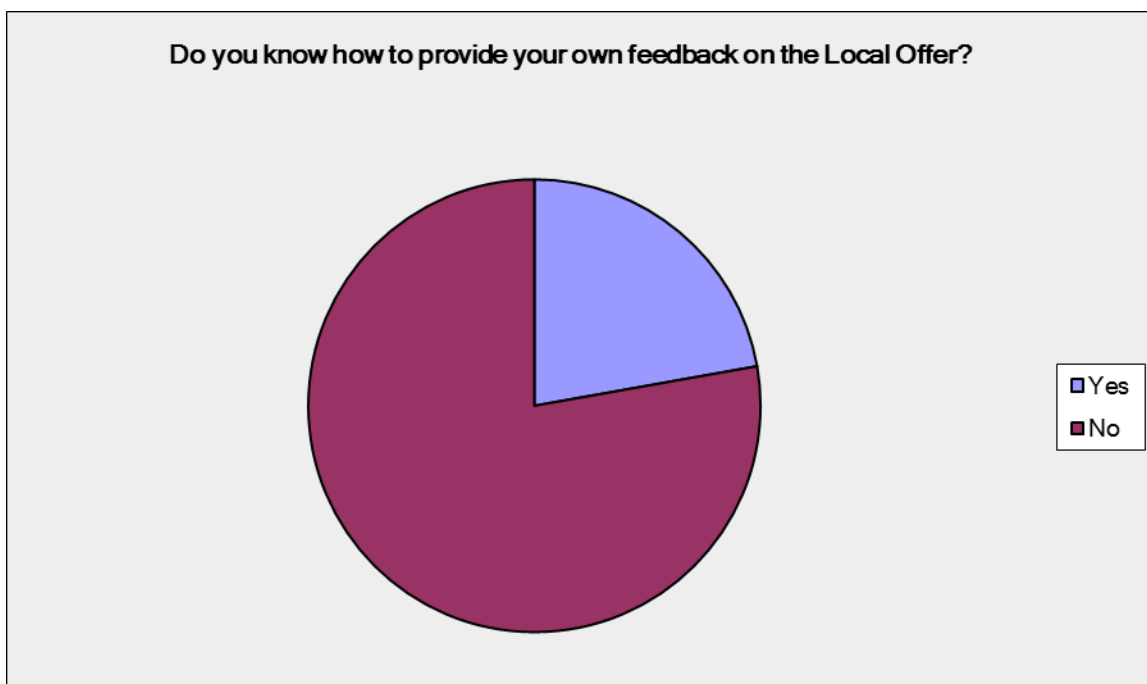
**Do you use the Local Offer to find information?**

| Answer Options           | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes                      | 88.9%            | 8              |
| No                       | 11.1%            | 1              |
| If no, why not?          |                  | 0              |
| <i>answered question</i> |                  | <b>9</b>       |
| <i>skipped question</i>  |                  | <b>4</b>       |



**Do you know how to provide your own feedback on the Local Offer?**

| Answer Options           | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes                      | 22.2%            | 2              |
| No                       | 77.8%            | 7              |
| <i>answered question</i> |                  | <b>9</b>       |
| <i>skipped question</i>  |                  | <b>4</b>       |



| <b>Are there any gaps in information that you have noticed in the Local Offer? (please provide detail)</b> |                       |
|--|-----------------------|
| <b>Answer Options</b>  | <b>Response Count</b> |
|  | 1                     |
| <i>answered question</i>   | <b>1</b>              |
| <i>skipped question</i>  | <b>12</b>             |

All respondents will be contacted where they have indicated that they are unaware of how to complete something on the Local Offer. All respondents were directed to a 'how to guide' at the end of the survey. The data will be used to inform our next steps; for example, there is already a clear need to do some further promotion of the new 'tell us what you think' e-form.

## **6. Next Steps**

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 partners, organisations and services to review the information on a regular basis and ensure it is up to date and accurate.

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