Feedback | Action requested | Completed | Comment
--- | --- | --- | ---
Lack of information on transferring from primary to secondary school | Follow up with relevant service to requested further detail and add to education section | In progress | Requested further information from SEND Team, SENCO and Admissions Team. Revised the education section to include more links to information and made the layout more clear. Added Council for Disabled Children leaflet about applying for a school place.

None of the information on the schools Local Offer section is variable | Example and reminder to be added with schools and SENCOs via schools liaison and SENCO liaison Group to encourage them to review and improve the information on their school record. | In progress | Issue with a field within the form being investigated. Schools Bulletin reminder issued. Once the form has been fixed a further reminder will be sent to SENCOs via the bulletin and the next round of Liaison Groups.

Search for specific issues such as heat condition returned some unrelated ASD results | This search function will return records on pages that contain any of the words being searched for. To avoid for a sentence they must be put in inverted commas. Open Objects have created a 'help to search' button to give tips on searching. We will request this for our website. | In progress | Help to Search button in place.

Activities - can groups such as Down's Support suggest more activities for us to include? | Contact Down's Support and follow up as part of activity mapping. | In progress | Requested that activities in North Bucks are added. Mapping exercise underway to identify activities and providers and request that they register. Request to LC Advisory Group that they notify BFIS of any activities missing. Request to SEND Youth Forum to tell us about the activities they attend.

Brownies request - no individual groups returned | The Brownies requested that we only publish an overarching record for their rather than individual packs due to safeguarding and concerns re-subscription. We will add a note to their record to make this clear | In progress | For safeguarding reasons, we do not publish the details of individual groups at their request.

No info on travel training - any support groups or private groups? | Follow up with relevant service to requested further detail if this is available in Buckinghamshire. Delta is liaising with Tracey in Web about new Bucks CC content | In progress | Requested send to transport team for an update. We will research local organisations and services that offer this training an encourage them to register. A little more information on travel will be available via the Autism Toolbox which is almost complete.

Search 'sports' returned unrelated results | See line 4 | In progress | Search for sports is returning unrelated results.

Search 'health in college' returned unrelated results | See line 4 | In progress | Search 'health in college' is returning unrelated results.

Youthspace has a different feel and fear but the links and fear it would be attractive to young people | Youthspace has been further developed with young people and the Youth Service with a space to capture feedback and promote the Youth Forums | Ongoing | Lots of changes have been made - ongoing work to co-produce this section further and ensure Youthspace links easily from the Local Offer. There is a new SEND INK section on Youthspace.

Sometimes struggled to navigate back to the Local Offer from Youthspace but got used to this | We will see if there is anything we can do to improve this. Using the 'back' button is easiest | In progress | The Local Offer is always accessible from the top green bar "SEND (Local Offer)" on the website. On a mobile users click the three lines icon to see these options. A tile linking to the Local Offer homepage was also added to the "SEND INK" box of Youthspace.

CAMHS post-16 information is missing | There is information within the CAMHS record but this should be made more clear with links from Youthspace | Ongoing | The heading "Aged 16 to 17? and "Schools" has been added to the record to make the relevant information easier to see. [https://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/service.page?id=6peSu41Jd5Q](https://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/service.page?id=6peSu41Jd5Q)

Add link to Headspace | On to follow up and add in an appropriate place | In progress | [https://www.bucksefinfo.org/kb5/buckinghamshire/fsd/service.page?id=94xSufiJd5Q](https://www.bucksefinfo.org/kb5/buckinghamshire/fsd/service.page?id=94xSufiJd5Q)

BrowseAloud didn't work properly | To be checked on different browsers and follow up with BrowseAloud | Completed | We haven't been able to recreate the problem but please let us know via the feedback button if you experience a problem and we will work with BrowseAloud.

Check independent living information - can more be added? | Benchmark again other LAs and consider other areas of information that could be added here including finance | Ongoing | The information is now highlighted in the new SEND info area for young people. We will add to this page and have lots of ideas from local young people to improve this which we are working on.

Not finding information when searching by condition first, e.g blind independent living | See line 4. We will review records to see if we need to add more keywords in the background to link them to conditions where appropriate. | In progress | Relevant information is returned but it is better to search either by a condition or subject like independent living. As there is nothing specifically related to blindness and independent living, no results will return.

Is visual impairment - no links from Youthspace. Found good information in the Health section. | Health information is under the Local Offer rather than Youthspace. We can consider whether there should be links between the two. | Completed | There are some activities on the website such as Children's VI Tennis with ME inclusive Tennis. These can be found under SEND Things to do and now linked to from the Youth SEND information area on Youthspace. We will look to break down SEND inclusive activities further by organising them by SEND type.

The website is inviting and accessible | Positive feedback. We have made this page easier to read. See these options. A tile linking to the Local Offer homepage as also been added to the "SEND INK" box of Youthspace. | Ongoing | The new SEND info area for young people also highlights: BROWSEALIKE, the screen reader available on our website to help those who are visually impaired. Link: [https://www.bucksefinfo.org/kb5/buckinghamshire/fsd/service.page?id=94xSufiJd5Q](https://www.bucksefinfo.org/kb5/buckinghamshire/fsd/service.page?id=94xSufiJd5Q)

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Need more easy read and images | We are limited with the number of images we can add due to the website template and to avoid long download times and high data usage for mobile users. We hope the new pages improve this. We are working with partners to review written information to make it more accessible. | Ongoing | The new pages improve this. We are working with partners to review written information to make it more accessible.

Discussion about keywords and the language families might use when searching | We will review keywords with FACT to improve key records and pages and ensure these can be found by families. We are also looking at digital search tools and the frequently asked format on the website to help improve this. We will be open to new suggestions. | Ongoing | Advisory Group members have looked at this and made some suggestions. We are also looking at digital search tools and the frequently asked format on the website to help improve this. We are always open to new suggestions.

Insomnia - can SEND add a link to the LO on their emails? | To be followed up with Head of SEN | In progress | Agreed by Jayne Howarth - awaiting discussion when new Head of SEN starts.

Improvement Feedback - mindful send their inspection when to all families with SENCP, all schools asked to share with their SEND Support staff, add to school website, social media. FACT website, publish on LO | To be followed up with Head of SEN | In progress | Agreement by Jayne Howarth - awaiting discussion when new Head of SEN starts.

Improve the money and finance section - ensure links to current accounts also bank accounts, mortgage, financial capability etc. | We will improve this as suggested | Completed | The user has been addressed in our content review and there are now more links to topics such as borrowing safely, help with household bills, citizen's advice, etc.
Transport should include getting out and about, shopping etc.

We will improve this as suggested.

In progress

We will compile more transport information such as available railcards and transport options. We localise this information by referencing transport to main attractions/shopping destinations where possible. Some shopping information for those with autism is included in the new Autism Toolbox which is coming soon.

Do the CCG websites link back to the Local Offer?

We will check and follow up with the CCG.

In progress

Request made

Promotion idea - give out pens with the Local Offer link

Pens/Brochures secured some funding and have produced pens with FACT and Local Offer details. It is difficult to measure impact but good to have another means of getting the LD screen.

In progress

Request made

Promotion idea - produce an LD sheet to explain the LD

We have the young people’s product. Checklist for professional and presentation used on outreach. Take to Advisory Group to see whether we need this too.

In progress

Request made

We now have a SEND information area for young people which sits within the Youthspace Zone and links together information from Local Offer specifically for young people. We will add and develop this and review Hampshire’s young people section and others as we go along.

https://www.bucksfamilyinfo.org/kb5/buckinghamshire/youthpage/youthchannel=

Promotion idea - consider a joint business card with FACT on one side and the Local Offer on the other

Follow up with FACT - would require funding to print

N

Check that BSY newsletter is shared with SEND

Follow up with Conna

Y

Contact telephone number was easy to find

Positive feedback

Y

Found the Home to School transport info easily and the policy was easy to understand

Positive feedback

Y

Consider including types of travel assistance available?

Follow up and add available information.

Y

See line 2. Any travel help offered by Bucks CC is on their transport policy linked from this page:

https://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/advice.page?id=lypVjro44uw

Good information on how to apply for an EHCP

Y

Could/should information on the secondary school transfer process

Information is there but we will move this to the new Education and Transition section along with primary to secondary information

Y

Office searching for Down’s Syndrome. Found information that was accurate and helpful quickly. Easy to navigate. Lots of info but wordy with no subheadings

Positive feedback. This page is supplied by NHS Choices but we will review the text to see if it can be simplified. We are limited with being able to add pictures.

Y

Good information on social activities

Positive feedback

Y

The videos of others’ stories about leaving school and going to college are great.

Positive feedback

Y

Have a good information about supported internships offered by a local college

Positive feedback

Y

Could/should find information on a list of colleges

Try is available in the search but we will make this more obvious under the Post 16 education section

Y

https://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/advice.page?id=lypVjro44uw

Struggled to find college information when searching for sports college or college with mental health support

See line 4 regarding the search function. There are no sports colleges but you could search within each college record to find out their support and specialist areas.

Y

Could/should information on aged to reside in the county of parents/more away

The site looks for the information to add

Completed

This information is now available under the ‘Living Independently’ section.

Y

Have good support group information where there was looking to help a parent with a child with mental health issues and SEND

Positive feedback

Y

Have good support group information and links when looking to help a parent with a child with mental health issues and SEND

Positive feedback

Y

Search support information had good links to course assessment and benefits

Positive feedback

Y

Information on post 16 courses is good but generic

Not possible with patients to see if they can improve their information.

Y

Not providers are encouraged to review their information regularly. College information has been reviewed and the post 16 videos are in place.

Y

Have good information about the type of accommodation that supports living independently

Positive feedback

Y

Could should find information about independent living

The information was found by one person but not the other. We will see if there are improvements we can make to help people find the information.

Y

The new SEND information area for young people (which sits within the Youthspace Zone) has direct links to our information on independent living. We are continuing to update this section following feedback from local young people.

https://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/advice.page?id=lypVjro44uw

Could/should find information about independent living

http://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/advice.page?id=lypVjro44uw

Participant was using BrowseAloud - user was not specific about any issues. BrowseAloud is a good practice publisher service but we will investigate the issue highlighted previously (line 13)

Positive feedback

Y

Most good information about childcare with specific information on SEN;

Positive feedback

Y

Search felt good when looking for key phrases

See line 4.

Y

Most good information about schools available and SEN information was found

Positive feedback

Y

Most good information about less SEN and less information was found

Positive feedback

Y

Most good information about more SEN and more information was found

Positive feedback

Y

Most good information about both private and council run services for hearing impaired children and their families. Easy to find information when searching for BSL

Positive feedback

Y