

## Local Offer Survey responses

**Comment: I tried to find out about post 16 education and training but could not find anything specific.. The site is great but some big gaps in information.**

**Response:** There are currently 72 organisations/services in the local offer for post 16. If you go to the "Local Offer" button and then "Post 16 Education and Training" and then "View all services in post 16" Or alternatively just click search without putting anything in the search box then all of the records will appear.

We have recently improved the ease of finding the "Post 16" provision by incorporating the term "Post 16" into the keywords for all of those records so that if "Post 16" is used to search then the records will come up also.

We are also working constantly to increase the information we hold on post 16 provision. If you know of a service that is missing from the directory please send details to us and we will be happy to approach the organisation/service.

**Comment: Needs to be made more easy read for children and young adults. Possibly some pictures and more bigger font size and text size as well. more colour and more appeal to the younger society that is easy to read. I find out about the Local offer from Andy Whittam**

**Response:** The information included in the directory comes directly from the organisation providing the service and therefore we have not at this stage looked at improving the readability of the information held in the records. We will look at improving the readability and encourage organisations to use easy read in the future.

The print size can be enlarged by the use of the accessibility button at the top of the page.

With regard to the colour of the website, Pictures have now been added to the majority of records. We have made the buttons bright but are aware that the use of colour can cause problems for some people, for example people with sight problems and therefore to make it as easy for people to use as possible we limit the amount of colour used.

**Comment: The website is not easy to locate unless directed to it by advisor. Other professionals need information to tell them where it is as I think very few even know of its existence**

**Response:** Work is constantly ongoing to inform people about the website. Leaflets information people about the Local Offer and how to access it are sent to a wide range of organisations in Darlington. Including health services, social care, Education and schools, voluntary organisations, reception areas, and private companies.

**Comment: Would be good to be able to navigate by age range of child or young person.**

**Response:** There is a facility to navigate by age range. Click on "Local Offer", choose a category, for example "Leisure and Recreation" click on "View All Services in Leisure and Recreation" and then you can filter by Age range, area, postal code etc. The age range will only display where the organisation/service have given us this information. We will endeavour to encourage them the supply this essential information.

**Comment: You are missing a lot of information for children - specialist education services and where they are based. Also still needs a lot of work on the voluntary sector**

**Response:** If there are any services that you are aware of that it would be good to include on the local offer. Let us know and we will ask the organisation if you are willing to supply information on the Local Offer.