

## You Said, We Did

User feedback is very important to us and we value all your comments. We want Wakefield's Local Offer to meet your needs and be fit for purpose. To do this we need your help so please continue to contact us and tell us about your experience using the Local Offer and how we can make it better.

We have consulted with and received feedback from Parents/Carers, Children and Young People, Schools, Colleges, NHS and Voluntary/Community sector groups.

We have been continuously developing Wakefield's Local Offer and have made many improvements, below are the main changes based on user feedback;

- Cartoon icons have been replaced with images of real people to make the Local Offer more engaging to users.
- A calendar has been added to the homepage so users can easily find information on upcoming events and activities.
- A 'Glossary' can be conveniently found in the bottom left of the screen so users can quickly find out what Special Educational Needs terms and abbreviations mean.
- We have created a Special Educational Needs Facebook page so the Local Offer is linked to social media, the link can be found on the homepage. The Facebook page aims to inform users of the latest SEND events, training and information in the Wakefield district.
- Three animation videos have been created to help people understand the SEN Support and Education, Health and Care Plans process.
- An improved search tool has been introduced allowing users to find what they are looking for quicker and easier. There are also filters for the search results.
- BrowseAloud has been added making it more accessible for visually impaired users and/or to assist users with reading text.
- British Sign Language videos have been added to the Education, Health and Care Plan section ensuring Hearing Impaired users can access this information.
- On sections such as Education, Health & Care Plans and Personal Budgets information has been broken down using tabs and drop down boxes which makes information easier to read. Also, this allows the user to find information they are looking for quicker.

- A Feedback form and Survey have been added allowing users to give their feedback on the Local Offer. This enables us to monitor how the Local Offer is being received and what changes need to be made.
- A wide range of categories have been introduced allowing more services to be added and organised in a better way so the user can find what they are looking for.
- Hover buttons have been introduced allowing users to quickly view sub-categories.
- More information on services has been added throughout.
- Icons have replaced generic symbols so each service has an identity. This has enhanced the appearance and has made it easier for users to find the service they are looking for.
- Wakefield's Local Offer is now smartphone and tablet friendly.
- A Preparing for Adulthood Guide has been produced to assist Post-16 users in making their future choices.
- A 'Print Page' button has been added, allowing the user to easily print the information they need.
- A 'Visit website' button can be found on each service information page directing users to further information.

## Your comments and Our answers

We value and consider all your comments, and where possible strive to action these. Below are some of the comments we have received along with our answers.

### Do you find Wakefield's Local Offer website easy to use?

**Your comment:** Search doesn't work. Can't find dieticians. Can't find therapeutic Crisis Intervention. Can't find sleep workshops, all things I've heard about just can't find them on here!

**Our answer:** *We have now introduced a new and improved search function with filters which should make finding support services easier. We will explore dieticians, therapeutic crisis intervention, sleep workshops and add these services as soon as possible.*

**Your comment:** Information around clubs and activities can be buried and difficult to find, Information about support services is also difficult to find

**Our answer:** *The new search function should solve this problem. We have also introduced a range of 'tabs' as sub-categories which further split services.*

**Your comment:** I've been told about a listing service Mrs Rowley does on Saturday. I can't find it.

**Our answer:** *We are unaware of this service. Please tell us which service you mean and we will ensure it is on the Local Offer and easy to find. Please email us: [SEND@wakefield.gov.uk](mailto:SEND@wakefield.gov.uk)*

**Your Comment:** On the home page, the menu is all below the fold. All the icons are the same - where are the logo's of the organisations? When I go down a path e.g. young adults/social care the back button works fine, but it is not where users expect it to be, so the first couple of times I used the browser back button and it doesn't work (or takes so long that effectively it doesn't work). View our video - I clicked the link and the vid started playing, then I clicked the x in the corner and the video disappeared but continued playing. When it had finished I clicked the link again and it took me to the end page for the vid - i.e. it should start the video again, not show me what other vids I can see, I had to reload the vid to see it again. I don't have time to do a full usability scoping of the site, but this is what I've seen in 5 mins.

**Our answer:** *We have reorganised the homepage to make room allowing us to fit more of the menu on the screen but it isn't possible to fit all the menu on one screen, however most websites are like this and very little scrolling is needed to explore the Local Offer homepage.*

*Logo's for organisations are starting to appear and this is something we will continue with until all organisations have a logo or symbol.*

*The browser back button now works and the issue with the video has also been fixed.*

**Your comment:** Still a work in progress improving but needs to be easier still a little disjointed although opening page improved. Seen improvement in the look but need to improve the navigation element and sections category still. Where is social care ??

**Our answer:** *Thank you, we are pleased it has been recognised that the Local Offer is improving as a result of your feedback and our work. We feel navigation has been further improved recently with more sub-categories and a new search tool with filters. We are also exploring further tools to help the user navigate around the site.*

*The Social Care category sits under all age groups, please contact us with further comments:  
[SEND@wakefield.gov.uk](mailto:SEND@wakefield.gov.uk)*

**Your comment:** Although criteria for short needs breaks should be included also and direct payments, parents need to be aware about what they are entitled to and information should be easy accessible and easy to understand.

**Our answer:** *Shorts Breaks is currently under review and a Short Breaks Statement will be published on the Local Offer as soon as possible which will include information on the criteria. Information on Direct Payments is also being reviewed and we hope to update this section also.*

**Your comment:** unable to find where to register our details

**Our answer:** *Currently you can contact us by completing the 'Contact Us and Give Feedback' section which you can access from the homepage, we will then be able to store your details. We are aware this needs to be made clear and we are in the process of improving this.*

**Your comment:** too much information to look at - need to be able to refine the search more. I ended up looking at lots of irrelevant services.

**Our answer:** *Services have been further categorised and we have a new search function with filters.*

**Your comment:** Information is not in the sections I would expect it to be. i.e. no childcare information in post 11 section

**Our answer:** *Childcare has now been added to the post 11 section and we have re-organised some areas of the website.*

**Your comment:** You click Primary takes you to next link, but when click on education and healthcare next page is blank. As a busy parent I would be put off immediately.

**Our answer:** *Some users have had the issue of pages not loading up, however the Local Offer website has been moved onto a new and improved web platform which should solve this issue. If you still experience this problem please try refreshing your screen. If the problem still persists please update your Internet Explorer to a later version.*

## **What do you think to the appearance of Wakefield's Local Offer website?**

**Your comment:** Get a search function that works!

**Our answer:** *We now have a new search function that works and is a big improvement.*

**Your comment:** It is a lot better than other Local Offers from neighbouring LAs!

**Our answer:** *Thank you, we will continue developing our Local Offer. Please continue to give us feedback on how we can do this to meet your needs.*

**Your comment:** It looks archaic.

**Our answer:** *We have improved the appearance by replacing cartoon images with images of real people. We understand the appearance may not be as exciting as some websites but this is due to accessibility issues for visually impaired users. This means we have to be careful what we can and can't display: for example flashing images.*

**Your comment:** Improving

**Our answer:** *Thank you*

**Your comment:** Abbreviations should not be used i.e. BSL This would be better in brackets and the full word written out , this will make the site easier to understand

**Our answer:** *We will shortly be asking all services to review their webpages which should hopefully solve this issue. We will also have access to a content management system allowing us make minor changes ourselves.*

**Your comment:** The photos look 'American' and don't really show people with disabilities doing anything. They are just standing in a group of people. When you click on the boxes under schools it just takes you to their website. It should specify exactly what they offer to children with SEND.  
Needs photos

**Our answer:** *We are always on the lookout for more suitable photos we can use, especially of local Children and Young People with a Special Educational Need and/or Disability. However, these images are difficult to find as all images used must have consent. If you have any suitable images please contact us: [SEND@wakefield.gov.uk](mailto:SEND@wakefield.gov.uk)*

*We will shortly be populating secondary schools with information of what a school offers children with SEND.*

**Your comment:** Basic

**Our answer:** *We feel the Local Offer has now developed from a basic look. It is important the Local Offer isn't too technical for some of the people who may use it. It has been designed in a way that has a clean easy to use look, making it easy to understand and navigate.*

**Your comment:** The pictures are rubbish!

**Our answer:** *We are always on the lookout for more suitable photos we can use, especially of local Children and Young People with a Special Educational Need and/or Disability. However, these images are difficult to find as all images used must have consent. If you have any suitable images please contact us: [SEND@wakefield.gov.uk](mailto:SEND@wakefield.gov.uk)*

**Did you find what you are looking for?**

**Your comment:** I was looking for information about short break providers in the area

**Our answer:** *The Short Breaks Service is currently being reviewed and information will be made available as soon as possible.*

**Your comment:** Barnardo's supporting parents (complete support plans)

**Our answer:** *We will contact Barnardo's asking if they can supply this information for our Local Offer.*

**Your comment:** Asperger's Support groups

**Our answer:** *We have added more support services around Autism and Asperger's.*

**Your comment:** social care

**Our answer:** *We have added more Social Care services and are still looking for more.*

**Your comment:** The care element of an EHC plan

**Our answer:** *You should be able to find all the information you need on Education, Health and Care Plans in the relevant section - <http://wakefield.mylocaloffer.org/education-health-and-care-plans>*

**Your comment:** need more information re post 19 options around supportive employment and social care day provision post 19

**Our answer:** *We have added more information around these options and we will continue to expand this area.*

**Your comment:** Social groups no times or days were rarely given and whether or not the social groups for 5-11 operated term time weekends or evenings this would be really helpful to see where there's gaps in provision and see what is actually available . Especially for children who have got limited social skills (autism) and have reduced ability to socialise and make friends or physically disabled.

**Our answer:** *Unfortunately we do not have ownership of all the webpages on the Local Offer. The responsibility to update and display the relevant information for users is that of the service. We will shortly be asking all services to review their webpage and include useful details such as group meeting times etc.*

**Your comment:** Information on individual 1-1 swimming lessons

**Our answer:** *There is a service for Disability Swimming on the Local Offer - <http://wakefield.mylocaloffer.org/disability-swimming> Please contact them for information on individual swimming lessons. Unfortunately we aren't aware of any other swimming groups offering 1 to 1 lessons for children and young people with SEND, however, if you are aware of any please let us know.*



**Your comment:** Non-sports based activities, training & tried searching using autism and hardly any services come up!

**Our answer:** *Please try using the new search function. We will activity seek new services for non-sports based activities.*

**Your comment:** Childcare for post 11s

**Our answer:** *Childcare has now been added to all age groups with information on who to contact.*

**Your comment:** To find links to local schools

**Our answer:** *Links to all local schools are on the Local Offer. Please explore the Education categories and you should find a list of all schools within the Wakefield District.*

### **If there were three things that you could change or add in relation to Wakefield's SEND Local Offer, what would they be and why?**

**Your comment:** More autism teacher training

**Our answer:** *More Autism support services have been added to the Local Offer. We are also hoping to add some Autism teacher training shortly.*

**Your comment:** Search bar and filters

**Our answer:** *Filters have been added to the search tool. We are currently exploring the possibility of introducing a search bar which will enable the user to move around the Local Offer website quicker and easier.*

**Your comment:** More detailed information on what post 19 education is on offer

**Our answer:** *We have added a Preparing for Adulthood guide which includes more information on Post 19 Education. There are also services such as UCAS on the Local Offer which covers Post 19 Education.*

**Your comment:** Extra details of social activities days , times , term time , weekends , frequency otherwise parents have to do lots of leg work

**Our answer:** *We have added a calendar which users can easily access on the homepage. We add information of any events which are brought to our attention. If you would like to add news of any events to the Local Offer calendar please contact us: [localoffer@wakefield.gov.uk](mailto:localoffer@wakefield.gov.uk)*

**Your comment:** More photos of the activities, so the young people have an idea of what goes on.

**Our answer:** *This is a good idea and something we will explore. Currently we have chosen to use organisations logo's. It is very difficult for us to use photos of children and young people doing activities because of consent and copyright issues.*

**Your comment:** Better search functionality- e.g. everything relevant to ASD families

**Our answer:** *The search function has been improved so search terms such as ASD and ADHD return the appropriate results.*

**Your comment:** To include all statutory elements

**Our answer:** *We frequently audit the Local Offer website and we are aware of all statutory elements. We are currently reviewing some of these to ensure we are completely compliant.*

**Your comment:** more detailed information on what is on offer post 19 social/ day opportunities

**Our answer:** *This is an area we are actively looking to develop.*

**Your comment:** Information from the organisations about how they will specifically include children with SEND

**Our answer:** *Organisations have ownership over their own webpages and what information is included. All webpages will be reviewed and organisations will be asked to provide this information.*

**Your comment:** Pathway information from pre-diagnosis, i.e. where to get help

**Our answer:** *This is an element of the Local Offer which needs improvement. Work is already underway to include more information on pathways, process walkthrough etc.*

**Your comment:** to prepare to develop it more to include the emarket element

**Our answer:** *The web platform already has the functionality of an emarket. This will be utilised at the appropriate time.*

**Your comment:** Simple terms and language for everyone to understand

**Our answer:** *Organisations have ownership over their own webpages and what information is included. All webpages will be reviewed and organisations will be asked to use simple terms and language.*

**Your comment:** Less reliance on being able to read, use of symbols and photographs to show what is going on.

**Our answer:** *As mentioned we would like to include more photographs but this is difficult due to consent and copyright issues. However, this is something we will continue trying to improve upon and incorporate more symbols/photographs. Also, Browse Aloud software has been added to the Local Offer which enables users to listen to the text, rather than read it.*

Thank you for all your feedback –  
For further comments please contact us at: [localoffer@wakefield.gov.uk](mailto:localoffer@wakefield.gov.uk)