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Feedback from Local Offer workshop – Parent’s Participation Forum event – March 10th

Following a demonstration of the local offer within the Family Information Service website, Torbay Directory www.torbaydirectory.com/family, participants were asked to give suggestions as to how the content or format could be improved for the potential service user. Below is a summary of suggestions and a response from the Family Information Service team.

Suggestion	Response
Comprehensive list of SEN schools and units to be included	This information exists but will be made easier to find within the SEN section and will include all schools.
Education links in SEN section	There is an Education category already, which will be reviewed and any extra information discovered will be added.
Schools outside the bay	We will signpost to DISC/Devon County Council for this information or harvest relevant records from them as deemed appropriate.
Important to link to cross border info, including Plymouth	As above
Page dedicated to funding including cross border	We are developing our information page and category dedicated to funding called Finances. We will signpost to DISC and other relevant agencies for cross border information.
More about grants and other types of funding	As above
More specific filters e.g. for specific conditions such as autism	It may be possible to add more filters for specific conditions and this is being explored. Careful thought will need to go into what is listed and where the filter is most useful to avoid it becoming overwhelming. This will be considered as part of rearranging the categories and once the Local Offer information has been added, as part of developments.
Short breaks - separate sections for parents, children and families	A category for short breaks exists currently; it could be broken into sub-categories if there was enough information was available to be able to fill each of the sub-categories.
Explanation/definition for each category	Since the consultation, the site has been improved so that descriptions now appear when a user hovers over a category with their

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	mouse.
Filter for specialist childcare/staff training in particular areas	The directory holds general information about training undertaken by childcare providers, at the moment it can't be searched by a filter – discussion is needed about the most effective way to make it easier for parents to search for specialist childcare given our current constraints.
Childcare managing specific needs such as tube feeding	As above
Visual image, photo or video of venues so that new places can be viewed before visiting	Providers can upload photos and we can link to videos from the record. It is hoped that providers will supply us with more of this type of information as part of developing the Local Offer
Forum for feedback about services	This may be something that could be set up independently from the directory. The directory could potentially have ratings and/or reviews but this would need to be activated and careful consideration given to how it is managed.
Filter for accessible by public transport	This is available but needs populating for all relevant services.
More details and a filter about whether services are by referral, self referral or universal	This is available but needs populating for all relevant services.
Page for how to suggest developments and detailing future developments	This will be incorporated into the information within the directory.
Filter within 'What's On' to show whether it is for children with SEN/disabilities	We will request a filter is added to our main What's On section
Make it easy to find out what's on in the holidays	A termly email newsletter will be developed by Torbay Family Information Service. A link from SEN pages to the school holiday activities section will be added to make the information easier to find.
Make it easier to find links to Twitter/Facebook	Links will be added to more pages on the directory.



South Devon and Torbay Clinical Commissioning Group
South Devon Healthcare NHS Foundation Trust
Torbay and Southern Devon Health and Care Trust
Devon Partnership NHS Trust

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Monthly email newsletter	FIS to set up termly email newsletter with details of holiday activities.
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