

Local Offer Feedback report

Date		Comments on Feedback	Comments	Local Offer Action
03/08/2016	1	I would like to pass on some very positive comments I have received from some families I have worked with, in relation to the SNIX Newsletters. They have been very impressed by the amount of information included on services available locally that they were unaware of.		
25/05/2016	2	Response required yet the survey is very definite in what you want - many people out there are probably still unaware of the local offer. My points to make are that many of the activities/ groups are for children with ASD - I have a child with a chromosomal abnormality who has significant learning difficulties and medical issues from the syndrome and there is very little available to him especially when you consider we live south of the county - he had to travel for school which adds about 2 hours to his day so come holidays he doesn't need to travel the same for a fun activity plus I either have to stay local to activity or travel 20 miles home then back again. I'm not saying I need things directly on my doorstep but Towcester but be an advantage		Advised about new youth group in Brackley



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17/05/2016	3	<p>Information is outdated I am heavily involved with a couple of valuable support groups that have been set up by parents due to a complete failure in our area by the county in and they are not listed by yourselves yet you show out of date groups that have been closed for at least 18 months. there is a complete lack of services for the south Northants area from Brackley and the surrounding villages and for some reason despite us all paying our council tax you fail to acknowledge that Daventry is to far as is Towcester there are a very high volume of people with disability and Sen for example in this area that receive no facilities from yourselves and are failed. We are unable to access nearer services due to county borders with Oxfordshire and Buckinghamshire. Perhaps if councils worked together so people could access cost effective facilities for there (sic) families that didn't involve 30 minutes to an hour's+ travel that would be more beneficial. Also the website is certainly not young person friendly for people with Sen and is basically a phone book.</p>	<p>comments are about services in Brackley: we contacted the provider for an update:</p>	<p>spoke to mum on phone, explained about other web pages, you tube etc. Invited to visit the Special Friends group for a warm welcome in the area</p>
17/05/2016	4	<p>I commented on the FB page that the dance sessions look great. However, it is one of many services offered to people in or around Northampton. I have asked before about services for users in the South of the County. We live on the border with Oxfordshire and yet are often unable to use their services due to funding issues. We are also unable to use Northants services due to distance. Are there any plans to provide dance sessions or similar for children in the Brackley area? We are part of both Special Friends (in Brackley) and Parents Talking Aspergers (who meet in Middleton Cheney), and they reached more than 1000 local families.</p>		<p>attended Brackley Special Friends for information session</p>



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04/05/2016	5	There is a section for 'out of county schools' but nothing is listed here. We are an out of county school where Northants pupils are based, and I would expect to find our local offer details on your website for other parents.	broken link - IT informed	able to resolve a wider issue not previously identified
29/04/2016	6	I am trying to submit a service to the local offer but the link to the provider form doesn't work. Can you please email the form?	broken link - IT informed	able to resolve a wider issue not previously identified
04/05/2016	7	There doesn't seem to be the option on any pages to make the font larger, change colours or contrast. When a CYP or family has visual impairment the site is pretty inaccessible as, although the big square categories are visible, the default fonts used throughout are too small. How will you improve this?		comment on web page about what you can use eg Browse Aloud
01/12/2015	8	no comments left		
16/11/2015	9	Comments from Inclusion conference - Senco has been trying to access LO but is finding searching difficult, every keyword she puts in comes up with "no results"	data anecdotally reported by LO team	advised to use F5 and simple search on help page
17/11/2015	10	Comments from Inclusion conference - Senco has been trying to access LO but is finding searching difficult, every keyword she puts in comes up with "no results"	data anecdotally reported by LO team	advised to use F5 and simple search on help page



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11/11/2015	11	As a company trying to change contact details, special offers etc. the site is frustrating as it is restrictive in its drop down menus. There is no facility to change the website address for instance. Also it would be useful to just change the relevant details and not have to complete the entire form every time.		online form amended
02/11/2015	12	Very little support received for dyspraxia at school are there services I can access at uni? - young man	anecdotal report at event	
02/11/2015	13	deaf mum and 2 ASD sons visited the stand, would like information on parent groups and support		information shared at event
02/11/2015	14	A year 6 child with dyslexia and high functioning ASD, will he need a statement when he goes to secondary. his primary school have supported his needs without a statement and say he won't need a statement at secondary, if i want him to have one, can he have one		information shared at event
02/11/2015	15	There is a lack of service available for CYP with ASD in town, i don't drive and can't rely on the bus service. Use a large adapted buggy and can't always access the bus. There should be more support available, am now investigating leaving the county. Receive a good service from social services in Northants and get good respite support.	feedback reported by LO team from public event	
02/11/2015	16	Can the local offer help me if i have paid for private SALT for my grandson? The waiting list was too long, is there any clubs for him to attend or services to access, he is 4. offered a place at Lumbertubs school as they are good with SALT, but have declined as live in Hunsbury	feedback reported by LO team from public event	



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27/10/2015	17	there are no services for those over 30, in particular those in their 40's in wellingborough	feedback reported by LO team from public event	
27/10/2015	18	lack of services in irthlingborough, can access YIP in Rushden if able to drive but otherwise nothing in the town to go to	feedback reported by LO team from public event	
27/10/2015	19	we knew about SNIX and have found a club to join but didn't know about Local Offer and the wider services available		no comment
26/10/2015	20	it was really helpful		no comment
26/10/2015	21	the staff were lovely		no comment
26/10/2015	22	no comments left		
02/11/2015	23	the title 'local offer' isn't really descriptive of the service it provides, maybe a more meaningful name would be more appropriate	surveyed families via SNIX	no comments received



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07/10/2015	24	Please can info be added to the Local offer email autoreply - you have to ring the 0300 126 1000 number but it doesn't tell you which option takes you to local offer or the suitable area, had to come via EHC admin team. can you add in which option you need to press to jump to the right team, so it's not as long or as confusing		added option 5 to all telephone information
26/09/2015	25	My company ALP Tuition is listed, however the address is totally incorrect. My company is based in Northampton and is listed as London. Please correct this ASAP-I don't know how long this has been wrong, because it was correct when I added my company and was correct when I checked earlier in the year. This is of great concern and may explain why I have had no contact from Northants???		updated



Facebook – comments				
09/05/2016		The full list of subsidised school holiday placements for children with special educational needs and disabilities has been added to the Local Offer. Book early to avoid disappointment. 📄	I called Greenfields last month and they told me it's only for their students. My son is 5 and I can't get him in any holiday club. Autism Concern have a minimum age of 6.	we informed the commissioners
			We've asked about this for Kettering and told it's only for children to who attend that (Isebrook College) school and not available to anyone else?	
09/06/2016		As Summer SENDsation 2015 was a massive hit, we're starting to think about Summer SENDsation 2017... Would your family come? What local services for children with SEN / disabilities would you like to see there? #TBT #ThrowbackThursday	Great event - so well organised and the information was great.	



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	<p>As Summer SENDsation 2015 was a massive hit, we're starting to think about Summer SENDsation 2017... Would your family come? What local services for children with SEN / disabilities would you like to see there? #TBT #ThrowbackThursday</p>	<p>Would like to see some more respite providers</p>	<p>Thank you for your suggestion - we'll see what we can do!</p>
		<p>We missed 2015 but would be very keen to get involved in 2017...The Daisy Chain club x</p>	<p>I will add you to the service provider list for next year!</p>
		<p>2017? Nothing for 2016?</p>	<p>In response to the feedback we received last year, the Planning Team agreed for us to hold the next event nearer the start of summer (rather than in the September).</p>
		<p>We came last year and had a great time, my children loved the drums!! The police were great. It was a great location and well spread out. We will definitely be there xx</p>	
		<p>We loved it last year and would love to see this event happen again next year!</p>	
<p>23/10/2015</p>	<p>National Autistic Society are hosting a free family information day for young people on the Spectrum who are facing the changes to adult social care on November 2nd 10-2.30pm</p>	<p>Will there be any parent/carer information meeting being set up our son was recently diagnosed with autism and I have been looking into</p>	<p>Have you looked at the autism concern website? They are an organisation supporting people locally. Their website is: http://www.autismconcern.org/.</p>



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			understanding it more and his dad but cannot find anything local if not do you have any information that would be of help many thanks	There is also the National Autistic Society, who has a national support line as well as lots of useful information: http://www.autism.org.uk/
e-mail comments				
	The disability football that is running at Brackley Town FC was a huge success and is running throughout the summer every Friday,		We passed on your comments to the organisers – who were delighted	
	I can't thank you enough. I have contacted MASH who agree that it sounds as though we are in need of respite and they are getting the ball rolling.			
	You've been really great, thanks for your prompt reply. I didn't even know about The Local Offer so have no idea what services are available, I will look into the links you sent me this evening			
via web reporting				
05/08/2016		Not enough information. It would useful to be able to click on each heading to see more about the different categories before phoning you	comments are about Citizen Advice Bureau entries	feedback unclear - financial implications to change layout

