

Education and Employment

You Said (<i>when, through what route and by whom the suggestion was made</i>)	We Did (what the change was and when it was implemented)	Evidence of Impact/ Feedback
Our Time Youth Forum raised lack of employment opportunities for young people with SEND, including opportunities to do an apprenticeship or work for Tower Hamlets Council as this will help a lot of young people to access employment.	From September 2022 a pilot scheme offering five supported internships at the council will begin.	Feedback from participants on the value of the experience; percentage of YP going on to find a job as result of gaining internship experience.

Health and Mental Health

You Said (<i>when, through what route and by whom the suggestion was made</i>)	We Did (what the change was and when it was implemented)	Evidence of Impact/ Feedback
More support for families waiting for diagnosis, the child still needs support in this time	Children waiting for diagnosis can attend Children and Family Centres if they aren't attending a setting full time. Barts Health Children Therapies are starting a pilot to support the 'Invitation to Play' sessions in Children and Family Centres in January 2022. This will work with families of children with a diagnosis and those waiting for a diagnosis.	It's also good to remember that children waiting for a diagnosis can be referred to occupational therapy and speech and language therapy. Many schools buy in support from speech and language therapists
My child was diagnosed early but there was no support	See above.	

To inform the GP of the diagnosis as information has not been added to my child's record	From Jan 2022, all children diagnosed with ASD in ASDAS will have these diagnoses clearly coded and shared with GPs as part of the East London Patient Record.	ASDAS currently sends a letter to GPs with the diagnosis, a process which will continue.
More information needed about diagnosis – what is or will be possible for our children?	The ASD Pathway Review Group is looking at the diagnostic pathway. We will make sure that the process includes support for families in understanding their diagnosis.	
Emotional support for parents to help them accept SEND diagnosis would make it better-giving them an info pack is not enough	Barts Health Community Paediatrics Team have advertised for a psychologist to help support families. Unfortunately, no one applied for the post, but we will try again. We recognise the importance of psychological support.	
There isn't a CAMHS parent participation group at present	The first CAMHS Parents forum is scheduled for April 2022, we will be doing a mail drop and e-flyer to all CAMHS families. A lead officer for this group has been recruited.	Numbers of parents participating / parent feedback??

Early Years

You Said (<i>when, through what route and by whom the suggestion was made</i>)	We Did (what the change was and when it was implemented)	Evidence of Impact/ Feedback
You asked us to review the details on the local offer page. I did that and let you know the updated information that needed to be entered re the EL2 eligibility criteria	You made the changes as asked	This was done quickly and efficiently. With the new criteria on the page this would ensure that families were aware of the changes and that they may now be eligible

Children and Family Centres

You Said (when, through what route and by whom the suggestion was made)	We Did (what the change was and when it was implemented)	Evidence of Impact/ Feedback
Each CFC has 'you said, and we did' display board onsite. This allows feedback to be taken via feedback cards and responded to where families are able to see the response and changes made.	Parents requested more universal stay and play sessions as a result more sessions added to new summer activity timetable.	More sessions on new activity timetable.
Children and Family Centre annual survey	Feedback and response analyses in progress	Analyses report will highlight areas for improvement and suggestions from parents
Parents Forums meetings	Suggestions on service planning, sites and needs of families.	Minutes of PF meetings.
Website content and language used were not parent-friendly and was difficult to understand.	Engaged parents via parents' engagement group and edited pages using the Plain English initiative making reading easier with less acronyms. Changed design of website and inserted graphics depicting family services and making it look less corporate and formal.	Increase in website engagement analytics
Children and Family Centre activity leaflet was not accessible in all formats and parents requested printed folded timetables	Professionally designed locality timetables to include all details in one A5 foldable leaflet that opens to A3 size. Printed and handed out to parents. Also made accessible downloadable activity leaflet on website for download.	Feedback from parents and increase of number of leaflets downloaded and printed.

Childcare – Holiday Childcare

You Said (when, through what route and by whom the suggestion was made) taken from holiday childcare parent feedback forms	We Did (what the change was and when it was implemented)	Evidence of Impact/ Feedback
No flexibility in changing dates	Once places for the holiday scheme become full and parents request to change dates this is supported when dates are available. As COVID restrictions ease we will be able to offer more places.	Evidence will show when more places are available possibly next year.
Spaces disappear extremely quickly- need to provide more SEN places	All places have increased, and we will look into making more available post COVID	Number of bookings increased compared to last year.
Reasonable and affordable cost for 1:1 SEN	Maintain the cost for parents to make it affordable to those who need it the most.	More places for 1:1 place being taken and feedback from parents.
All I saw was a table of activities per week, I would have been happy to get more details about the facilities and some practical things like: what happens at lunch time	The website has been updated to include more information about the scheme. The newsletter times have been amended and is sent out prior to the scheme starting compared to post scheme. It holds information and pictures of what activities were delivered the previous scheme and what are planned for the next. This is then available on our website and e-mailed to all parents who book on. We will continuously update the website to include more information requested.	Feedback from each scheme shows parents have valued the information being shared and consistently updated.
When having the Covid case there should be some alternative proposed because for	The Holiday Childcare team are recruiting more staff and exploring options to have more places available.	Increase in staff in 2022

working families this was tough. Now also understandable		
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Local Offer

You Said (when, through what route and by whom the suggestion was made)	We Did (what the change was and when it was implemented)	Evidence of Impact/ Feedback
Parents and young people wanted the site to be easier to navigate and accessible for all	We have relaunched our new website in June 2021 which is more user friendly and easy to navigate with themes, colours, and sections.	The feedback from the relaunch of the site shows that parents and young people are happy with the new layout and can navigate the site more easily.
You said it is hard to find any information on the search function.	With the new relaunch of the site, we have also improved our search function where you can search by key words, theme-coloured categories, and subcategories.	The new website has helped people to find what their looking for with the new easy layout and colour coordinated themes.
Young People said they wanted a separate page for Young People Zone on the Local Offer	We have worked with the young people from Our Time Forum to create a separate new Young people Zone which went live in June 2021.	Young people have been engaging with the new YPZ.
Young People wanted a different logo for the YPZ	We have worked with the young people from Our Time forum to create a new logo for the Young People Zone.	Young people are very happy with the new designed logo.
You said you wanted to see information about “You said we did” section to be in a prominent position.	With the new relaunched of the LO site, we have added a section on the front page, so it is more accessible and easier to find.	This shows that we have been listening to all your comments and all the information is now available in one place.

<p>You said you wanted the feedback page to be in a prominent position as it was not easy to find.</p>	<p>We have added a pop up on the site, and it has also been added at the bottom of all the pages.</p>	<p>Overall, there has been an increase in feedback indicating growing satisfaction and as a result higher feedback being resolved and implemented.</p>
<p>You said you wanted more news articles, events, and relevant items.</p>	<p>News items are daily updated with also all the National Awareness days/week/months.</p> <p>We have also been adding on all the local and national events for children, young people, and parents.</p>	<p>We will continue to search relevant news items, events and information which can be added on the site. Feedback from parents and young people is very positive as over the summer we had more than 300+ activities and events added on the site.</p>
<p>You wanted a direct link to our social media pages.</p>	<p>We have upgraded all the pages to have a direct link to our social media pages.</p>	<p>This has shown an increase in social media post, likes and engagement.</p>
<p>We would like to know more information about SEND</p>	<p>We have added lots of new one minute guide factsheet which has information for parents about SEND.</p>	<p>Feedback suggest that parents are happy with all the OMG factsheet as it is easy to find and understand.</p>
<p>Links on the website were not always working.</p>	<p>Linked to information have been checked and updated where it was broken. This is checked regularly and updated.</p>	<p>Greater Satisfaction in feedback.</p>
<p>More 'Let's Talk' sessions would be helpful</p>	<p>These sessions will be planned every term.</p>	<p>The sessions have a great impact as parents and young people voice is heard. Feedback is gathered from these sessions and actioned.</p>

SEND Information Advice & Support Service

You Said (when, through what route and by whom the suggestion was made)	We Did (what the change was and when it was implemented)	Evidence of Impact/ Feedback
Our Time Forum requested more frequent meetings at different times Some YP requested virtual meetings and others to meet in person	Forum now meets fortnightly early evening and once a month Saturday Meetings are now blended – virtual and in person	Attendance has increased
Cant always attend when Centre open because of work and other commitments	Offered virtual meetings and reinstated evening appointments for working parents	Increase in numbers
Didn't understand EHC process and how best to contribute	Implemented termly EHC workshops and termly Annual Review Workshops	Feedback from sessions is excellent

Youth, Leisure & Sport

You Said (when, through what route and by whom the suggestion was made)	We Did (what the change was and when it was implemented)	Evidence of Impact/ Feedback
Young Carers said they wanted hot food in their after-school sessions.	Monday and Tuesday we provide hot food for our young carer's session	Young People and parents really appreciate the offer and said they are really happy.
CLICC young people said they wanted an app to communicate with their PA and social workers.	Care Leavers App been sourced and now Launch on Wednesday 23 rd March 22	Launch took place on Wednesday 23 rd with James and Susannah attending.
Care Leavers said they needed emergency toiletries for shower, ladies' sanitary goods and keep food for them at KitKat.	Toiletries bought, made goodie bags and kept at KitKat for care leavers and buying a fridge to keep their food because they cook every Wednesday.	Bags made and kept at KitKat.

Children's Community Therapies

You Said <i>(when, through what route and by whom the suggestion was made)</i>	We Did <i>(what the change was and when it was implemented)</i>	Evidence of Impact/ Feedback
Parents have said they want more services integrated in Children and Family Centres	Children's speech and language therapy is now offering initial face-to-face appointments in 4 children and family centres across Tower Hamlets.	Informal feedback from therapists has indicated that children are more comfortable in this environment rather than coming to a clinic room in a hospital or health setting. Building the links with children and family centres has helped our service start a pilot to support a targeted-level group in a children and family centre.
Parents said that it was difficult to contact community therapists	From mid-2020, all therapists working for Barts Health at Mile End have had work mobile phones that can be used to stay in touch with parents.	The quality and quantity of communication with parents has increased
Some families have preferred virtual appointments over face-to-face appointments	We are keeping a mixture of virtual and face to face appointments where possible. For some appointments e.g., by physiotherapists, we usually need to be with the child, but for others e.g., around coaching parents, virtual appointments also work.	Our rate of families not attending appointments has remained relatively low.