

## “You said, we did”

Pre-school information for Portage is very sparse generally

We plan to add in more detailed information for the Portage pages. We can see that more Information about Early Years would be helpful. We aim to have uploaded the new content by the 31 March 2017.

Short Breaks respite link only has list of providers and no content

We have asked the Children Commissioning Team to look at how we can make it clearer by explaining what short breaks and respite means. We aim to have clearer content by the 30 April.

Links reported not working properly, such as the Early bird info

We have completed a check to make sure all links go to the right place and will monitor broken links reported to us and rectify any broken links within 10 days.

There needs to be more info on SEN support and LIFT

We have updated this information. There is more information available also on Kelsi which we have made a link to.

Links to Kelsi from The Local Offer have been requested

We will sign post links to Kelsi where appropriate.

“What to do if you suspect your child has learning difficulties or a disability” families have requested more info for the start of the process

We aim to have updated pages to give more basic information by the 30 April 2017

Need more Early Help information.

This Is being added to The Local Offer

Wheelchair services number hard to find

The contact information has now been added.

## Last year

What about those who don't have access to PCs/Mobile Phone Apps?

SEN staff and those who support parents in the I-ASK and ARE team, can help. We will provide paper extracts if this is helpful

Consideration is now being given to where hard copy information can be advertised e.g. schools, GPs, places where families talk to health professionals, known as the MASH.

What is the group working on?

Improving links with Health, Kent Sport and physical activity service, Social Care and Education, e.g. locations of social clubs, after school sports activities etc

Is our Local Offer meeting the diverse needs of users?

Early feedback told us that the Local Offer is having positive approach, increased engagement with young people, with publicity events planned during 2015

Make it clear and use plain  
English

We made improvement to the site, to make it easier and quicker to locate  
required information and improving the understanding and use of terminology

We need information on Adult Transition and Social  
activities

We increased this information in 2016

Give us contact information

We have updated the information on The Local Offer