

Feedback received October 2015 – February 2016

Feedback about the Local Offer Website was gathered from young people, parents and carers from community groups and special schools.

You said	We did
You wanted a video explaining how to use the site with a BSL translation.	This is currently being produced by the Youth Theatre and will be live on the site by the end of May 2016.
Jargon buster – including explanations of people in different roles.	We have published this on the home page and it is being highlighted in the video.
A Facebook page to leave feedback.	We currently don't have the capacity to monitor a Facebook page however this will be reviewed in the coming months.
More colour and images.	We added more colour and images to the site in-line with what you asked for.
Images of local children with disabilities.	Wirral Safeguarding Children's Board are working with a local youth project to create a catalogue of images for their new website – it has been agreed that we can use these once they are ready. We will report the progress of this in the next update.
More user friendly language in the content.	We agree that the language needs to be more user friendly and are currently working through each page of the site to ensure it is suitable for its mixed audience of parents/careers, young people and professionals.
Positive stories of young people living on Wirral accessing services – with photographs	We have been asking services to put us in touch with young people that may want to share their stories. We haven't any responses yet however we have scheduled an article in a bulletin for services working with children and young people on Wirral. This is due to go out in May and we will update you with the response. We are also working with schools to encourage pupils and students to share their stories.

<p>Specific information around applying for a blue badge and tunnel pass in the travel section</p>	<p>We have added a link to the Wirral Borough Council's website where detailed information can be found in the "Help for your child/young person" box under the transport category.</p>
<p>Need more services including and more information on some of them</p>	<p>We are working with local organisations to promote the Local Offer and encouraging services to add their details. If you know of a specific service that isn't listed please let us know and we will encourage them to register.</p>
<p>The search button doesn't pick up misspellings</p>	<p>We have highlighted this in the video that is currently being created so users know to check their spelling if an organisation doesn't show up – or to search for a similar word.</p>
<p>Numbers highlighted of some services that can offer general help and sign posting</p>	<p>We have added general advice and support service number to the local services page http://localofferwirral.org/local-services/</p>
<p>Restaurants and cafes that have play areas that can accommodate children with SEND included</p>	<p>Please let us know of any restaurants and cafes with SEND provision and we will approach these businesses to register on the site.</p>
<p>Swimming baths with SEND provision to be highlighted rather than searched for</p>	<p>We have highlighted the link to swimming services on Wirral on the local services page http://localofferwirral.org/local-services/</p>