

28/6/16

2016

LO Focus Group



CONTENTS

Introduction	2
Attendees	3
Feedback from LO Searches	3
Results	3 - 6
Analysis	6
Areas for Improvement	7
Actions	7

Introduction

The focus group that took place was to look at (PCC) Local Offer. This involved parents from our seldom heard group who are a group of parents where English is not primarily their first language, have site impairment's or learning difficulties ETC.

We chose this particular group so that we can see what improvements needed to be made to the existing pages whilst taking in to consideration their extra barriers to participation as categorized above.

The focus group was hosted by Family Voice Peterborough (FVP) and attended by parent carers and PCC officer Jacky Cozens. Details of the feedback will be included in the body of this report. The focus group was attended by parent carers who may have been to previous focus groups and some who have not attended any focus groups before.

The parents were asked to look three key elements around the current local offer and give us feedback. In order to facilitate this we asked them in pairs to look at the following:

- 1) A topic imbedded within local offer i.e. Education, Health, and social care.
- 2) The look and feel i.e. was it a clear and easy to use etc.
- 3) The accessibility i.e. Navigation etc.

Attendees and parent carers

There were four parent carers who were; White British, Polish and Portuguese and two of whom had sight impairment and learning difficulties.

The parents were also asked to provide some data on their children/ young people (CYP) which are provided in the following table:

Table 1: Self-described CYP details

Number of Children	Age	Disability	Nursery/School &/or College	Gender	Ethnicity
2	6, 23	SALT & LD	Parnwell PS	Female & male	White British
1	4	Autism	Wingate's Per - school	Male	Polish
2	5,15	ASD, ADHD, LD	Park House COPASS	Female	White British (Portuguese)
2	12,19	Autism (Severe), mental health issue	Marshfield	Female & male	White British

The data in the table shows the main disability/ need represented is ASD

Feedback from Peterborough's Local Offer website

Positives

- Everyone was able to find Peterborough's local offer via google easily
- One topic worked very well that was early year's education.
- Everyone liked the use of pictorial icons

Negatives

- It is not the easy to go back to the previous page
- Cares reported that there were details missing
- The relevant pages do not link up
- preparing for adulthood was a very word heavy page
- confusing lay out

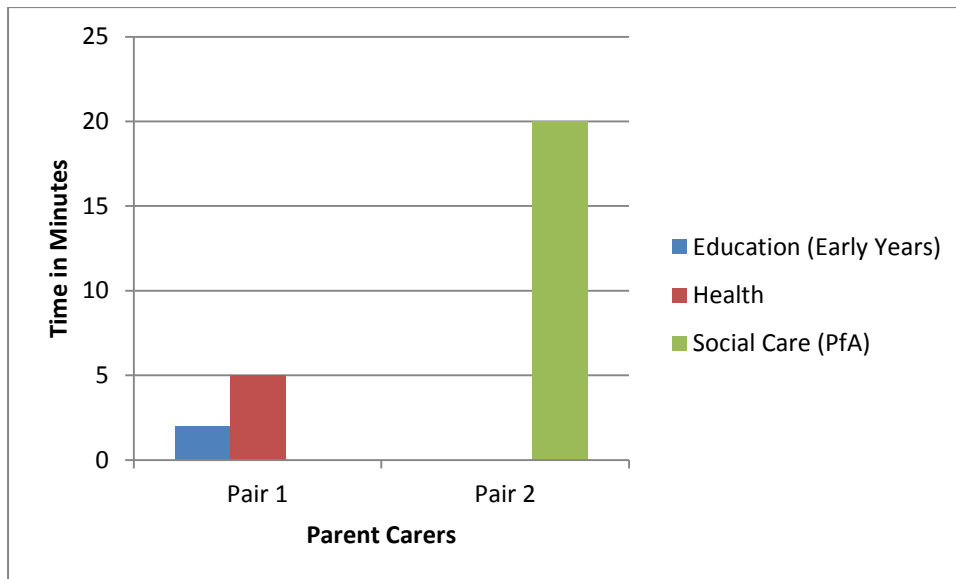
Results

Think of a current issue that you have

- Health – how to get a wet room or shower
- Education early years – ECH plan
- Social care – preparing for adulthood

How long did it take you to find the information you were looking for

Chart 1



How easy was it to go back using the back button on the computer?

- Two of the parents found it very difficult because they could not simply use the back button to move between the provider page and LO pages
- One found it relatively easy

Was the information clear and easy to access etc. ?

Social care

- Writing could do with being bigger a for those with sight impairment
- Need more information on help for when they leave school.
- Need to make it easier to go back a page rather than starting again.

Health

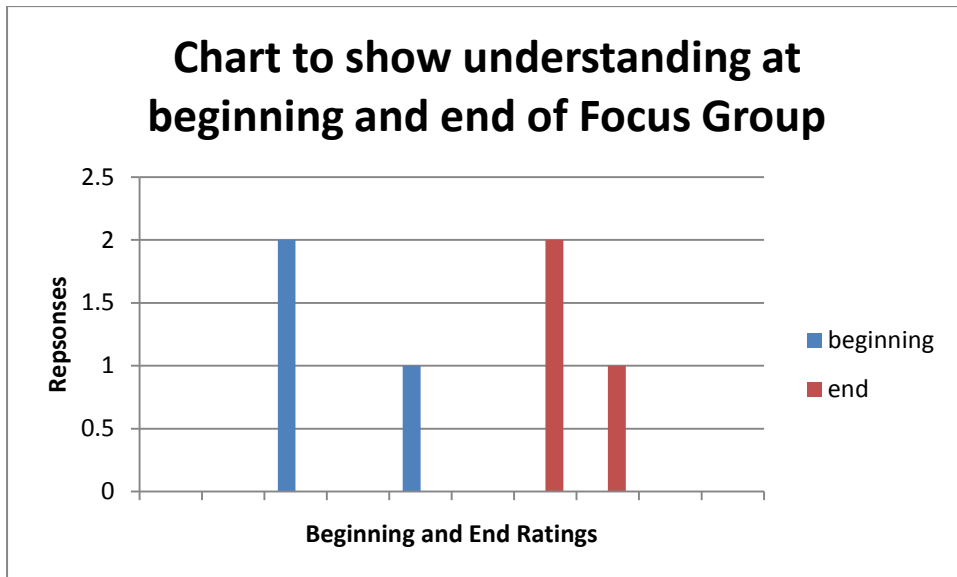
- It was easier than the first attempt
- The information has blunt and lacked detail.

Education early years

- Access was easy and the information was clear but it was noted that it needed to link up more with a how to appeal and or the process around EHC plans.

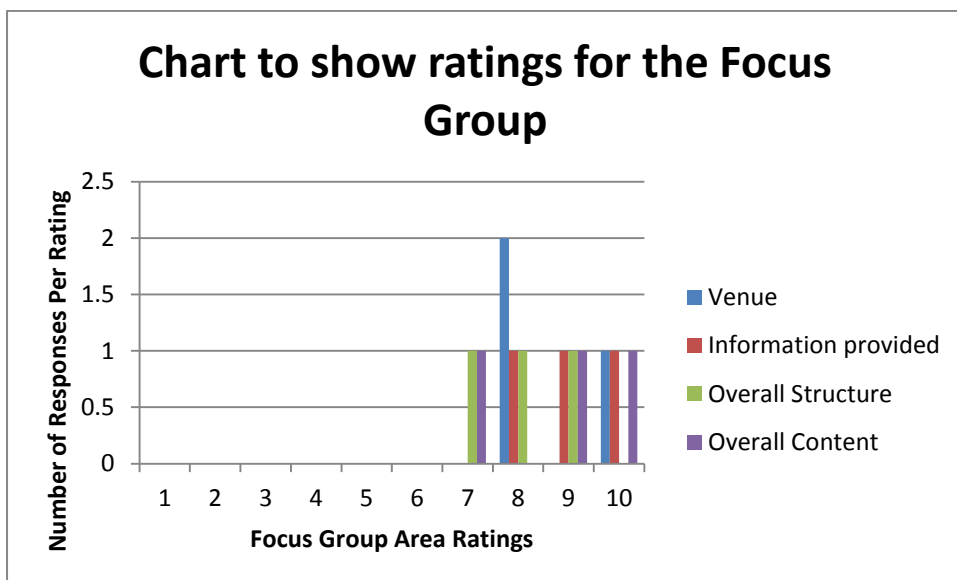
Feedback from evaluation forms

Chart 2



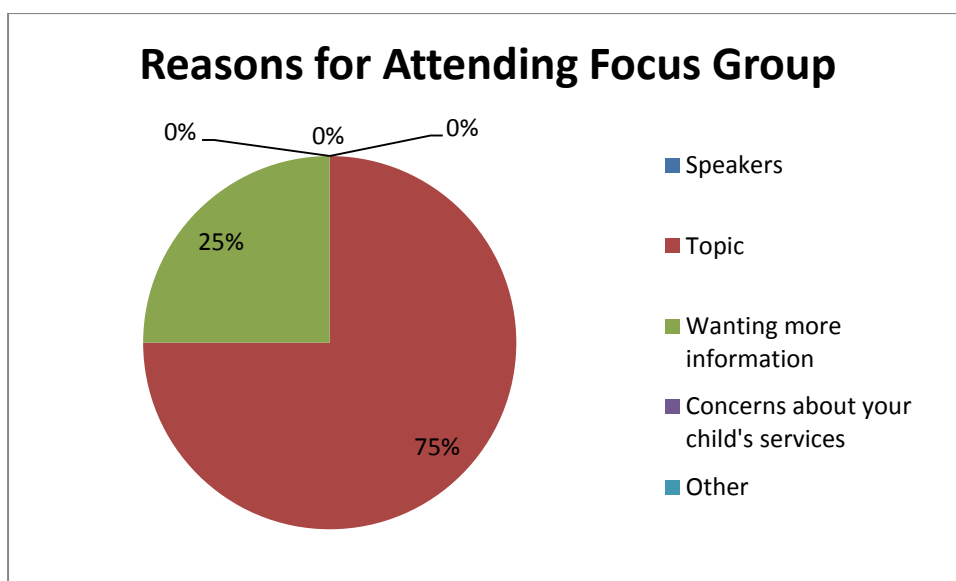
Overall the self-rating of understanding of the focus group themes increased at the end of the session compared to the beginning.

Chart 3



Generally the workshop was rated favourably with the majority of parent carers rating all aspects at the upper end

Chart 4



The parent carers also provided details on what attracted them to the focus group. They all were interested in the topic and one got information that they had been trying to find.

Which parts of the Focus Group did you find most useful and why ?	Which parts of the Focus Group did you find least useful and why ?	What could we have done better ?
Being shown what is available		n/a
The help	Having a limited IT knowledge	n/a
Being valued		n/a
Knowing it will make a difference		n/a
Friendliness of others		n/a

Analysis

This is the fifth focus group held in the new financial year and the topic was to look at the local offer website input via whole group discussion and small group work and feedback form. This will ensure the “you said – we did” approach can continue so parents continue to feel valued and enabled to input in service development.

Overall the Local Offer was difficult to search and find information. Information once found was not always easy to understand.

Areas of Improvement

- To look at going back to the previous page by being able to use the back button
- making sure that the details are accurate and relevant is there
- The relevant links work
- preparing for adulthood needs to be easier to read
- confusing lay out

Actions

1. Feedback to parent carers on their input
2. Use we said – you did by the inviting the parent /carers back to see the changes implemented.