

## Medway Local Offer 'You said, We did' report 2021



The Local Offer is a resource that is continuously being developed and, under the Children and Families Act 2014, local authorities have a duty to consult and co-produce the Local Offer with parents/carers, young people, and professionals. Therefore, as we develop and expand the Local Offer, we value your views and suggestions, so that the site is built based on the needs of parents, carers, professionals, and young people in Medway. Your feedback and suggestions about the Local Offer are really important to us; see how we use your comments here in our You said, We did report:

You Said	We Did
The Local Offer is confusing and difficult to navigate	We worked with the digital team to redesign the Local Offer, starting with the homepage. New icons were designed to make the different sections more obvious; shortcuts were added at the top for pages most frequently used by parents, and news widgets were created to allow for regular updates and news features.
It is unclear what provisions schools have in place for SEN children	All school websites were cross checked with the SEN Code of Practice to ensure the relevant guidelines and policies (SEN Information Report) were available to show what provisions schools had in place for children with SEND. Where this information was not immediately visible on the website,

	schools were contacted to ensure changes would be made to adhere to this.
There is a lack of communication around the Local Offer and Medway's SEND services	We reintroduced the Medway SEND e-newsletter, which is published regularly with articles from Medway Council, local organisations and charities and updates from the Medway Parent and Carers forum.
It's unclear what services are available locally for SEN children	We are undergoing a complete audit of the Local Offer directory to check broken links and services that are no longer in operation, to ensure that Medway's SEND offer is up to date.
Some of the information on the Local Offer is incorrect and/or out of date	We worked with CCG to update Health and Wellbeing section on the Local Offer, to update the information and make it more user friendly, with more links, videos and contact details of relevant health services.
Information on the Local Offer can be confusing	Re-worded information on the Local Offer to make it more user-friendly
Young people do not want to engage with the Local Offer, it's 'boring'	We have added more images and videos to vary content, and we are looking into creating social media platforms for the Local Offer so young people can access information via Instagram, Facebook and twitter.
The information is not regularly updated	We added a News section to the homepage as well as re-introducing the SEND newsletter, to keep parents and carers up to date with the latest news as and when it happens.