

## You Said We Did 2022

### **You Said:**

A number of enquiries came through with regards to finding information about the B&NES SEN Team including contact details, in relation to the information being difficult to find.

### **We Did:**

We re-worded the description of the relevant section to explicitly mention SEN Team. We have also added links to the SEN Team information pages on more relevant pages within the Local Offer.

### **You Said:**

You were unable to find information about resource bases for young people with SEND in mainstream schools.

### **We Did:**

We sourced the information and created a new page SEN Resource Bases. We then added a link to this page on each relevant page within the Local Offer.

### **You Said:**

The search bar only returns directory listings and not information pages.

### **We Did:**

Our web developers have installed an upgrade to the site to enable a more advanced search facility; this will be active by the end of April 2023.

### **You Said:**

We received queries about Direct Payments and how to access these.

### **We Did:**

We have added clearer links to the Direct Payment information held on Live Well B&NES and increased its prominence in all relevant sections on the site.

### **You Said:**

You were unable to find specific information about ADHD and support groups across Bath & North East Somerset.

### **We Did:**

We have created dedicated ADHD support pages both for parent carers and also young people. After some more exploring we discovered a lack of ADHD support groups available across our area and have fed this back to the relevant commissioning teams.

**You Said:**

“We live outside of B&NES but visit a lot of locations across Bath with our child with a SEND. Can we apply for a Rainbow Resource card?”

**We Did:**

Unfortunately the Rainbow Resource Scheme can only be accessed by young people who live within Bath & North East Somerset. However we have added links to our neighbouring Local Authorities, some of whom run similar schemes and cards.

**You Said:**

Some of the service information is out of date on the site.

**We Did:**

We regularly contact all organisations listed on Live Well B&NES to request they check and update their listing. The responsibility to update this lies with the provider, however we do our best to follow this up directly when you let us know about a specific organisation.

**You Said:**

Some Rainbow Resource card holder got in touch to request a replacement for a lost card.

**We Did:**

We issued replacement cards to these families.

**You Said:**

Many of you regularly get in touch with suggestions of locations to invite to support the Rainbow Resource Scheme.

**We Did:**

We're grateful for you taking the time to get in touch with these suggestions and we add these to our ongoing expansion list to contact in due course.