

Local Offer Event Feedback Report

**1 Voice Parents Group hosted an event on 15.11.16 to explore with Parents what the local offer was, its aim and function. 26 people attended the event. It was an opportunity to explore how the local offer could support Coventry families in addition to enabling attendees to “Live Search” the local offer using laptops and complete some activities to see how easy the site was to navigate. The feedback from the event is collated in this report.**

Aware of local offer but do not use it as it is too complicated

Some phone numbers and contact details were missing for helplines

The website was difficult to navigate

Search by postcode or map would be better

Little information on residential and respite care

Needs more information

Information is fragmented

Confusing and overwhelming

One Voice group typed in search box but no results??

Cannot change the background colour

Didn’t know where to find the local offer

Doesn’t always take you where you wanted to go

Age Categories for youth clubs or activities would be useful

Unappealing website

An EHCP basic request letter should be on an LA website to make it easy for parents to know how to trigger an assessment

I was aware of the local offer through my EHCP transfer

Drop down filters could enable a personalised search

Frameworks and service specification detailing statutory provision would be useful to create a pathway to seek support

A box for family information would be useful

Cannot find what I want in 3 clicks

I was not aware of the local offer

What has been useful about this event?

* Parents welcomed events to share their views
* Some felt there was information and events out there but the information was not reaching families
* Parents felt schools should do more to promote the local offer
* Parents felt more professionals attending events would be beneficial
* The event was helpful to be more aware of what the local offer is and finding out SEND information
* Parents felt more support groups would support more parents
* First time I have been to one of these events
* Opportunity to meet others
* Good to listen to other opinions
* Good to compare with other local offers in other areas
* Make links and want to work with LA to help overcome barriers
* Knowledge of local offer and its existence
* Talking to others , looking to start a parents sharing group

What other types of events would be useful?

* More parent sharing
* A follow up event from this event to be kept informed
* What parents can expect from schools
* Regular feedback on progress
* Parent support groups/information
* Events for parents and children
* Training for parents in coping with autistic anxiety, getting professionals to help parents communicate adequately
* Looking at CAF Framework
* Any events linked to SEND

**All feedback will be shared with the Local Authority to further shape and design the local offer. We will continue to feedback and update on the progress of your comments and ideas**.

Kellie Jones

One Voice Parents Group

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