



## You Said, We Did

Derbyshire County Council needs to publish feedback and comments about the Local Offer. If you wish to provide feedback and comments, please email: [local.offer@derbyshire.gov.uk](mailto:local.offer@derbyshire.gov.uk) or provide feedback from clicking the link named 'Feedback' in the top right hand corner of the page - this will be present throughout your visit.

You Said	We Did	Date
Feedback was received that the information named 'Process to apply for EHCP assessment' isn't working and only displays limited amount of information - it "takes you to a page which seems to be only half loaded".	We can confirm that this issue has been investigated, and we are unable to find any technical faults - all the information on applying for an EHC Needs Assessment is also present. This page along with all the other information pages are however in the process of being reviewed, so we would be grateful to receive further feedback once this has been completed.	22/10/2020
Feedback received via the online survey that the website couldn't be read by JAWS or screen readers.	We can confirm that we have investigated this issue and that the results were encouraging. The site loaded and performed well using NVDA screen reader. With regards to JAWS, the license and cost to buy this product is very significant, so we were unable to test this.	01/12/2019
The information is clear and the site easy to get around. In Early Years SEN services are listed which Early Years Panel can refer to, but not the VI Service. Why is this?	Confirmation has been given that the Early Years Panel can make a referral to the Visual Impairment Service. The information has been updated.	22/10/2019
Feedback was received that more information on 'Acquired brain injury' for schools, young people and children was not available on the Local Offer	There was a technical fault with the Local Offer which has now been rectified, so you can search for schools and information on Acquired Brain Injury.  Several support groups have now been added and websites on Brain Injury for both adults and children.	28/08/2019
All parents agreed that there is a big gap in service for access to timely speech and language therapy	There is a designated tile for Speech & Language under Support for Families. In addition, there is an NHS Speech and Language Therapy tile under Health.	05/06/2019
Oldham MBC and Stockport Local Offer's to be added.	These have been added to the Local Offer  <a href="https://localoffer.derbyshire.gov.uk/#!/model/page/information/26980">https://localoffer.derbyshire.gov.uk/#!/model/page/information/26980</a>	28/05/2019
A request was made for an Preparing for Adulthood Form to be emailed to a school south in the County which wasn't present on the website.	Guidance was provided to the school advising them to contact Derby City Council as the school was based in Derby City.	14/03/2019
A request was made to add 'Speech and Language Therapy' at Chesterfield Royal.	These have been added to the Local Offer	05/03/2019
Too add local provisions in Chesterfield: Fairplay, CCT Community Enablement Team & Chesterfield Autism Acceptance Project	These have been added to the Local Offer	18/01/2019
There is a gap in service for support to enable people with autism to provide their own personal care	Derbyshire County Council are currently undertaking research to address this gap. Thank you for your feedback.	Verbal feedback
There is nothing for my son to do in the 6 weeks holidays, he has full school hours of support term time but I am left with absolutely no support in the holidays. I haven't been signposted for additional support for myself but I am aware that there isn't much available for carers.	Thank you for this feedback. As the Local Offer has been re-designed and developed, we have now added information for Carers, however we are wanting to expand this into Derbyshire's rural communities. If you would like to see information on Carers and providers available, please look under Support for Families in which there is a tile named 'Carer Services'.	
No CAHMS team in North or South of the county	These have now been added to the Local Offer.	