

Date	Via	Comment	Response
10/10/17	Feedback request on Local Offer	Nursery School. Once spoken with they requested further information regarding speech and language this was sent through to them	<p>The Speech and Language service offer drop in sessions at children’s centres and also advice booklets, they could also speak with their Health Visitor who should be able to assist with referrals and information, they also offer training for parents and carers. I hope this information is of help.</p> <p>Drop in sessions.</p> <p>Advice and guidance.</p> <p>Speech and language therapy training.</p>
10/10/17	<p>Feedback request on Local Offer</p> <p>Website:</p> <p>Education and Training 16 to 25</p>	<p>Please select the area of the Local Offer you wish to give feedback on: Education and training for 16 to 25 year olds</p> <p>Were you able to find what you were looking for? Yes</p> <p>Was the information that you looked at on the website clear? No Do you have any comments to add? Please share them with us:</p> <p>Becoming an adult - how our help changes. Doesn’t set context of who. 'Our' is. I assume</p>	Website to be updated

		CWD, but needs to explain this or implies all send get an adult social care assessment. If context set then content is really good.	
16/10/17	Feedback via Local offer website	Requested printed copy of the Local Offer	Early Years Section of Local Offer printed and sent.
17/10/17	Feedback via Local Offer website	<p>Leisure activities</p> <p>Were you able to find what you were looking for? No</p> <p>Was the information that you looked at on the website clear? No</p> <p>Do you have any comments to add? Please share them with us:</p> <p>Parents and young people may not realise that if they want information about activities, e.g., cycling or drama then have to search under "short breaks"</p>	Search function was not working well this was due to the change of the local offer website. Links to FIS information system updated for better search functions.
17/10/17	Feedback via Local Offer website	<p>Please select the area of the Local Offer you wish to give feedback on: Other</p> <p>Please tell us what this is: parent support groups</p>	Search function was not working well this was due to the change of the local offer website. Links to FIS information system updated for better search functions.

		<p>Were you able to find what you were looking for? No</p> <p>Was the information that you looked at on the website clear? No</p> <p>Do you have any comments to add? Please share them with us: Cannot find any information. This was on the old local offer.</p>	
04/12/17	Feedback via Local Offer website	Request for hard copy of Local Offer	Discussed area required. Leaflets were sent regarding the Local Offer and what it is.
14/12/17	Feedback via Local Offer website	Request for hard copy of Local Offer	Discussed areas, sent link to Local Offer website
19/12/17	Feedback via Local Offer website	<p>Please select the area of the Local Offer you wish to give feedback on: Education and training for 16 to 25 year olds</p> <p>Were you able to find what you were looking for? No</p> <p>Was the information that you looked at on the website clear? No</p> <p>Do you have any comments to add? Please share them</p>	Parent/carer contacted by Lead 14-25 Educational Psychologist and information required discussed local offer updated with further information

		with us:	
24/12/17	Feedback via Local Offer website	Electronic copy of Local Offer Issue with information on early years	Local offer site not working correctly website
Jan 2018	Feedback via Local Offer website	Please select the area of the Local Offer you wish to give feedback on: Schools and education Were you able to find what you were looking for? No Was the information that you looked at on the website clear? No Do you have any comments to add? Please share them with us: Hi. I found the information provided in Lambeth Local Offer, very basic and limited. My son has SEN, and I am unable to find any specific, clear information other than general stuff, such as "if you are worried, speak with your child's teacher/GP." You need to provide better information than that. Have a look at the Southwark Local Offer please	Email response sent. Information re ASD and search functions on the website. Information updated regarding SEND Support and what to expect at school updated.
Jan 2018	Feedback via Local Offer website	Email request for hard copy of Local offer from school	School requested hard copy of Local Offer as unable to locate online, spoke to SENCO and sent link through for website, happy to

			use that and will come back with any queries
Feb 2018	Feedback via Local Offer Website	survey on special educational needs	Unable to access online survey, questions sent via email so that could be incorporated into feedback
Feb 2018	Feedback via Local Offer Website	<p>Please select the area of the Local Offer you wish to give feedback on: Schools and education</p> <p>Were you able to find what you were looking for? No</p> <p>Was the information that you looked at on the website clear? No Do you have any comments to add?</p> <p>Please share them with us: Looking for information about choosing options in special schools.</p>	Parent rang and discussed the special needs booklet that shows available special school and resource bases in Lambeth. PDF sent
Feb 2018	Feedback via Local Offer Website	<p>Please select the area of the Local Offer you wish to give feedback on: Schools and education</p> <p>Were you able to find what you were looking for? No</p> <p>Was the information that you looked at on the website clear? No</p> <p>Do you have any comments to add? Please share them with us: I was looking for information on</p>	Information sent and website updated to show local offer pages for other boroughs so that information could be found more easily.

		special schools outside the borough that Lambeth uses, which is a statutory part of the local offer, but it wasn't there. Or if it was, I couldn't find it.	
March 2018	Feedback via Local Offer Website	Complaint received from parent and complaint re local offer	Forwarded to officer to deal with and parent invited to Local Offer feedback sessions
March 2018	Feedback via Local Offer Website	School requested hard copy of local offer	Spoke with school explained a website and asked if there was an area required? School happy to use website.
May 2018	Feedback via Local Offer Website	Parent requesting information for 19+ years old with autism	Links sent to parent for information.
June 2018	Feedback via Local Offer Website	Parent asking about SEND drop in to discuss early years	Information re: drop in sent and details forwarded to SEND Early Years to call
June 2018	Feedback via Local Offer Website	<p>Just one observation on short breaks. The distribution seems to be fairer now with services being offered to a wider selection of families. That's a plus.</p> <p>However the planning and informing of parents is very slow. For example the George Shearing Centre (Battersea and Wandsworth run) were sending details of their Summer schemes to parents before half term I still haven't received</p>	Forwarded to short breaks co-ordinator to respond directly to parent

		information about the Lambeth short break opportunities available to my child.	
July 2018	Feedback on the Local Offer website	<p>Please select the area of the Local Offer you wish to give feedback on: Leisure activities Were you able to find what you were looking for? Yes</p> <p>Was the information that you looked at on the website clear? Yes</p> <p>Do you have any comments to add? Please share them with us:</p> <p>It's so nice to have the Young Lambeth Co-operative summer activities 2018 brochure available on the Local Offer before the summer holiday begins. I can make enquiries and plan my autistic son local activities well in advance</p>	Shared with Young Lambeth
July 2018	Feedback on Local Offer Website	Parent request details of SEND drop in	Information sent.
Aug 32018	Feedback via local offer website	Parent requested information as moved into borough with a child with special educational needs	Details on what is required to apply for an EHCP sent along with contact details for EHCP team so it can be discussed with parent further.
Aug 2018	Feedback via Local Offer website	I'd really appreciate some help and advice regarding my child who's due to start year 8 in September. We're currently awaiting the assessment outcome from the Mary Sheridan Team with her potentially having some form of	Information sent on ASD pathways and National autistic society

		ASD. She struggles immensely with leaving for school in the mornings and finds her school quite overwhelming and noisy. I've had to adjust my working hours to adapt to her needs so I'm now part time instead of full time.	
Aug 2018	Feedback via Local Offer website	My child has just been diagnosed with Cerebral Palsy and it would be extremely helpful to speak with someone about the services, activities and orders available within Lambeth. Would it be possible for the local offer officer to call me on	SEND Early Years contacted parent to discuss support. Information on children centres drops in sent.