

We value your feedback, comments and suggestions for improving our local offer website. Below are some of the comments and suggestions we have received so far from users of the local offer website.

| Date | Local Offer Area | Feedback, Comment, Suggestion | Lambeth Local Offer team response |
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| 05/09/2014 | How easy is the website to use | Can see no difference in colour between the links and the rest of the text> I am partially sighted | Links have now been highlighted in bold and blue |
| 29/09/2014 | Other | Very useful site | |
| 29/09/2014 | How easy is the website to use | print quite small is there an option to increase print | A function bar to increase he text font has now been implemented on the local offer web pages |
| 29/09/2014 | How easy is the website to use | I've clicked on the poll to indicate that I like the website and see that 42% of people responding to the poll do not like the site, have you considered adding a feedback to ask them why | This poll feedback box was for the young Lambeth web pages, this box has been removed from the local offer web pages |
| 29/09/2014 | How easy is the website to use | On screen writing is small | A function bar to increase he text font has now been implemented on the local offer web pages |
| 29/09/2014 | How easy is the website to use | Very easy | |
| 29/09/2014 | How easy is the website to use | Sometimes the web is slow to respond | |
| 29/09/2014 | Quality of Information | Very useful site | |

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| 29/09/2014 | Quality of Information | On the information for parents there is the subheading formally parent partnership service, the word formerly should be used instead | This has now been amended |
| 29/09/2014 | Quality of Information | Very useful site | |
| 29/09/2014 | How easy is the website to use | I think the links should be underlined | Links have now been highlighted in bold and blue |
| 29/09/2014 | How easy is the website to use | The information and definition links within text open automatically when you pass over the with the cursor but need to be actively closed by clicking on the x. Perhaps these could close once the cursor moves off the links | |
| 29/09/2014 | How easy is the website to use | Would be useful if you could search the site using the keyword searches or word strings | Our website designers are currently looking into a word search function for the Local offer web pages |
| 29/09/2014 | Other | On the contact a family page there is no feedback form | The feedback tab has been added to the useful links menu |
| 29/09/2014 | How easy is the website to use | More pages with less text, at the end of the bullet point saying more | We are currently working on reviewing the local offer web page text |

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| 29/09/2014 | How easy is the website to use | It would be useful to have a link at the bottom of the page that brings you back to the top of the page | A function bar has now been installed on all the local offer web pages with up and down arrows which allows you to scroll up and down the pages more easier |
| 29/09/2014 | How easy is the website to use | When changing the text background colour which is very useful to people with dyslexia or visual impairment, to beige option the links appear in a blue which is too bright to be able to read easily | |
| 29/09/2014 | Other | Search function result only relevant if you search text phrase, also when searching for the local offer as an exact phrase some of the links don't work | We are currently working with the web designer to implement a better search function for the local offer web pages |
| 29/09/2014 | Other | When one finds the display options and chooses colours and a font size which makes text and links clearer, the display reverts to the default when one clicks to another page. | |

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| 29/09/2014 | Other | Share button at the top would be useful if you could email page | The option to email the link to the local offer page is available under the share tab. Please click on the share tab then click on the option +More, the click on then email symbol |
| 29/09/2014 | Education and Schools | It is not possible to search for schools in a geographical area. I tried for schools in the West Norwood area it gave me no result | The search function for schools Lambeth schools is on the Young Lambeth website main site and the Lambeth school displayed alphabetically with the option to view a map of the location of the school is available |
| 29/09/2014 | How easy is the website to use | Not all words that are bold are clickable links, could be confusing. Perhaps use a better colour to differentiate, currently the blue/black is too similar | |
| 29/09/2014 | Other | I think the local offer area needs distinctive colours or logo, so you know when you have clicked away from it | |
| 29/09/2014 | Other | Not sure when I am on the local | We currently have a V shaped ribbon |

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| | | offer page or young Lambeth page | on the right hand side of the local offer pages which indicates Local Offer |
| 29/09/2014 | Other | Add a link to Lambeth Library service | We have now added Lambeth Libraries to the front page of the local offer website |
| 29/09/2014 | Other | people should be able to sign into the or own account. They could set their display options and have a favourite page list and mote of previous queries. | This would be something we will be looking into as we develop the Local offer website. |
| 29/09/2014 | Education and Schools | On the pledges page it states a lot of pledges, No 7 in particular is very contentious. A lot of parents have problems with this. What resolution is available if Lambeth does not uphold the pledge. There should be a link to complaints or appeals | Pledge 7 relates to transitions. Make the transitions from one setting to another (entering school, moving into Secondary education, moving into adulthood) smooth, involving the family at all stages The side menu on this page of the Local Offer gives a link to the Parents' Information, Advice and Support service which will help parents who wish to complain or appeal. |
| 29/09/2014 | Other | when you type Lambeth into the feedback area it comes up as a | This has now been amended. |

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| | | mistake. It needs to be added to the dictionary | |
| 29/09/2014 | Other | There is a spare box on the local offer front page, could it be dedicated to libraries | This area has now been allocated to Lambeth Libraries |
| 29/09/2014 | Other | Kids London link not working | This link has now been activated |
| 29/09/2014 | Other | The links are not very clear, perhaps underline them and make the colour clearer | Links have now been highlighted in bold and blue |
| 29/09/2014 | How easy is the website to use | Overall the website is really good | |
| 29/09/2014 | Other | Overall a very convenient site, with plenty of relevant information pulled together | |
| 29/09/2014 | Other | May be useful to have a feedback form for each page as it is hard remembering full headers and titles when filling in the form. | The option to give feedback has now been placed on all local offer pages |
| 29/09/2014 | Other | I facilitate a reading group for adults with autism or related conditions in | We now have a voluntary organisation section on the website |

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| | | <p>partnership with Lambeth NAS at Clapham Library, we have a couple of member who fall into the 16-25 age group. Getting the group listed on the site may help us get more young adults involved in the group</p> | <p>and have added links to organisations websites where they advertise programs</p> |
| 06/03/2015 | Other | <p>Feedback from Joint Monitoring group on Local offer Website Need further information: Newly Diagnosed</p> <ul style="list-style-type: none"> • What's Next • What does it means • What help is out there <p>Search function for the Local offer only is required</p> | <p>We have an area for "I'm worried about my child", this will be part of the expansion from Sept 15 onwards.</p> <p>The Search function for the Local Offer is in progress and is with the website developers, we hope to have this in October 2015. There is a search function across Young Lambeth which includes the Local Offer</p> |
| 05/03/2015 | How easy is the website to use | <p>I tried to find out about exclusions - imagining I was a parent in a panic - it took a lot of thought about which 'useful link' to choose. got there eventually but I had to think around it and make knowledgeable guesses</p> | <p>There is a search site tab at the top of the page on the right hand side. We are currently working on improving this search function.</p> |

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| 005/03/2015 | Other | I have looked at the Educational Psychology page and although the info is fine I know we need to make our information much more young person and parent friendly. I have set one of my EPs the task to problem solve this and we will come up with ideas - graphics/buttons/easier language etc. | Educational Psychology web pages are currently being reviewed |
| 05/03/2015 | Other | The problem with the whole site is that on the one hand there are the high level Lambeth pledges, and on the other a list of services, but no indication of how the services will set about fulfilling the pledges in particular situations. What is needed is a offer for CYP with particular needs, e.g. behaviour, language, ASD | There are links from most pages to further detail which can give this type of information. For example on the schools page the parts of the text in bold will give this information. There are links to every school's website where the school describes how it meets children's needs. We shall review the service pages and secure this information as appropriate. |

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| | | <p>and Early Intensive Behaviour Intervention (EIBI) in the range of strategies used with children and young people with ASD.</p> <p>Request to include information on Local Offer about the basis on which these therapies will be provided in Lambeth.</p> | <p>Lambeth make ABA and EIBI available to the small number of parents who wish to explore these approaches.</p> <p>This information is available on the Areas of Special Educational Need and or disability:</p> <p>http://www.younglambeth.org/local-offer/useful-links/the-send-code-of-practice-identifies-four-broad-areas-of-need.html#</p> |
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