SE Peer Review - 09 February 2017

BrowseAloud got stuck in a loop reading out menu headings. We couldn't resolve this but we have fed it back to BrowseAloud so they can look into it and offer advice.

Browesealoud looked into this but didn't resolve the issue. They plan to tackle it again.

complete - 14/02/17

SE Peer Review - parent carer rep 09 February 2017

Can't find information about the whole process. We will continue to work with Health providers to ensure they are informed.

We will find a local number and publish that complete.

ongoing

SE Peer Review - 09 February 2017

We think it's quite helpful. It says there will be an explanation of transition plans. It explains a lot about transition for parents, carers and young people.

It is standard practice not to open a new page when navigating within a website so this is not something we will change.

no further action

SE Peer Review - 09 February 2017

Link to SEN Information Report found within provider record - labelled 'Local Offer'. Doesn't open a new page so if you close the information report it closes the Local Offer as a whole and you lose your place.

We have created a separate page so that the information can be found more readily using a keyword search.

complete

SE Peer Review - 09 February 2017

Advertizing are distracting. These have now been removed as part of a review of income generation activities.

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complete

SE Peer Review - 09 February 2017

Feedback form has no mandatory fields - has this caused any issues? This was a deliberate choice so people are not put off from giving feedback if they don't want to have contact information. We always provide a direct response where people have left their details. We are looking at updating the feedback form with a 'tick if you would like a response' box which will make contact mandatory if ticked.

Each school and college has its own record which can be found using the search and filters. We have added a 'search for all schools' under the education section on the Local Offer in case people search in this way. We have added this as a new page to make the information more accessible.

complete

SE Peer Review - 09 February 2017

BrowseAloud is located in small text at the bottom of each page so if you close the information report it closes the Local Offer as a whole and you lose your place.

This is standard practice not to open a new page when navigating within a website so this is not something we will change.

no further action

SE Peer Review - 09 February 2017

Can't find information about the whole process. We will continue to work with Health providers to ensure they are informed.

We will continue to work with Health providers to ensure they review and update their information. We are looking to install NHS choices syndication on our website which will bring in a wealth of information on health conditions and related articles. We already have the NHS Choices finder tool and we are looking to see if we can add this to the Health section of the Local Offer.

We are working with the new Designated Clinical Officer to follow-up missing information and links. We will ensure the NHS Choices finder tool has been added to the Health section on the website.

complete

SE Peer Review - 09 February 2017

Local Offer information doesn't include leisure activities. Support for living independently and short breaks statement. This information is all available in other areas of the Local Offer. The social care information is currently under review. We have improved the link to Adult Social Care. Young people's voices may be created.

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complete

SE Peer Review - 09 February 2017

Search for 'social care' in the Local Offer generates adult care as the first 5 suggestions.

This is the way the website works and is not something we can change. Information can be searched for in different ways and there are filters to help you find what you are looking for.

no further action

SE Peer Review - 09 February 2017

MA Information and advice - like the more pictures and videos of people, activities and support for living independently and short breaks statement. This information is separate from the complaints. There are young people's versions of the EHCfP process and more information so we have made this easier to find.

We have reviewed the headings so that the support information is separate from the complaints. There are young people's versions of the EHCfP process and more information so we have made this easier to find.

complete

SE Peer Review - 09 February 2017

SEN Plan explains that there is a graduated approach but it is full of jargon such as 'Uniform Manner' and SENCOs. It says there will be an explanation of the Graduated Approach, but it is not available to parents yet. All the docs seem to be generic docs from external organisations.

This feedback has been shared with the person leading the work on the Graduated Approach. This is still a work in progress and has been developed with professionals and young people. The wording connections will be looked at as part of the consultation. The documents are internal documents and are not generic from other organisations but we will try to make this more clear.

underway

SE Peer Review - 09 February 2017

The transport policy information links to the Govt website and the BBC website. There is no information on free bus pass schemes.

We are working with the transport team to review this information. We are looking at a way to improve it. There is currently no free bus pass scheme in Bucks.

link to new Transpsec policy published in Feb 2017 - section 9 on SEN

complete

SE Peer Review - 09 February 2017

There is no information on phase transfer/higher education.

Adverts have been removed from the website. This is standard practice not to open a new page when navigating within a website so this is not something we will change.

SE Peer Review - 09 February 2017

Six new videos have been created to showcase phase 16 provision in Bucks.

SE Peer Review - 09 February 2017

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complete

SE Peer Review - 09 February 2017

There is not much information on phase transfer/higher education. We will be writing a section with our Parent/Carer group to follow up missing information and links. We are working with the new Designated Clinical Officer to follow-up missing information and links.

We are working with the new Designated Clinical Officer to follow-up missing information and links. We will ensure the NHS Choices finder tool has been added to the Health section on the website.

Six new videos have been created to showcase phase 16 provision in Bucks.

complete

SE Peer Review - 09 February 2017

We have reviewed the headings so that the support information is separate from the complaints. There are young people's versions of the EHCfP process and more information so we have made this easier to find.

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complete

SE Peer Review - 09 February 2017

Improving the appearance of information, making it easier to find and use. We are looking to recreate Trafford’s BrowseAloud bespoke icon to make it more obvious.

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complete

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We are working with the transport team to review this information. We are looking at a way to improve it. There is currently no free bus pass scheme in Bucks.

link to new Transpsec policy published in Feb 2017 - section 9 on SEN

complete

SE Peer Review - 09 February 2017

Our thanks to all carers, young people and local professionals who have taken part.

We have updated the transport page so if you close the information report it closes the Local Offer as a whole and you lose your place.

This is standard practice not to open a new page when navigating within a website so this is not something we will change.

no further action

SE Peer Review - 09 February 2017

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complete