

Feedback about the Local Offer Website was gathered in the following ways:

- SENCO Cluster Groups (All Wirral Schools)
- Wirral Family Forum Focus Groups

However, future feedback will be extended to young people and parents of children in Special Schools.

<b>You said</b>	<b>We did</b>
When we have asked for comments from professionals and parents there was a lot of feedback about the fact that the site was not easy to navigate and the two menus were confusing.	We made the decision to rebuild the website taking into accounts the various comments received, making it easier to navigate and ensuring that information is organised in the way that is most useful for both professionals and families.

#### From Professionals

<b>You said</b>	<b>We did</b>
It was quite easy to find schools information but a leisure button would be good to look for activities for children	We are rebuilding the website to make it easier to navigate and easier to search.
It is useful to find information to give to parents	
Could not find any information about Resource bases	We will be including some information about resource bases in the rebuilt website
Why does West Kirby residential still come up first in the list of special schools?	We are changing the ways that listings are placed on the site to ensure that they are all listed alphabetically on the new version of the website.
No colleges are listed	We are working with all sectors to encourage all providers to get themselves registered and on to the website. We are taking on an extra member of staff who will have responsibility for this.
What about links to other useful websites such as the Dyslexia Foundation	These links will be added over time.
It was useful to be able to look at what other schools have on their websites re their individual schools SEND offer.	
It would be useful to have a button for Leisure	There will be a button for Leisure on the newer version of the website.
The website was really good for finding information about Short Breaks to give to	

a parent	
Terminology is sometimes hard to understand – do parents know what a Resource Base is?	The new website will have much more user-friendly language. This has been discussed with various users of the website. Wherever possible jargon and complex terminology will be avoided but an explanatory section for terminology will also be included.
Could not find all the information I wanted and I did not know that a blank version of the EHCP form is available on the site. Could that be made more obvious so that we SENCO's will easily be able to find documentation we need to use.	We are having a button on the front page that will link directly to EHCP forms on the newer version of the website and this will always have the latest version of forms available.
Not A-Z ordering of services	This will be changed so that all services will list in A-Z order on the new website
The search box is not clear and is not obvious	This will be changed on the new website so that it is easily identified.
All schools should have a SEND tab so that everyone will know where to look for the relevant information on every school website	This feedback will be passed on to schools via the Headteacher cluster groups.
I used the site to find information to pass on to parents. It has been helpful and was quite easy to find what I was looking for.	
The front page is too wordy and is off-putting.	There will be less wording on the newer version of the website and clearly labelled buttons to navigate around the site.
Having 2 menus is confusing.	On the new website there will only be one menu.
Some of the school links are not working	Some schools have changed their web address and have not notified us. However, wherever a link is reported as not working we will contact the school to ensure that the web address is correct and we will fix any broken links.
What does Downloads mean – not sure why that is there?	Terms used will be more self-explanatory on the new website. Any documents which are available for download will be included with appropriate explanation.
The connection is not private	Security of the site is being reviewed.
It was easy to find information on the website	

From families and young people

<b>You said</b>	<b>We did</b>
The website is confusing to navigate.	We are building a new website which will just have one menu and which will have a simplified front page.
Is the feedback meant to be feedback about the site or about services that we use?	In the new website there will be one feedback button and that will take you to the options to leave feedback about the site or about services.
It would be useful to be able to search by age group.	When the newer version of the website becomes live there will be buttons for different age groups.
Why is there not a menu option for Leisure activities?	The leisure menu option is currently within Social Care but on the new website there will be a button dedicated to Leisure on the site.

We are continuing to collate feedback and in future we will be basing our feedback on three main areas:

- Service-related Feedback
- Website-related Feedback
- Future Development of Wirral's Local Offer