



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](mailto: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:
The Education.SENAdmin email doesn't work. Please provide a working email address and telephone number.	Thank you for the feedback. The Education.SENAdmin Email address is no longer in use. The service have reviewed their processes and introduced new email addresses depending on your type of query. Please view 'SEND Service Contact Details' page for new contact details.	23/01/2023
I would like direct contact details for colleagues of the SEND service.	Thank you for your feedback. This feedback has been provided to the SEND Service. We have asked the service to review the feedback and also requested that they consider updating the relevant Derbyshire Local Offer website pages.	16/02/2023
Some PDF forms on the website do not offer enough space to type in a lot of text. When a lot of text is typed in, the text auto-resizes and shrinks. It becomes unreadable.	Thank you for your feedback. The forms that were mentioned in the feedback have been checked. We collaborated with the relevant service that own these forms and discussed how the forms needed to be changed to resolve this issue. To resolve the issue, we concluded that the form field would be increased in size. Forms published on the Derbyshire Local Offer must be in PDF format to enable all visitors of the site to complete the forms without the requirement for specialist, licensed software such as Microsoft Word.	21/03/2023
I am unable to sign in to complete the Inclusion Panel Referral Form. This is causing severe delays in submitting information.	Thank you for your feedback. The online Inclusion Panel Referral Form is hosted on the Derbyshire County Council website and doesn't strictly require you to be signed-in. You can progress without signing in. To resolve this issue, we now direct the user straight to the form to bypass the sign-in page. We will monitor this further and may revert this decision when other improvements have been made.	04/04/2023
Derbyshire Parent Carer Voice Event: Please introduce a clearer pathway for procedures with options to follow.	Thank you for your feedback. We are developing a way to present information in collaboration with services in Derbyshire as part of a pathway approach to support this feedback.	28/06/2023
Derbyshire Parent Carer Voice Event: Please introduce a page dedicated to information to help us discuss SEND matters with schools.	Thank you for your feedback. A request for information has been sent to Schools and Learning Leads, and to Derbyshire Information Advice and Support Service (DIASS) to develop this.	28/06/2023
Derbyshire Parent Carer Voice Event: Please introduce advice to help me motivate my child to take part in events and activities.	Thank you for your feedback. A request for information has been sent to Schools and Learning Leads, and to Derbyshire Information Advice and Support Service (DIASS) to develop this.	28/06/2023
Derbyshire Parent Carer Voice Event: Please introduce different ways of communicating information such as videos with narration and subtitles, or a group of people recorded discussing a relevant topic.	Thank you for your feedback. This item is being considered as part of the ongoing development work. The Local Offer Steering Group is planning to look at different ways to effectively present information to different audiences.	28/06/2023
Derbyshire Parent Carer Voice Event: Could you work with local children's organisations to include children's work such as illustrations?	Thank you for your feedback. This item is being considered as part of the ongoing development work. The Local Offer Steering Group is planning to look at different ways to effectively present information to different audiences.	28/06/2023
Derbyshire Parent Carer Voice Event: Please could you introduce a section for care-experienced families with links to National Association of Therapeutic Parents (NATP).	Thank you for your feedback. A request for information has been sent to relevant leads to progress this. Links to NATP have been added to the Derbyshire Local Offer 'Care and Support Services' Directory.	28/06/2023
Derbyshire Parent Carer Voice Event: Please could you include Adoption UK and Fostering UK on your website?	Thank you for your feedback. Links to Adoption UK and Fostering UK have been added to the Derbyshire Local Offer in the 'Care and Support Services' page in the 'Information On Other Websites' section.	28/06/2023
Derbyshire Parent Carer Voice Event: Could you introduce videos to the website?	Thank you for your feedback. Videos are now publishable on the Derbyshire Local Offer. Some videos are already live on some pages. We are in the planning stage to create our own videos to better present the information on the different types of audiences.	28/06/2023
Derbyshire Parent Carer Voice Event: I would like to see an age-based pathway approach to help me find information about specific aged children who aren't attending school.	Thank you for your feedback. This request has been provided to services in Derbyshire. The Derbyshire Local Offer team are working with them in collaboration to develop a pathway approach.	28/06/2023
Derbyshire Parent Carer Voice Event: You should link with Derbyshire Independent Advice and Support Service (DIASS) to keep all the information in the same place.	Thank you for your feedback. Links to DIASS are featured on the Derbyshire Local Offer website in many relevant locations, however, DIASS is an independent organisation, therefore their information and website is published on their own website and kept separate to the Derbyshire Local Offer.	28/06/2023



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Derbyshire Parent Carer Voice Event: Please could you add information to the website about Autism and ADHD.	Thank you for your feedback. The Derbyshire Local Offer is working in collaboration with the relevant services to introduce information about Autism and ADHD on the Derbyshire Local Offer website. The section will educate visitors about the disorders and provide useful information to aid in supporting children or young people with ADHD/Autism. The Autism Outreach section of the website was also overhauled in December 2023.	28/06/2023
Derbyshire Parent Carer Voice Event: The headings for the drop down menus on the website are confusing. The titles need to be easier to understand.	Thank you for your feedback. A review of the language used on the website is being undertaken and some changes have already been introduced. More will be reviewed with the relevant services.	28/06/2023
Derbyshire Parent Carer Voice Event: To make it easier, could you introduce a section dedicated to life stages that contains information like how to find a school for my child, how to find alternative provision, support groups suitable for the age etc.	Thank you for your feedback. A request for information has been sent to Schools and Learning Leads to develop this.	28/06/2023
Derbyshire Parent Carer Voice Event: Please can you make it easier to find the Alternative Provision Directory? I cannot find it. It seems to be buried.	Thank you for your feedback. The Alternative Provision directory has been moved from the main Derbyshire County Council website, onto the Local Offer website and is featured on its own dedicated page. You can also access this from our recently published 'Search our directory of providers' tile on the homepage, or by using the search function.	28/06/2023
Derbyshire Parent Carer Voice Event: Information on the site needs to be clear and simple to reduce worries and stresses of parents. Sometimes, information can be all over the place on these types of websites which lead you down a rabbit-hole.	Thank you for your feedback. We are developing better ways to present information to multiple target audiences, in collaboration with services in Derbyshire as part of a pathway approach to support this feedback.	28/06/2023
Derbyshire Parent Carer Voice Event: I would like you to introduce pathways for different needs so that it is clear which support is available and what should be provided and at what point.	Thank you for your feedback. We are developing a way to present information in collaboration with services in Derbyshire as part of a pathway approach to support this feedback.	28/06/2023
Derbyshire Parent Carer Voice Event: Please make it clear who is responsible for making referrals to each service.	Thank you for your feedback. A review of all content whereby a 'referral' is needed will be carried out and clear information on who can do this will be added.	28/06/2023
Derbyshire Parent Carer Voice Event: Please introduce a simple list of useful phone numbers.	Thank you for your feedback. A request has been placed with the relevant services to publish this information.	04/07/2023
Derbyshire Parent Carer Voice Event: I would like additional guidance and support when completing forms.	Thank you for your feedback. Advocacy services have been collated and published on its own dedicated page within the 'Care and Support Services' section of the website.	04/07/2023
Derbyshire Parent Carer Voice Event: I would like more information on holiday clubs.	Thank you for your feedback. Derbyshire County Council's 'It's About Me' website contains useful information about the Holidays and Activities Food Programme and how to sign up. The link for this website has been included on the Derbyshire Local Offer in the Leisure and Activities section. When we are notified about other holiday clubs, we may also publish them on the 'latest' section of the Derbyshire Local Offer, so please keep an eye on this page.	04/07/2023
Derbyshire Parent Carer Voice Event: I would like more information about support around early diagnosis.	Thank you for your feedback. A request had been placed with the relevant service to provide us with information to publish on the Derbyshire Local Offer.	04/07/2023
Derbyshire Parent Carer Voice Event: I would like more information on holiday clubs and activities in the High Peak.	Thank you for your feedback. Derbyshire County Council's 'It's About Me' website contains useful information about the Holidays and Activities Food Programme and how to sign up. The link for this website has been included on the Derbyshire Local Offer in the Leisure and Activities section. When we are notified about other holiday clubs, we may also publish them on the 'latest' section of the Derbyshire Local Offer, so please keep an eye on this page. This feedback has also been provided to relevant contacts for consideration when planning holiday clubs and activities.	04/07/2023
Derbyshire Parent Carer Voice Event: Some of the items advertised on the Derbyshire Local Offer Latest could be included in the Things to Do directory as well.	Thank you for your feedback. A review of the historic articles published enabled the team to add some of the organisations to the Things to Do directory. We commit to reviewing future articles for suitability of inclusion to the Things to Do directory and many new providers have already been added. We also check the accuracy of the information published periodically to ensure the information is correct.	05/07/2023



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I have found the information on the Disability Access Funding but can't seem to find a referral form for this?	Thank you for your feedback. This feedback was provided to the relevant stakeholders for the Disability Access Fund. The instruction has been updated on the Early Years SEN - Disability Access Fund page to guide Early Years providers to the Derbyshire Early Years and Childcare Provider Portal to complete the application.	18/07/2023
It would be really useful to link to the wealth of information on Autism on the Derbyshire main website. People who come here to search might not think to look there, but there is a lot more information there which could be really useful to parents/carers/young people.	Thank you for your feedback. A link has been added in the Related External Links section of the Autism Outreach page of the Derbyshire Local Offer.	13/09/2023
The button to search the Alternative Provision Directory on the Alternative Provision Directory page isn't working correctly.	Thank you for your feedback and for notifying us of this issue. After contacting the relevant admin team, we were informed the system hosting the Alternative Provision Directory was being updated. As the system was being updated, it had been taken offline temporarily. We scan the links featured on the website every week-day to check for any failures to allow us to resolve as quickly as possible.	12/10/2023
When browsing on mobile, the title box at the top of each page with an arrow doesn't load extra content when clicked.	Thank you for your feedback and for notifying us of this functionality. When browsing via mobile, the box at the top of each page is used for the title of the page, which then includes titles of sub-pages below it, if applicable. Clicking the title link for the page you are reading is not intended to load additional content. We understand that the arrow in this box leads visitors to believe that additional content should be loaded. We will retain this feedback to consider removal of the arrow during future development activities to streamline the visitors experience.	23/10/2023
Please provide clear instruction on how to be included on the Alternative Provision Directory.	Thank you for your feedback. To be included in the Alternative Provision Directory, please email the Local Offer inbox. We will liaise with the relevant service to begin the onboarding process.	04/12/2023