

Bury Local Offer Feedback Report 2015

Along with all other Local Authorities Bury Council has a 'Local Offer' which has been in place since September 2014. Bury's Local Offer sets out provision which is available for children and young people with SEN and disabilities, aged 0 to 25, including education, health and social care services.

Over the last 12-18 months a number of awareness raising and feedback sessions have taken place about the Local Offer for both internal and external services and groups and these include:

- Bury Parents Forum - an independent service who work with families that have children with additional needs / disabilities
- Private, Voluntary and Independent Childcare Providers
- Child Development Centre
- Inclusion/Vulnerable Children Team
- Early Years Team
- Integrated Youth Support Service
- Connexions
- School Traded Services
- Sports & Physical Activity Service
- Leisure
- Childrens Social Care, Teams 1 - 4
- Early Help Team
- Multi Agency Safeguarding Hub (MASH)
- Child Sexual Exploitation Team
- Safeguarding Team
- Children's Disability Service
- School & College Transport
- Councillors
- CCG/Health Partners
- Education - Additional Needs Team
- Health and Wellbeing Board
- Head Teachers
- SENCO's (Special Educational Needs Coordinators)
- LLDD (Learners with Learning Difficulties and/or Disabilities) Partnership
- Childrens Trust
- School Nurses
- Health Visitors
- Children's centre staff – Hub Managers, Administrators & Outreach Workers

The local offer was also shared at the Share Our Services event organised by Bury Parent’s Forum which was attended by many families and professionals throughout the day. In addition to the above, feedback has also been received via email and the contact us section on the local offer, some of the feedback and resulting actions are below:

| Feedback | Response |
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| <p>When I click on a subject I want to see information about that subject before I start to look at the services in there</p> | <p>We are in the process of building new 'landing pages' which will provide more detail on a particular area of information, as well as linking to the entries within that category. We hope to have these up and running by the end of the year.</p> |
| <p>Need to see summary information on a school so that if they have a particular specialism I can see it rather than just a link to their SEN report, even if they're not a special school</p> | <p>We have reviewed the entries for all schools and added summary information where appropriate.</p> |
| <p>Can we have more information on SEN changes and what it means for nurseries and can it include information about funding for nurseries?</p> | <p>New entries have been added with further information, downloads and web links to further information</p> |
| <p>Is there an easy way to see which schools are in Bury and which aren't?</p> | <p>We are working with our software supplier to recategorise the schools so this will be more obvious.</p> |
| <p>Some of the documents are a bit tricky to follow, can they be redone so that they're easier to understand?</p> | <p>We have reviewed the documents related to the Local Offer and where necessary we have reworded them or stripped out jargon so that they are easier to read.</p> |
| <p>Sometimes when you search for things the answers aren't the sorts of things you'd expect or were looking for</p> | <p>We have worked with organisations and services on the best keywords to use for searching so that the results better match the searches and we will continue with this.</p> |

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| The accessibility of the local offer website could be better | We have redesigned the site so it now has improved accessibility functions |
| There aren't many childminders on there | We are currently working with all our childcare providers to get their details on the local offer. They are currently situated on a different website which has been in place for a number of years and we are in the process of transferring them over. |
| Your Local Offer page says to give you feedback on the contact us but what sort of things do you want to know? | We have now added a simple survey for people to complete with some specific questions and also room for additional comments. |
| When I try and go on the Local Offer on my phone it's really difficult to read | We have redesigned the site so that it is now responsive to mobiles or tablets. The screen of the website adapts to the screen size of the device being used so that users don't have to excessively scroll to see the information they need. |

Local Offer Home Page Views

In the 12 months from 1st of September 2014 to 30th of August 2015 there were 1,957 views of the Home Page of which 959 were unique views.

Update – In the 3 months from 1st of September 2015 to 30th of November 2015 there were 634 views of the Home Page of which 383 were unique views.

The Local Offer sits within a larger website called The Bury Directory and the Local Offer Home Page is the second most visited page on the directory, second only to the Bury Directory Home Page itself.

Ongoing Consultation

STARS (social transition advocacy recreation support) is an unincorporated association for young disabled people: aiming to promote self-advocacy, provide transitional support and greater social opportunities. In 2015 Bury council commissioned STARS to conduct consultancy work around the special educational needs and disabilities (SEND) changes, including the Local Offer.

The STARS members were responsible for the 'It's All About Me' leaflet that has been widely distributed amongst professionals and families in Bury (you can see copies of their leaflet in the downloads section on the Local Offer feedback page online) and are currently producing a video to showcase their consultation and this should be uploaded to the Local Offer in early 2016.

Also in early 2016 there will be a presentation and feedback session for the SEN Parent's Voice Group which will take place at St Joseph's RC Primary in Ramsbottom.

Bury's Local Offer will be kept under continual review and will continue to develop and grow in partnership with children, young people, parents, carers and professionals as well as voluntary, independent or private organisations.

We will continue to respond to the views sought and received through consultation and other means of feedback as we strive to make the Local Offer the best possible resource it can be for families in Bury.