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| **You said…** | **We did…** |
| “The Direct Payment system is hard to understand and can be unclear for parents and carers.” | An online drop in question-and-answer session has been arranged for parents and carers on Tuesday April 20th at 11:00am. It is planned that a similar session will be run again after a few months to address any further issues that have arisen and to ensure that information can be updated. |
| “Relevant local information can be difficult to locate on the Local Offer pages.” | Work has been undertaken to add links signposting to important local information at the top of the landing pages for each section. This will be rolled out across all sections of the Local Offer. |
| “Professionals know everything about us, but we don’t know much about the professionals.” | Staff passports/pen portraits are being added to the Local Offer pages so that children and young people and their parents/carers will be able to find out about the professionals that they are dealing with.  Inclusion Team information will be available on the Local Offer in the Summer Term and SEN Team will follow shortly. |
| “The Local Offer can be difficult to navigate as the Bury Directory banner and tabs are very prominent at the top of the page which is confusing.” | The Bury Directory banner has now been removed from the Local Offer pages and the tabs have been simplified to make it easier to use. |
| “The SEN Team can be difficult to get in contact with and my phone calls are not always answered or returned.” | The number of lines and call handling agents for our customers to be able to contact us has now been increased.  In the event a case worker is not available every attempt will be made to place the call with the case worker supervisor/team manager. The SEN team supervisors/team managers monitor any messages to ensure the calls are then followed up. |