

You said	We did
“We require more digital media and images on the website”	We have uploaded and embedded Inclusion Charter videos created by schools. Furthermore we have uploaded PDFs to allow easier downloads of key information. In addition to this we have introduced banner images to headline each section within the Local Offer, increasing visibility and aiding presentation
“I personally find it hard to navigate and cannot find things sometimes”	We have created clear buttons on the homepage to allow easy access to each section. Within Preparing for Adulthood and Education, Health Care Plans section, buttons were added to divide the sub-sections clearly. Promoting the SEND Guidance Booklet via a large banner on the front page so our community can be signposted to it and download the document instantly.
“We would like more information on what events are occurring within the community”	We implemented a news section, with information on events that are happening in the local area. This is updated weekly, we have had a positive response from families, as they are now kept in the loop.
“The EHC paperwork can be hectic”	We have created a SEND Guidance Booklet this breaks down the process of an Education, Health Care Plans. When your child has an EHCP, or is being assessed for one, it can feel quite complicated and confusing. We have created this booklet to help you understand what happens and when. The intention is to provide detailed, accurate and consistent information for families and professionals. You can get the latest version of this booklet on our Local Offer.
“Search function is poor”	Plans are currently underway to create a new modern, interactive website with a search function that is precise. Currently we have alleviated many search issues by adding keywords into our directory so results are better matched to the original query.
“I struggle to find the jargon buster, also a section of the key teams”	We have made a new section titled “Who Do I Need to Talk To?” Which has key contact information and staff structure charts to demonstrate transparency of information. Furthermore we have now added the Jargon Buster link on the homepage making it stress-free for people reading the Local offer so they are able to understand the terminology used.