

You Said, We Did - 2021/2022



DERBYSHIRE LOCAL OFFER

Derbyshire Local Offer publishes feedback and comments received about the Local Offer website and provision.

If you wish to provide feedback or comments, please email: local.offer@derbyshire.gov.uk, or provide feedback by clicking the link named '[Feedback](#)' in the top right hand corner of the homepage.

You Said:	We Did:	Date:
<p>There are no email addresses on the SEND Locality contact details.</p>	<p>Thank you for providing this feedback. To resolve this issue, we collated email addresses for all SEND Officers for each locality and have published these on the 'SEND Officer in your Area' page on the new Local Offer in June 2022.</p>	<p>22/04/2021</p>
<p>The site needs a clear search function so that parents can search by service or need – having sections is fine, but if the names of those sections don't clearly explain what's in them, or are named with titles that are not parent-friendly, then it's really hard to find the information you want.</p>	<p>Thank you for providing this feedback. We have re-designed the whole of the website and introduced a search function to the new Derbyshire Local Offer site which launched in June 2022.</p>	<p>01/12/2021</p>
<p>The search function needs to be able to operate on very simple keywords that would be well-known to lay people and parents, so e.g. typing in 'speech', or 'talking' or 'communication' would get me to the local SLT service page as well as any other local initiatives supporting speech, language and communication, whereas 'deaf' or 'hearing' or 'ears' might get you to audiology, ToD and other related services.</p>	<p>Thank you for providing this feedback. To aide with this issue, we added functionality to the site to enable us to add 'Keywords' to relevant pages. If a page contains a Keyword, when searching, the page will be returned in the search results. We collaborate with the author of the content to identify and acquire these keywords during publication and reviews.</p>	<p>01/12/2021</p>

You Said:	We Did:	Date:
<p>Within each service listing, it would be helpful if there were a brief summary of what it is/does, basic criteria (no more than a paragraph) and then link to their own website or (if no website available) clear contact details would be helpful, inc details of how to refer or access the service.</p>	<p>Thank you for providing this feedback. We have committed to ensuring that any page publications contain at least, a paragraph to explain the service, any criteria for involvement, and links to relevant documents or websites. We want to ensure that pages are robust and contain the necessary information.</p>	<p>01/12/2021</p>
<p>It might be helpful to list sections with clear titles as per the Blackpool offer, where it's clear what's going to be inside each section and parents can navigate swiftly to the area they most need at that time – e.g. 'travel' if they are looking at school transport, or 'preparation for adulthood' if they are thinking about transition.</p>	<p>Thank you for the feedback. The Derbyshire Local Offer website was redesigned and launched a new website in June of 2022. This feedback formed part of the design requirement during the new website implementation. Clear sections can be found on the homepage featured within the tiles, or in the top section of the site in drop-down menus.</p>	<p>01/12/2021</p>
<p>A search for Derbyshire Special Schools which is one of our most used links came up with 5 pages of information. None of which was a link to information about Derbyshire Special Schools.</p>	<p>Thank you for the feedback. We collaborated with the quality assurance manager for the Local Offer. Together, we identified the special schools within Derbyshire. We acquired links to their home page, SEND Policy and SEND Information Report. This was collated and published within the Education and Learning page, under Derbyshire Schools Information.</p>	<p>26/07/2022</p>
<p>It would be helpful for parents to be able to put a key word in the Local Offer search bar so that they can locate specific information quickly.</p>	<p>Thank you for the feedback. We conducted testing of the Search Bar using different devices and internet connections. We found that the search bar functioned as intended, however, a message was featured in a blue banner on the site which we believed to have covered the search results, which failed to prompt the user to scroll down. This has since been removed. Instructions on how to use the search function were also sent to the site visitor who provided feedback.</p>	<p>26/07/2022</p>
<p>The links in the top tabs don't function correctly.</p>	<p>Thank you for the feedback. We are aware that some of the links do not function. New functionality on the site is being phased. We plan to resolve this issue within the first quarter of 2023.</p>	<p>20/09/2022</p>

You Said:	We Did:	Date:
Spectrum Festival Lea Green 2022: The website is boring for young people and I feel young people wont use it.	Thank you for the feedback. The Derbyshire Local Offer website was redesigned and implemented in co-production with 'The Friends of the Local Offer' and 'The Local Offer Steering Group'. 'The Friends of the Local Offer' is a group of young people who live in Derbyshire and during discussion they feedback that the design of the Local Offer was to be clean, clear and concise. We will continue to work with 'The Friends of the Local Offer' and take feedback from other co-production opportunities on the development of the website and how to make it more engaging for young people.	24/11/2022
Spectrum Festival Lea Green 2022: We want to see more community groups on the site that can offer support to the SEND Community and parents of.	Thank you for the feedback. The Derbyshire Local Offer website was relaunched in June of 2022. The website was designed to be clean, clear and concise. The website features searches such as the 'Community Directory for Families' and 'Things To Do'. These searches are being continually updated and added to.	24/11/2022
Spectrum Festival Lea Green 2022: We want to see more information on transport to schools.	Thank you for the feedback. The Derbyshire Local Offer website contains links to information regarding transport and the policies relating to this. This can be found in the 'Travel and Transport' section of the website.	24/11/2022
Spectrum Festival Lea Green 2022: We want to be able to rate and comment on particular school's information such as TripAdvisor or Trustpilot.	Thank you for the feedback. The Derbyshire Local Offer web team recommend that if an issue with a particular school's information is found, the best way to resolve this is to contact the school directly for comment. The school can then resolve their issue with the information.	24/11/2022
Spectrum Festival Lea Green 2022: We want more guidance as to where we can seek help and support on the journey to diagnosis.	Thank you for the feedback. The Derbyshire Local Offer Steering Group have accepted this piece of feedback and are discussing the best way to implement this requirement on the site. We are working in conjunction with Joined Up Care Derbyshire to detail the support available to you before, and during the journey to diagnosis.	24/11/2022
Spectrum Festival Lea Green 2022: We want direct contact details for each department/service.	Thank you for the feedback. The Derbyshire Local Offer web team are working with services and teams to review and update the information for their provision on the website. This is an ongoing activity to ensure the information is correct. Many of these service pages have been updated with direct contact details where relevant, and others are due to be updated in due course.	24/11/2022

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Spectrum Festival Lea Green 2022: The Local Offer should be advertised to local groups, organisations and specific contacts because not enough people know it exists.	Thank you for the feedback. The Derbyshire Local Offer web team have recently relaunched the website on a new platform and have been working to publish information that is up to date and relevant. The Derbyshire Local Offer web team are exploring available options to raise awareness of the site. The team have already reached out to services within Derbyshire County Council to request promotion on their behalf where possible. Schools have been contacted to also raise awareness of the Derbyshire Local Offer to children and young people, and parents and carers.	24/11/2022
Spectrum Festival Lea Green 2022: We want more information on assessment, funding and support available without a diagnosis.	Thank you for the feedback. The Derbyshire Local Offer Steering Group have accepted this piece of feedback and are discussing the best way to implement this requirement on the site. We are working in conjunction with Joined Up Care Derbyshire to detail the support available to you before, and during the journey to diagnosis.	24/11/2022
Spectrum Festival Lea Green 2022: Information for groups and organisations needs to be up-to-date. Some groups listed say they are accessible but when attending, are not suitable for people with SEND.	Thank you for the feedback. All providers and service details will be checked before being added to the new Local Offer Website which launched in June of 2022. All services and providers are now required to provide direct contact details. The Derbyshire Local Offer Team recommend that visitors check with the provider before attending to make sure the provision is suitable and meets your requirements.	24/11/2022
I do not know where to submit my form. Please can forms include this?	Thank you for the feedback. The Derbyshire Local Offer web team are working with services and teams to review and update the information for their provision on the website. This is an ongoing activity to ensure the information is correct. Many of the forms now contain direct instruction on how to submit the completed form. The Local Offer web team are committed to update further forms as they are reviewed by the service.	21/12/2022