

You Said	We Did
<i>“Co producing and capturing feedback is important”</i>	We regularly meet our parent representatives and discuss key topics. The channels of communication have improved by holding regular meetings. Access to minutes and reports are provided on the Local Offer website. Further more we have introduced a feedback button onto the website which allows users to share their thoughts instantly via a simple form.
<i>“Schools struggle to understand the difference between SEN Reports and SEN Policy”</i>	We worked with the Area SENCo to create a simple, easy to read section on the website that shows the differences of the SEN Policy and SEN reports. This section is useful for parents too when they are selecting a school for their child.
<i>“I sometimes can’t find dates for drop in sessions”</i>	Our new ‘What’s On’ calendar provides users access to a whole range of events happening in the community. With this new feature, users can see the latest events on the homepage and can find out detailed information once they click on the event.
<i>“So many teams, which one is useful to me?”</i>	A ‘Who Do I Need To Talk To’ section was produced to help users navigate where best their queries should be directed to. This page shows all of the key teams and which area they specialise in. This allows users to come to the website and efficiently find the information they are looking for.
<i>“SEND Newsletter has it been released?”</i>	The SEND Newsletter is released every quarter. It is sent to professionals in education, health and social care and also to parents/carers who have requested to receive it. The Newsletter is also available via the Local Offer. The Newsletter contains information on different SEND Teams, updates from health and education and community matters. The format of the newsletter has been improved and feedback has been positive.
<i>“We want to see the latest news or updates straight away on the website”</i>	An information carousel/ banner was created on the front page of the Local Offer to promote important information and events quickly and easily for visitors to the page. The carousel/ banner has provided the opportunity for the SEND Newsletter, Inclusion Charter, Disability Register and Inclusion Summit to be promoted. Information on the carousel/ banner is changed on a regular basis and positive feedback has been given from parents/ carers saying this is how they have found out new information.
<i>“Can we get information for the youth in RBWM online, in a section or a website”</i>	A new youth service page and directory has been created on the Local Offer. This was not on the previous Local Offer. This is managed and updated by the Youth Service. The information is up to date and easily accessible ,providing information on holiday and after school activities. Parents and children and young people had asked for a Youth Service page that was easy to access and this has been created.