

## You Said We Did 2023

### **You Said:**

We have had various contacts asking to speak to colleagues in our SEN Team.

### **We Did:**

We fed this back to the SEND team. Due to workload management that team replaced their contact telephone number with dedicated 'pod' email addresses in an attempt to manage requests more effectively. However, feedback has evidenced this is not effective, and the SEN Team are currently undergoing a project to review their processes and contact methods to ensure these are more effective for parents, carers and young people to reach the team.

### **You Said:**

"I am looking for information about mainstream schools with SEN hubs or resource bases in BANES"

### **We Did:**

We have created a ['SEN Resource Bases'](#) page providing details of resource bases attached to mainstream schools in B&NES. We have also developed our information about Alternative Provisions, EOTAS and information to support young people to access these.

### **You Said:**

Various requests for lost Rainbow Resource Scheme cards.

### **We Did:**

Issued replacement cards when requested.

### **You Said:**

Can we have information about the concessions each venue on the Rainbow Resource Scheme offers, please, so we know before we visit.

### **We Did:**

We have discussed this request within the team. The difficulty is due to each venue offering different concessions sometimes at different times throughout the year. We want to ensure information provided on Live Well B&NES is accurate and up to date. Venues are unable to contact us each time their concession or offer changes, and we are unable to contact them regularly enough to be confident in providing this information.

In lieu of this, we have revised the text on the [Rainbow Resource Scheme](#) page to advise families contact the venue in advance of planning their visit to ask about their offer to children and young people with SEND. We have also revised the wording to

make it clearer that not all venues may offer a financial concession, they may offer quiet spaces, dedicated SEND sessions or an inclusive environment where all children and young people feel welcomed.

**You Said:**

I have not yet received my child's Rainbow Resource card.

**We Did:**

We do a print run of Rainbow Resource cards each month, however during busier times there may be a slightly longer wait for your card. Please contact us after 2 months if your card has not arrived.

**You Said:**

I am seeking ADHD support and information.

**We Did:**

We have created dedicated information pages relating to [ADHD support and signposting](#), both for parent carers and young people. We noticed a lack of ADHD support groups within B&NES so have forwarded this feedback onto the Teams responsibility for commissioning support services to families in our area.

**You Said:**

I am looking for information about benefits and funding I can apply for.

**We Did:**

We reviewed our '[Benefits and Funding](#)' information to include more detail and options families can explore.

**You Said:**

Can Longleat be added to the Rainbow Resource Scheme, so we can access concessions there?

**We Did:**

We make a note of all suggested venues you would like to see join the Rainbow Resource Scheme, Longleat is a regular suggestion. Unfortunately Longleat is unable to join the scheme at the moment due to their own procedures, however they remain on our list. We contact suggested venues throughout the year to invite them to support the scheme and answer any questions they may have. Please continue to share your suggestions with us as we welcome new ideas.

**You Said:**

I would like to add my service to the Local Offer. Can you tell me how to do this, please?

**We Did:**

Any relevant service, group or charity can register and add their details to the Local Offer. Please click on the 'Register' button in the top right of the website, and proceed to complete the form and submit details of your service.

**You Said:**

Do you issue Rainbow Resource cards for parents who no longer live together but co-parent?

**We Did:**

We are able to issue a second card for a child or young person whose parents no longer live together. Please use the 'contact us' form to request a second card.

**You Said:**

How can I find out information about transferring an EHCP form one Local Authority to another, or from transferring between schools, or from children's to adult services.

**We Did:**

We are currently reviewing the information we provide on the EHCP processes to make this clearer and more relevant to different situations. This information is likely to have been reviewed and updated by April 2024 at the latest.