

# The Local Offer website

What people told us and how we want to make it better



easy  
read

# Introduction



Surrey's Local Offer website provides information to children and young people with **SEND**, their families and carers.

**SEND** stands for Special Educational Needs and Disabilities.



All councils should provide information about all the support services that are available. This is called the 'Local Offer'.



Every year we look at how well the Local Offer is working and what we can do to make it better.

This Easy Read information explains:

- what people have told us about the Local Offer website
- what we have learned
- what we will do next.



# What people have told us about the Local Offer website



The Local Offer website is for people to find out more about SEND and the support services that are available in Surrey.



Lots of people have given us their **feedback** on the Local Offer website.

**Feedback** is when you comment on whether something is good or bad.



## Feedback through the Local Offer website

Most of the people who contacted us through the website were services asking us to update their contact details, like their phone number or email.



Other people got in touch to let us know that some information was wrong or had changed.



We have been working to make these updates and make sure the information is correct.



## Feedback from the SEND Youth Advisers Surrey (SYAS) group

The SYAS group are now called Accept, Teach, Listen Access, Support (ATLAS).



They work with children and young people with SEND to speak up and make services better in Surrey.



We asked ATLAS to tell us what they thought about the Local Offer website.

They said:

- they like the overall look of the website but think it could be more colourful
- the accessibility feature should be easier to find and it should make the information on the website easier to understand





- there should be a separate version of the website that is easy to understand



- we shouldn't use any red text on the website



- the 'Directory search panel', which you use to search for a service, should be at the top of the webpage



- there should be more information about the services on the website, like whether it is suitable for wheelchair users or has disabled parking



- there should be a way to search for services by cost and accessibility.



## Feedback from our survey about the Local Offer website

In October and November 2020, we asked people who use the Local Offer website to take a survey about what they think.



Most people said that their overall experience of using the website was OK.



Most people described having mixed experiences of how easy the website was to use.



People told us that they couldn't always find what they were looking for.



Most people told us that the information was easy to understand and helpful.



Some people found the information on the site up to date, whereas others found the information was not.



Most people said they would recommend the website to other people.

# What we have learned



We have learned that there is still more work to be done on the Local Offer website.



We want most people to have an excellent experience when they use the website.



We found out that some people want more information about the services on the website.



But we didn't learn about where there are gaps in the types of services that are already available.



# What we will do next



The feedback has helped us to think about what we need to do to make the Local Offer website as useful as possible for those who use it.



To make the website better we plan to:

- make information clearer and easier to understand by using:
  - easy words and short sentences
  - more videos and pictures to help explain the information.



- get better at keeping the information on the website up to date by:
  - regularly checking that details and links are correct



- giving services access to the website so that they can keep their own details up to date



- making sure each web page is managed by somebody who will know if the information on it is correct and tell us if its needs updating



- carry on collecting feedback from people and find new ways for people to tell us what they think.

# For more information



If you would like more information,  
please contact us:

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