

8th June and 14th July

June to July
2015

Local Offer Focus Groups – Test and Review


family voice
peterborough
together improving services
for children and young people with disabilities and additional needs

Introduction

The Plan was to consider several elements of the Local Offer and its ongoing development over a series of focus group sessions as defined below;

1. “Test and Discover”: to test the web site in live time and capture the issues.
2. “Design Parameters”: to agree what’s in scope to change and influence
3. “What next”: to agree actions, leads and timescales

The sessions were not intended to find solutions as these would be worked out behind the scenes after taking account of feedback from those in attendance by Peterborough City Council (Serco) staff who could then implement them on the Local Offer.

The testing of the Local Offer and other work intended for the focus group session has only taken place over two sessions so far with a third still to occur.

Method

Participants

Over the two sessions that have made up the LO focus group so far 8 parent carers have been involved. Seven mothers and one father have participated with one of the parent carer's being from Albania, one from Portugal and one from Holland. The needs of the children and young people from the focus group range from Autistic Spectrum Disorder (ASD) to Learning Difficulties (LD). Four of the parent carers attended both of the sessions

Details

Both ran in a similar fashion with at the start everyone introducing themselves followed by a review of the LO. During the LO review the Peterborough City Council officer present took notes which will be presented in the results section of this report.

Results

Raised during session one:

- When searching for Special Schools, the website should bring direct links to the Special Schools in Peterborough
- Searching for SEN help at school should bring up Early Help advice and the role of SENCOs
- Searching for the Local Offer brings up a page with several options. This page is unnecessary and should instead go straight into the Local Offer set of pages.
- On the Providers page, under each link (education, health, care etc.) there should be a brief description of what the link will include, a brief outline of how the council can help etc.
- The Local Offer Care page should also link to the Providers page
- Searching for Child Mental Health should link to CAMHS - <http://www.cpft.nhs.uk/help/coming-to-camhs.htm>
- Searching for Child Behaviour should also link to Early Help pages
- Searching for 0-25 services should also link to Local Offer pages
- The top four options on the website (resident, business etc.) should also include Local Offer
- A request that webpages can be displayed via different colours via a palette selection
- The Have Your Say page should allow for people to also offer suggestions on services they'd like to see via a comments box.
- The Local Offer icons should be in colour as currently they are bland.
- Remove FVP email address as route for feedback

Actions

1. Brief description of what links include on providers page – to discuss at next LO delivery group
2. Discussion/ consideration of how comments are published – check CoP and also consider a disclaimer
3. Icons can be in colour
4. Feedback methods to be changed with suggestion of comments box taken on board

Raised during session two:

- Remove CAMHS from the list of Special Schools
- Add a link to Local Offer on the Health and Social Care tab
- Add Local Offer as a feature tab on the council’s home page. Mark Kerr will have the local offer postcard which will provide the graphic
- Searching respite should bring up short breaks

Actions

1. Add Local Offer to home page utilising features section
2. Search category of respite to be linked to short breaks
3. Remove CAMHs from Schools page

Outstanding Actions from Session one

1. The outstanding area for action from our previous meeting that needs resolving is around a feedback box. On the Have Your Say page, can you amend the second paragraph to say ...please email us at localoffer@peterborough.gov.uk or click here. Clicking should bring up a feedback box (similar to the website feedback tool). Can I suggest that users have a drop down box asking what they would like to leave feedback on:
 - a. Options should be
 - i. comment on a service you have used
 - ii. types of service you would like to see available
 - iii. suggestions on how the local offer could be improved
 - iv. anything else.
 - b. We could then have a free text box for comments followed by the usual name/address contact details.
2. Coloured Icons are to be implemented but this will take time with discussions taking place around the graphics required

Complete Actions

1. Local Offer featured on home page
2. CAMHs no longer on schools page
3. Extra search category added to link respite and short breaks
4. FVP email removed from “have your say” page.
5. Feedback/ Contact form added the “have your say” page of the Local Offer

Analysis

There is still work to do relating to the Local Offer and some actions are outstanding from the two sessions that have been held so far. Another session is planned for the autumn term to review all the changes at which point any outstanding actions should be complete too.

The changes carried out so far demonstrate that the Local Offer is a live “website/ document” that is open to review and change and that parent carers co-produce it. The wider opportunity for feedback via the feedback/ comments form will enable participation from a much wider audience.