

**Feedback from Parents and Young People  
Autumn 2017**

| You Said  | We Did   |
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| <p>I'm struggling to find information on Bereavement. This is a big worry for us as parents to a child with a disability.</p>   | <p>Great news! Lots of Parents and lots of young people have mentioned this as an area they would like help being signposted to. We have put together a very detailed and comprehensive section on the topic Bereavement. It can be found in the yellow Family Information service section on the homepage. In addition, the Local Offer Communication Officer has joined the steering group of the new Wirral Bereavement Advisory group to be well placed to gather information re services to share with Wirral families.</p> |
| <p>Is all the information that should be on the website on? Do you have a checklist?</p>  | <p>The Special Educational Needs and Disability Regulations 2014 provide a framework for the Local Offer. We have completed a full audit of Wirral's and pleasingly we are mainly compliant. We need to add a little more information around Transition, Transport and Early Years to be fully compliant. Those services have been asked to provide the missing information.</p>   |
| <p>Do you have information on how people can make a complaint?</p>  | <p>We did but we have had a look at this and worked improved the information. We worked with Wirral's SEND Partnership and added a What to do if I'm not Happy section within the orange SEN and Disabilities Information area.</p>  |
| <p>I'm planning to move to Merseyside and have a 17 year old daughter with additional needs. Struggling to compare SEND provision in the Merseyside area before we choose where to buy a house. Can you help?</p> | <p>There is so much to consider when re locating to a new area. We shared your frustration and we have formed a project team to work with Local Offer colleagues across the Liverpool City Region to improve the information contained in the green 'Growing up and leaving school' box on the</p>   |

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|  | homepage. We will also look to uniform the information to help you compare like for like SEND provision in the Merseyside region. |
| The information you share on Facebook & Twitter is brilliant, I am much more aware of things going on in Wirral. | Delighted to hear this, thanks for the feedback. The young people like it too!  |