

3rd January 2016

2015

LO and Customer Experience



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Introduction

This report details an ongoing focus group whose task is to review the LO and its ongoing development. The parent carers who attended the focus group have taken part in previous focus group sessions about the LO all of which have been reported.

This report will be brief and simply detail the attendee details, their discussion and notes taken and a set of actions set out for follow up work. The report will finish with a series of action/ recommendations made on the day by all those who were in attendance.

Attendees

Parent Carers

Five parent carers were in attendance, all were women and their ethnic background was Portuguese, Dutch and British. The disability/ additional needs of their children/ young people is ASD, SpLD, LD and Dyspraxia and their ages range from 4 to 17.

Local Authority

Gary Goose (Head of Communities)

Elliot Smith (Head of Performance and Information)

Topics to be discussed/ Agenda

1. Base workshop on compliance gaps against code
2. Review the current delivery plan, write off any that are complete or no longer relevant and draft up a new version
3. Look to benchmark our LO against others so we can judge how we're doing
4. Focus on what we needed our LO to do/ what we need to fix right now - including a searchable but integrated directory, analytical tools to help shape commissioning and service design
5. Clarify and confirm roles and responsibilities

Notes Taken

- Case study of what LO is and what it can do for me from parent/ CYP point of view
- What a parent can be looking for
- More visual
- Still needs work
- Ratings of pages?
- Direct feedback - nothing published - not know it's not there
- Search boxes - pop up
- FAQ are not related to SEND they are generic
- How to use LO feedback - commissioning
- Audio listening - Isle of White

- Use of combination of styles
- North Yorks use of videos for YP
- Leicester use of feedback, icons, side bar, SEND resources good
- Northamptonshire EYFS/ Education/ Health/ Social care/ Finance/ Independent Living!/ Social and Leisure
- Isle of White broken down in to age categories

Discussion

The discussion about the LO based on the agenda items took place at the same time as a review of other LO's. What became apparent was that there were positive and negatives of the other LO's and the Peterborough's LO would benefit from incorporating some of the positive aspects of the other LO's.

It was felt that CYP engagement needed work and that the current LO pages needed to incorporate the provider list. A series of actions were created that will be followed through when feasible. The actions can be seen in the next section as part of an action log.

Parent Representative Report

<u>FVP FEEDBACK FORM</u> <u>REPRESENTATION ON STRATEGIC PLANNING GROUPS</u>	
Name of Representative:	johanna woodhams
Title of Strategic Group	Local offer customer experience
Date of Meeting:	7/12/15
Agenda Items (relevant to Family Voice):	the aim is to look at a the local offer and check that it is compliant with in a current legislation and how it can be improved. make an action plan or of improvements that can be made or worked on.
Brief Summary for feedback at Family Voice meeting/ updating members:	we spent some time looking at the current website and trying to find things that would be most useful to family within local offer. then we looked at other areas and their local offer so that we could gage ways of thinking around strengthening our local offer. so we looked at Northamptonshire, Leicestershire, Isle of Wight, Yorkshire. then we focused on a range of issues, I.e or the contents continuity color, how we can improve except. Finished off by making a list of outcomes to work on
Particular achievements/ outcomes useful to Family Voice as a result of group meeting:	actions/outcomes 1 for the local offer page two come straight up, get rid of extra clicks . 2 to ensure that all icons are colored 3 to link the list of providers under the education and information about the local offer. 4 a to provide a back button on providing a list or to be able to open in a new window 5 easy reading or jargon busting version 6 in popup icon for feedback on each page 7 to make frequently asked questions relevant to send

	<p>8 9 10 11 12 13 carers information is wrong and needs updating or and providing links don't always match or work 14 15 to put in the jsna send for a children's mental health (camhs) 16 disability register - links to fss 17 to run a blind test by using feedback from a variety of individuals i.e disability forum, 18-25 groups, network group, 18 19</p>			
Any significant issues to be noted by Family Voice Forum members:	<p>feedback form attendees Overall at the beginning of the focus group there was a mix range of understanding. However by the end there was a very good range of understanding and knowledge gained and positive outcomes of all. Everyone appreciated the venue, the information provided, structure,content. They particularly appreciated the open discussion and openness around them. The only recommendation there were to use the projector screen.</p>			
Any other comment:	n/a			
Any items to feedback from the Forum to Strategic Planning Group:	n/a			
Any Actions for Representative or Forum as a result of meeting:	<table border="1"> <tr> <td rowspan="2">n/a</td> <td>Responsible Person and Date for/ Of Completion</td> </tr> <tr> <td></td> </tr> </table>	n/a	Responsible Person and Date for/ Of Completion	
n/a	Responsible Person and Date for/ Of Completion			
You Said – We Did				

Action Log

Reference:	Action required:	Completion date:	Action assigned to:
LO Focus 3 AP-1	Go straight to LO home page		
LO Focus 3 AP-2	All icons need to be colour		
LO Focus 3 AP-3	Combine initial descriptor and provider information		
LO Focus 3 AP-4	Easy read - jargon busting		
LO Focus 3 AP-5	A resource page is required		
LO Focus 3 AP-6	Intro on LO page of what LO is rather than separate page		
LO Focus 3 AP-7	A back button function is required for provider list		
LO Focus 3 AP-8	Rate this page feedback option on each page		
LO Focus 3 AP-9	Delivery plan needs checking and re-working		
LO Focus 3 AP-10	SEND queries button which links to SEND email		
LO Focus 3 AP-11	Too many icons on LO so need to drop a few		
LO Focus 3 AP-12	LO needs to be designed to allow commissioning to identify gaps in services		
LO Focus 3 AP-13	Carers information is wrong and needs work		
LO Focus 3 AP-14	Provider list needs rechecking		
LO Focus 3 AP-15	Disability Register links to FIS - Needs looking at		
LO Focus 3 AP-16	Use disability forum to do blind test of LO on varying devices; feedback, accessibility, how many clicks etc. Also could use city college, 18 to 25 age group, network group from PCVS		

The action log is here to demonstrate what was discussed and recorded under actions, dates and person responsible were not set.