

**Feedback from Parents and Young People
Summer 2016**

You Said	We Did
Social media is a good way to reach young people and tell them about the Local Offer – Twitter and Instagram is best for young people	We have put a case forward for social media Facebook will be up and running when the new Communications Officer is in post. Interviews are being held in October 2016.
Videos with cartoons explaining things like bullying would make the site more interesting, especially if they are funny	We have approached schools, colleges and community voluntary groups to help with this and are meeting with any organisation that comes forward. We will keep you updated with progress. If you would like to get involved please contact us and we can arrange this.
The site is not working very well on phones	This was a technical issue that was resolved.
Makaton symbols would be better on the home page than the symbols we have now	Our web designer is working on this now and you will see them on the home page by the end of November 2016.
You would like an events calendar so that you can see weekly what clubs and events are running	Wirral Borough Council are producing a newsletter that will go to every household on Wirral. The newsletter will have a What's On guide in and we have asked that a separate timetable for children and young people with SEND is included. This is currently being looked in to as it will require co-ordination. We will provide an update when a decision has been reached.
Use more colours and pictures on the home page of the Local Offer site	<p>We changed home page based on previous feedback and focus testing by parents and young people. The colours that we used were chosen by parents. Pictures were removed from the homepage as the general feedback was that it needed to be much simpler and less cluttered.</p> <p>We have added an image of young people on Wirral on the video link based</p>

	on this feedback and will publish another video and images from our SEND Youth Voice Event at the end of October.
Include children's artwork on the site	We have included some art work from Liscard Primary school and are working with schools and colleges to include more.
Have an "Ask Siri" function	The cost of a voice function such as "Ask Siri" is high and at this time we don't have a budget that can meet the cost.
Include more things to do after school	We are promoting the local offer widely and are encouraging organisations to list their services. If you go to an afterschool club that isn't listed on the site then let us know and we can contact them to list their service.
It's difficult to find the link to the DFE lists in order to find specialist education outside of Wirral	<p>The link was located in the "Wirral Special Schools and Resourced Provision" box, which based on this feedback we have removed the "Wirral" so it reads "Special Schools and Resourced Provision".</p> <p>We have also changed the text that appears when you move the mouse over the box. We have taken the "Wirral" out and it now reads ""View a list of special schools and resource provision".</p>
The number for the Education Social Welfare Service is wrong	We contacted the team manager who updated their details and added additional information.
You couldn't find Claremount School	We looked and the listing had dropped off into the drafts section. We have set up a reminder for users that have listed their services to update their details annually. This will prevent listings falling into the drafts section as users will know to log in and update their details.

