

# Building the local offer - Feedback in 2014

## Feedback from young people

Over 2014 a number of groups of children and young people have been consulted about the Local Offer, both about the content and the layout of the pages. Their comments and suggestions are summarised below.

- Information is easy to find because it has subheadings.
- I would want to look at the information with my family so that they can read it to me.
- I would use it to help me choose which school or college I went to next.
- It would be good to have a children's version with more pictures and videos on it – like the Yorzone!
- I would like it to read the information to me.
- I would like to see more information about individual schools or links to their websites – particularly on the who's who section so I know who's who at my new school.
- I would like to be able to make the writing bigger.
- There should be a big sign on it saying "Don't Worry" so that parents know that everything will be ok.

## Common themes and messages from families

Through consultation work with families and practitioners it was clear that the Local Offer should:

- Be easy to use and navigate, no jargon and simple language (not too wordy).
- Include information of support prior to diagnosis.
- Not just be web based and include a phone number to speak to someone.
- Some feedback suggested people would like it to be called something more meaningful than the "Local Offer".

*Unfortunately we can't change the name of the Local Offer, because this is a term the Government has asked all Local Authorities to use.*

- Signpost to useful, relevant websites and organisations
- Signpost to more in-depth information if needed.
- Include a search option
- Build up a bank of Frequently Asked Questions
- Include case studies from real local families.

## What we did

**"it would be good to have a children's version with more pictures and videos on it - like the Yorzone!"**

We have started to put more pictures on our web pages. You can see the final result on the **Local Offer's landing page** and in the **Fun Things to do, getting around and discounts** section.

**"include case studies from real local families"**

We have started to bring together case studies from practitioners, families and young people in York.

You can view case studies about **two families choosing childcare; a childcare provider** and a **young person with going to University**.