

SEND Local Offer Comments - Working Doc

Feedback/Comment/ Query, route, and from (parent/carer/prof etc)	Date Rec'd	Response	Additional Info/Link
A parent/carer queried the name 'SEND Local Offer' as it's not clear what it means (SEND Roadshow parent/carer)	Sept/Oct 2019	The team explained what the SEND Local Offer is.	Link has been sent out to individual with google form to gain feedback on the SEND Local Offer.
A parent/carer commented that they would like to be able to access more information on after school activities (SEND Roadshow parent/carer)	Sept/Oct 2019	The team signposted to other organisations at the event as they offer similar activities and explained that the Local Offer is currently being updated.	Link has been sent out to individual with google form to gain feedback on the SEND Local Offer.
A parent/carer commented that the Local Offer is not easy to understand and could be more user friendly. (SEND Roadshow parent/carer)	Sept/Oct 2019	Signposted the parent/carer to the NCC website where the Local Offer is hosted. Feedback was recorded. Signposted to participate in offering feedback on the Local Offer as it was	Link has been sent out to individual with google form to gain feedback on the SEND Local Offer.

		explained, this is currently being updated.	
<p>Parent/carer said there is not enough information about the services and how to access them.</p> <p>(Survey response - parent/carer)</p>	Jan 2020	<p>We value all feedback we receive about the Local Offer. We are currently gathering more feedback over the coming month and aim to review and respond to individual comments in April 2020.</p>	
<p>A parent/carer suggested that parents could be told what the local offer is, where to find information, posting on social media like Gateshead and Newcastle.</p> <p>(Survey response - parent/carer)</p>	Jan 2020	<p>We value all feedback we receive about the Local Offer. We are currently gathering more feedback over the coming month and aim to review and respond to individual comments in April 2020.</p>	
<p>A parent/carer suggested that the Local Offer could include info of what is actually available and can be accessed.</p> <p>(Survey response - parent/carer)</p>	Jan 2020	<p>We value all feedback we receive about the Local Offer. We are currently gathering more feedback over the coming month and aim to review and respond to individual comments in April 2020.</p>	

<p>A parent/carer made the following suggestion - provide more specific links for different age groups (e.g. according to educational stage- early years, foundation, key stages etc.) and especially to include activity and health offers for the 16+ age group. In addition make it more directly accessible by these young people themselves.</p> <p>(Survey response - parent/carer)</p>	Jan 2020	<p>We value all feedback we receive about the Local Offer. We are currently gathering more feedback over the coming month and aim to review and respond to individual comments in April 2020.</p>	
<p>A parent/carer suggested that there could be a searchable directory and clearer links.</p> <p>(Survey response - parent/carer)</p>	Jan 2020	<p>We value all feedback we receive about the Local Offer. We are currently gathering more feedback over the coming month and aim to review and respond to individual comments in April 2020.</p>	
<p>A parent/carer commented that sometimes the Local Offer doesn't work properly on mobile devices.</p> <p>(Parent and carer focus group)</p>	Jan 2020	<p>We value all feedback we receive about the Local Offer. We are currently gathering more feedback over the coming month and aim to review and respond to</p>	<p>Parents were given a paper copy of parent consultation survey to complete for next meeting</p>

		individual comments in April 2020.	
<p>A parent/carer made comment about the look and design of the Local Offer and that it needed to be more appealing.</p> <p>(Parent and carer focus group)</p>	Jan 2020	<p>We value all feedback we receive about the Local Offer. We are currently gathering more feedback over the coming month and aim to review and respond to individual comments in April 2020.</p>	<p>Parents were given a paper copy of parent consultation survey to complete for next meeting</p>
<p>A parent/carer made a comment about the accessibility of the Local Offer and that it should be shortened with less text.</p> <p>(Parent and carer focus group)</p>	Jan 2020	<p>We value all feedback we receive about the Local Offer. We are currently gathering more feedback over the coming month and aim to review and respond to individual comments in April 2020.</p>	<p>Parents were given a paper copy of parent consultation survey to complete for next meeting</p>
<p>A parent/carer suggested that a guide to services would be useful.</p> <p>(Parent and carer focus group)</p>	Jan 2020	<p>We value all feedback we receive about the Local Offer. We are currently gathering more feedback over the coming month and aim to review and respond to individual comments in April 2020.</p>	<p>Parents were given a paper copy of parent consultation survey to complete for next meeting</p>

<p>A parent shared a comment that consideration needed to be given to the content of the Local Offer to be accessible to parents too.</p> <p>(Parent and carer focus group)</p>	Jan 2020	<p>We value all feedback we receive about the Local Offer. We are currently gathering more feedback over the coming month and aim to review and respond to individual comments in April 2020.</p>	<p>Parents were given a paper copy of parent consultation survey to complete for next meeting</p>
<p>A parent/carers felt that the links are not clear on the Local Offer, as some are pictures.</p> <p>(Parent and carer focus group)</p>	Jan 2020	<p>We value all feedback we receive about the Local Offer. We are currently gathering more feedback over the coming month and aim to review and respond to individual comments in April 2020.</p>	<p>Parents were given a paper copy of parent consultation survey to complete for next meeting</p>
<p>A parent/carers commented that the Local Offer should explain what support is available, how to get it and access it.</p> <p>(Parent and carer focus group)</p>	Jan 2020	<p>We value all feedback we receive about the Local Offer. We are currently gathering more feedback over the coming month and aim to review and respond to individual comments in April 2020.</p>	<p>Parents were given a paper copy of parent consultation survey to complete for next meeting</p>
<p>A parent/carers suggested that more information on the assessment process and appeals could be included in the</p>	Jan 2020	<p>We value all feedback we receive about the Local Offer. We are currently gathering more feedback</p>	<p>Parents were given a paper copy of parent consultation survey to complete for next meeting</p>

Local Offer. (Parent and carer focus group)		over the coming month and aim to review and respond to individual comments in April 2020.	
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