

Bury Local Offer Feedback Report 2016/17

Along with all other Local Authorities Bury Council has a 'Local Offer' which has been in place since September 2014. Bury's Local Offer sets out provision which is available for children and young people with SEN and disabilities, aged 0 to 25, including education, health and social care services.

This report follows on from the previous report published in early 2016. On the Local Offer feedback page on The Bury Directory is the 'Bury Directory 2016 Annual Report'. Bury's Local Offer is housed within this directory and many of the updates and information within this report are applicable to the Local Offer too. Rather than duplicate this information a copy of the report is embedded below and as mentioned above, also available on the Local Offer feedback page.



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annual_report_final_1](#)

Hits/Views

In 2016 the Local Offer Home Page had 2,686 views of which 1,312 were unique. The first 4 months of 2017 saw 1,069 views of which 501 were unique so the trend of hits/views increasing continues.

Feedback

We receive feedback in various forms, there is a survey that users can complete, we also receive anecdotal feedback from users who are colleagues or who work in partner organisations and we also receive feedback in the training sessions that are provided for the Local Offer and the wider Bury Directory.

Some of the feedback received was around the categories and different entries within them and as a result we have redesigned the categories accordingly. Another area fed back was a round the 'Local Offer Flash' which was a way of identifying Local Offer entries, we were informed that in many cases this was covering useful information on the search pages so we subsequently removed this. The 'flash' has now been replaced by a more user friendly star logo.

More specific feedback we have received is details in the table below:

Feedback	Response
<p>I'm struggling to find Local Offer details for the nurseries I'm looking at</p>	<p>Some childcare providers have already provided links to their websites for further information. We are introducing a new clause in the contract for providers who have funded (2, 3 & 4yr old) children to ensure they will supply Local Offer information in the future.</p>
<p>Feedback from a young man from STARS (STARS is a group for young disabled people aged 16 years and over): "The local offer is adult focused and needs to be more young people friendly (i.e. language and more pictures) furthermore the links need to have a better contrast and colour"</p>	<p>We have made efforts to address issues with the language however we also need to recognise that the Local Offer is for a wider audience than just young people. We have made some amendments and also fed back to providers who update their own information to be mindful of the language they use.</p> <p>Also added more visual representation of activities or services e.g. picture of musical notes for music clubs, picture of a football for football clubs. With regards to contrast and colour 2017 will bring a full website redesign and this will be a major consideration.</p> <p>We have spoken to the young man in question to inform him of our changes as a result of his feedback.</p>
<p>The Support Groups and Services section has a lot of entries in and it can be difficult to find things</p>	<p>We have recognised this already but had struggled to categorise effectively. As a result we have now put the issue out to consultation with First Point Family Support Service (formerly Parent's Forum) for advice on what sub categories to use and which entries to add.</p>
<p>You have said previously that you are getting rid of jargon but there is still jargon on there and it can make things difficult to understand.</p>	<p>We have made several efforts to reduce the level of jargon on there however as many providers update their own information this can be difficult to police. What we have now done is to add a 'Glossary App' so that where jargon or acronyms have been used the word is highlighted and if you hover over it you will get further explanation.</p>
<p>We wanted to give feedback but it took us quite a while to find the link for it.</p>	<p>We have moved the link for the feedback to the top of the Local Offer page, added a link to the introduction and also added a new, larger button to link to the feedback page.</p>

Feedback	Response
<p>There was a lot of information on organisations that didn't seem relevant in there and this made it quite difficult to find what I was looking for.</p>	<p>Whilst we initially thought it would be helpful to include many organisations, for example sports clubs, that although they don't provide a specific service for disabled people should still be inclusive, this has actually made the Local Offer less user friendly. We have now stripped those entries out but still made reference to them in the introduction. Where organisations have made us aware of their inclusive policy or ethos we have made this searchable by filter.</p>
<p>I Googled Bury Local Offer but when I went on the page I couldn't access any of the categories?</p>	<p>This is an issue we have raised with Google and involves their search returning a cached page which does not function as it should. Unfortunately this is something that is beyond our control however we do keep raising it with Google. In the meantime we have added information on our Local Offer page about this issue and how to easily access the information within the Local Offer should this happen.</p>
<p>Some of the services in here are for general information or help about disability in general and I'm trying to find something specific.</p>	<p>We have now added filters for Targeted and Universal services.</p>

Consultation

Consultation with users always take place as part of the many training sessions that are offered to council staff and partner organisations including 3rd Sector organisations. Services, groups and or job roles that have taken up the training include:

- Additional Needs Team
- Adult Care
- Anti-Social Behaviour Case Worker
- BEATS (Bury's Exercise and Therapy Scheme)
- Bury Safeguarding Children's Board
- Bury Society for Blind & Partially Sighted People
- Children's Centres
- Community Cohesion Officer
- Community Health & Protection Team
- Community Safety Team

- Connexions
- Councillors
- Customer Services
- CWB Provider Relationship Team
- Early Years
- Health Protection Team
- Health Trainers
- Healthwatch Bury
- Leisure
- Locality Teams
- Occupational Health
- Performance, Planning and Commissioning Team
- Provider Relationships Team
- Reach Out Team
- School Business Manager
- School Management
- School Staff
- SCIL Team
- Sensory Needs Team
- Service Manager - Lifestyle Service
- Social Care Officer
- Social Care Reviewing Team
- Social Workers
- Strategic Lead for Early Years and Help

Further, in depth, consultation has been undertaken with First Point Family Support Service (formerly Parent's Forum) and we are currently awaiting the results.

This consultation will be taking place with the parents, carers, children and young people with whom they work and will be in the form of some specific questions around the Local Offer, layout, ease of use etc. and also a Mystery Shopping element detailing several different scenarios.

Once the results are in and analysed we will publish the outcomes and act on any elements for consideration accordingly.

Overall Bury's Local Offer will be kept under continual review and will continue to develop and grow in partnership with children, young people, parents, carers and professionals as well as voluntary, independent or private organisations.

We will continue to respond to the views sought and received through consultation and other means of feedback as we strive to make the Local Offer the best possible resource it can be for families in Bury.