

REVIEW OF LOCAL OFFER November 23rd 2016

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, 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.

We have another focus group meeting next week, and would hope to come back with some suggested new layouts to this group in the new year, Jan.

Focus group on layout and use of local Offer

6 – Parents

Sharon Kitson contact a family

Ryan – Lambeth web team

Claire Kirwan – Lambeth SEND Team

3 parents have been on and used the Local Offer

2 had not heard of the Local Offer

Questions about how parents access information now:

Where do you go for information on local services

- Play groups
- AS – Early Years Alliance worker
- Contact a family
- From School
- SEND Team

What happens if you have a problem?

- Speak with IAS – independent Advice and Support
- Speak with Michael Donkor (Head of SEND Service)
- Spoken with Statement Officer
- Spoken with School

(local offer not used)

Where would you go to look for activities?

- Go to contact a family to see what activities they have on offer:
- Information from school on activities

Summer university brochure for activities in school holidays was not good last year, only 1 page out of 35 about SEND, there were 3 services, 1 was OOB, one was 0-5 and the other 13-19 there was a gap from 5-13.

This has been fed back to Young Lambeth Co-op and the children's services commissioners

Do you use the Local Offer?

- Activities listed on local offer not easy to go through
- Just a list
- Not easy to use

Has activities via CWD but young person doesn't want to use it as he doesn't see himself the same as the other young people there, need more choice.

General – Lambeth local Offer

Information re eligibility criteria in Social care is on but not easy to use.

Don't find the site user friendly, its very time consuming to use and to find what you are looking for.

Parents/Carers don't have time to access website.

It's not very clear that the "Local Offer is about SEND.

Information is out of date

Some links when have been on before don't work

Services are missing

5-15 not very clear

Not clear about where to go with issues and problems

Lots of Jargon

Lists of information are not good. Would be better to have tabs, Supporting agencies, charities, parents information

Make titles bigger more punchy easier to see

Didn't realise you could change the language, its hidden away at the bottom of the page, need to make it at the top. More languages need to be added.

Links are not clear on Lambeth pages, need to be bigger clearer.

Looked at other LA Local Offer.

Southwark's looks very user friendly

Like the use of Icons, works better than pictures

Manchester – Easy to see and go into

Being able to search by post code is helpful, and also searching by disability for specifics

Social Media Use by Parents/Carers

4 parents use social media

None follow Lambeth

Wouldn't follow Lambeth on Facebook,

Some prefer twitter to Facebook

Use mums net.