

LOCAL OFFER FEEDBACK SEPT 2016

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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| 02/10/15 | Via Web page feedback | Education and schools - its is not possible to open or get a direct link to the online links for the schools i.e. Ofsted report, schools leagues tables, | Have added a link which takes you through to a list of schools on the Young Lambeth website. Have added a link to the GOV website which allows you to Compare school and college performance within Lambeth. This has been added to the schools and Education 5-16 page. |
| 05/09/15 | Via web page feedback | Quality of Information I am hoping to move into the area in the next few weeks and was extremely worried that I may not get the same support for my Son at his new school as I have at his present school, however after coming onto your council website I am extremely impressed at how informative the site is and how in-depth some of the chapters are. I found it extremely easy to find exactly what I was looking for regarding what can be done in a supportive role to help my son get the correct supports put in place for his needs (he is ADHD Oppositional and defiance disorder and has a support teacher in his | |

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| | | <p>class at his present school), its very difficult as a mother not to worry that moving to a brand new area is going to affect my son and the thought that he may not settle in a new school is causing me sleepless nights at the moment but after reading all that is on offer through Lambeth Council to help not only my son but myself definitely makes me feel more at ease regarding moving house and to a new area.</p> | |
| 02/10/15 | Via webpage feedback | <p>The navigation is very clunky. For example, if you come to the site looking for sports activities everything is presented as a long list under one heading. A heading/introductory text with a 'more' option would be much easier. Also think the headings could be organised in a more logical way. I'd suggest you take a look at the Southwark site</p> | <p>Website is going to be re-designed with parents input to help the navigation to flow more thoroughly. The expected start date of this is Sept 2016. We have added a link to young Lambeth for searching activities and things to do.</p> <p>Activities and services for children, young people and families You can find details about leisure activities and thing to do across the borough by searching our Young Lambeth directory.</p> <p>We will be inviting parents to take part in the re-design of the local offer. You can sign up via email senreview@lambeth.gov.uk</p> |

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| <p>12/10/15</p> | <p>Webpage feedback</p> | <p>There are definitely more sport activities available in Lambeth than the site lists including, for example, Moving Matters Inclusive Sport sessions which I think is funded by Lambeth. I find this really odd as I thought the idea of the local offer was to provide a one-stop-shop of parents. It would be really helpful if there was information about swimming lessons for children with disabilities. It took me ages to find a swim teacher for my child and when I did (the brilliant Better in West Norwood) turns out there was a substantial discount for one-to-one lessons</p> | <p>Have added a link to young Lambeth directory for leisure activities and things to do so a wider search option. Asked commissioners to check what we commission. Have added links to Lambeth better website for further information</p> |
| <p>18/01/2016</p> | <p>Webpage feedback</p> | <p>My feedback is about two issues firstly I know that a number of children receive ABA early intensive behavioural interventions in Lambeth (foI request) but Lambeth is fully short of their legal duty to provide information about ABA on your local offer page. Please can you provide me with a reason why and also update your local offer to ensure parents have access to all information.</p> | <p>http://www.younglambeth.org.uk/local-offer/landing-pages/schools-and-education-5-16.html For a list of nurseries, schools and further education colleges that children with a special educational need attend please click on the downloadable link There is now a list of all schools that Lambeth children attend both in an out of the borough.</p> |

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| | | <p>Secondly since September there has been a Saturday club open for And children offering wonderful one to one play therapy and ABA which again does not appear on your site. It is called Focus South London and information can be found at www.focusabalondon.co.uk. It runs a 12 week term for 4.5 hrs ever Saturday for £300. My son attends and it is wonderful. Please include this provision in your local offer.</p> | <p>Lambeth delivers a range of early intervention which benefits parents of children in the early years and school staff working with children with an ASD diagnosis.</p> <p>Our Educational Psychologists and ASD Outreach services are providing input to schools and families, all of whom have an understanding of the principles of Applied Behavioural Analysis. They are trained in understanding psychological research and are aware of the absence of controlled studies comparing ABA with other home-based interventions involving the same intensity of input. In Lambeth we have a range of specialist settings that have expertise and on-going training in Autism and specific approaches, such as TEACCH. We are committed to raising understanding and skills for those working with children and young people with ASD.</p> <p>Each child's needs are considered on a case by case basis and Lambeth is absolutely committed to improving the outcomes of all children via the highest quality interventions possible.</p> |
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| | | | At present we don't have an area within the Local Offer to share other parents recommendations. We hope to develop the local offer to have a noticeboard type page in our redesign early 2017. |
| 18/02/16 | Webpage feedback | Unfortunately I was unable to find information about opening times of Norwood park one o'clock club - the front page was out of date referring to October 2015 and the link showed a long list of associated activities. | Links to Young Lambeth updated which holds the information on one,o,clock clubs. |
| 19/04/16 | Webpage feedback | Quality of Information One of the best website i have come across interim of presentation and content. Well done to all who contributed to build such a user friendly and well resourced web. Please update information on some of the pages for example (provision for ages 16-25) still advertising November 2015 event. I was so impressed by your web until that point. Still a very good and impressive website. | Webpage has been updated. Re-design of the 16-25 page has been undertaken |
| 17/05/17 | Webpage feedback | Where is information about services funded by Short Breaks? Is this funding still available and if yes how is it being spent. How do families find out about | Short breaks information is available within the social care area of the Local Offer. It contains the Short Breaks Statement. This is also available within the CWD area where a shorter break |

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| | | the services? | down of short breaks has been added. |
| | VERBAL FEEDBACK AT PARENTS FORUM EVENT | | |
| | Parents Forum | Unable to find list of schools on the Local offer | This can be found as a downloadable spreadsheet on the 5-16 area which list off schools that Lambeth children with a statement of EHCP attend. Also added the links into young Lambeth which make it easier to search for Lambeth schools. |
| | Parents Forum | Find the Local Offer difficult to get around. | The website will be moving over to Lambeth.gov in the new year. We will be re-designing the flow of the young Lambeth when this happens. We will be offering focus groups with a web designer and parents to see can see the best way to adjust the local offer |
| | VERBAL FEEDBACK VIA CHILDREN YOUNG PEOPLES DISABILITY REGISTER EVENTS | | |
| | CHILDREN YOUNG PEOPLES DISABILITY REGISTER EVENTS | Social worker requested a taxi company to be included in provider information, | WE DID Companies contacted we now have a company who is experienced with special needs children. |
| | CHILDREN YOUNG PEOPLES DISABILITY REGISTER EVENTS | A parent commented that more verification information was needed on the card | stickers were ordered and applied to all cards, next batch will have it printed on. WE DID |
| | CHILDREN YOUNG PEOPLES DISABILITY REGISTER EVENTS | A parent requested to know quiet times at local swimming pool | Manager of Better.Org contacted and this was suggested and requested. WE |

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| | | | DID |
| | | Parents didn't want to wait until their ICount card expired | All families have now been given their new Lambeth Liberty Card. WE DID |
| | Feedback via Email | <p>Unable to find the Summer activities booklet.</p> <p>Complaint re: Provision for SEND Children in summer activities booklet.</p> <p>Only one page of activities</p> <ul style="list-style-type: none"> > They haven't even listed all the SEND service providers commissioned by Lambeth! > E.g. wheels for wellbeing, demonstrate, etc. I have so many other things to criticise but that is the main one. > please take the above as feedback on the brochure and I'll be taking my autistic son along to a lot of the 'mainstream' activities to ascertain how 'inclusive' they are | <p>Email forwarded to Young Lambeth Co-Operative who designed / commissioned the Summer Activities booklet.</p> <p>Booklet also added to the Local Offer website.</p> <p>Email sent containing information about activities available from the Local offer website.</p> |
| | | <p>As the summer holidays is just around the corner, I've been on the Local Offer to see what activities is available for children with disabilities.</p> <p>>> As you know Charlie Chaplin is not the only adventure playground for CWD so why has it been highlighted as such?</p> | <p>Response sent to young Lambeth co-operative who designed/commissioned the school activities booklet to response.</p> |

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| | | <p>>> For me, the layout of the information does not specify which of the other playgrounds are also 'inclusive'</p> <p>>> (not all playgrounds are, eg Max Roach) I would have to search each playground individually in order to find out this information which is very time consuming.</p> <p>>> Also, do you know if there are hard copies of the YLCo-op summer activities 2016 brochure available?</p> | <p>Email has been sent around to all the adventure playgrounds requesting information on their inclusivity. As information is received it will be updated on the Local Offer and Young Lambeth website.</p> <ol style="list-style-type: none"> 1. Is your playground/club accessible for children with disabilities 2. Are there quiet areas for children that have sensory needs 3. Are children with Special educational needs / disabilities able to access additional support from staff on site to take part in activities at you playground/club. 4. Do you have robust plans in place for children with additional needs. 5. If you would rate yourself 1-10 on inclusivity where would you rate yourself? 1 being non-inclusive 10 being completely inclusive. <p>Summer activities booklet forwarded as PDF, hard copy left in reception</p> |
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| | | | and added to the Local Offer. |
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