Appendix 2: Local Offer Survey February 2018 to April 2018

Q1. Have you used the Wolverhampton SEND Local Offer website prior to February 2018?

- Yes, 58.33%
- No, 41.67%

What is the likelihood that you would recommend the Local Offer website to others?

- Very Likely, 33.33%
- Likely, 33.33%
- Unsure, 25%
- Unlikely, 8.33%
- Very Unlikely, 0%

How would you rate your experience of using the Local Offer website?

- Satisfied, 41.67%
- Neither Satisfied or Dissatisfied, 33.33%
- Dissatisfied, 16.67%
- Very Dissatisfied, 8.33%
- Very Satisfied, 8.33%

The website is easy to find

- Agree, 41.67%
- Neither Agree or Disagree, 25.00%
- Disagree, 8.33%
- Strongly Disagree, 8.33%
- Strongly Agree, 8.33%
- Don't Know, 8.33%
Don't Know, 8.33%
Strongly Disagree, 8.33%
Disagree, 8.33%
Neither Agree or Disagree, 16.67%
Agree, 41.67%

Don't Know, 8.33%
Strongly Disagree, 8.33%
Disagree, 8.33%
Neither Agree or Disagree, 16.67%
Agree, 25.00%

Don't Know, 8.33%
Strongly Disagree, 8.33%
Disagree, 8.33%
Neither Agree or Disagree, 16.67%
Agree, 33.33%

Don't Know, 8.33%
Strongly Disagree, 8.33%
Disagree, 8.33%
Neither Agree or Disagree, 16.67%
Agree, 33.33%
<table>
<thead>
<tr>
<th>Feedback received from Parent/Carers, Young People and Service Providers</th>
<th>Update from Customer Services/SEND Team</th>
<th>Response/Action by Local Offer Group</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>If you could change or add anything in relation to Wolverhampton’s SEND Local Offer, what would it be and why?</strong></td>
<td></td>
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<tr>
<td>• Needs to be more user friendly for parents carers children and young people.</td>
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<tr>
<td>• Use coloured text markers to break up longer sections. Flow diagrams</td>
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</tr>
<tr>
<td>• more tabs, accuracy of information, less lists of services more tabs, get rid of WIN and aim all services in specific relation to SEN, use side bar for things like translation, a tab on main page for personal budgets, CAMHS</td>
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<tr>
<td>• Section called Moving into adult life- Social Services has no results</td>
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<tr>
<td>• Accessibility- especially more visual/audio content</td>
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</tbody>
</table>