

LOCAL OFFER FOCUS GROUP 30TH NOVEMBER 2016

5 Parents in attendance

Sharon Kitson – Contact a family

Claire Kirwan – Lambeth SEND team

Ryan Falcon Hay – Lambeth Web team

The Local offer and the Young Lambeth website will be moving over to the main Lambeth website, www.lambeth.gov.uk. We want to take this opportunity to look at the layout of the Local offer, get some feedback about what is / isn't working, and find out what other sites you use. We want to make the Local offer more user friendly, we are aware parents find it difficult to navigate and if we can get that right we can make it a useful website.

Ryan – is from the webteam at Lambeth and he will be taking what you tell him to help in the redesign of the local offer.

Who has used Local Offer?

- 2 – Have tried to use
- 3 haven't used the Local offer

2 who have tried to use what happened?

- Clicked onto the local offer bought up loads of options, clicking through lots of different pages.
- Looking for information on special schools, link took me to something strange.
- Looking for the summer activities brochure – I couldn't find it so gave up

Where do you go to get information?

- Contact a family
- Social Worker
- School

Local Offer - General

Had not heard of the Local offer.

Have been on the young Lambeth website but the Local Offer doesn't stand out that it is about SEND

Would be good to have a link to SEND activities only, and show more information, is the activity secure, can child be left alone.

Better search engine is needed, more searches, by age group rather than just diagnosis. Would be better to have searches by need rather than diagnosis, as it's the needs of the children that matter not the diagnosis they have.

A drop down search engine similar to Manchester but different criteria

e.g

- Communication need
 - Age
 - Activity
 - School / Medical Centre

So you can add things for another time into a shopping basket.

Summer Brochure – Needed to add if activities were inclusive, or add that parents need to ring and talk to them about their child to see if they can meet their needs.

More information needed, a place where you can go to get all of the information for something like role Models / carers/mentors/activities.

Translation – needs to be at the top of the page not hidden away at the bottom. Need more languages, match the languages that are used in Lambeth.

Newsletter sign up – so you can get updates for changes on the Local Offer, more up to date information about what's happening. Southwark is good, its poops up so it's the first thing you see when you go onto the local offer.

Looking at other boroughs Local Offer set up:

Southwark – like the Icons, the screen is much better, its bigger, Lambeth's is very small and narrow, its landscape rather than portrait. They have an A-Z of SEND services easy to sue.

Manchester – icons better than pictures on Lambeth, like the search engine can break it down into area.

How to let you know about the Local Offer / How to let others know about the Local Offer

Leaflets / Hand-outs to all services

- Schools
- Nurseries
- GPs
- Libraries

Get a newsletter so people can sign up to it online. Have the newsletter online as well, send out copies to schools to send out

Liberty Card

Have icons to split out the information, Shops / Information / Contact

Its very words, don't want all of the information all of the time.

Have a newsletter you sign up for the Liberty Card, or as part of the Local Offer Bulletin. Have a latest news page on the Local Offer

