

You said, we did, in 2022

Summary of feedback received via our online Local Offer Feedback form

Date	Local Offer area	Did you find what you were looking for?	Was the information that you found clear?	If you clicked on a link to another website, did it work?	Comment, if any	Response, if needed
Jan 2022	I'm a professional	Yes	Yes	No	I would like to add the minutes from the Lambeth/Southwark Children's Hearing Services Working Group (CHSWG). Can you tell me how I can do this please?	N/A
June 2022	I am a parent	No	No	No	Can you please place SEND activities for children and young people on the Lambeth Local offer page (perhaps under the section I'm a parent)?	'Life and Leisure' section added to 'I'm a parent' section of the Local Offer website, promoting 'Activities and Services' for children and young people with SEND in Lambeth
April 2022	I'm a professional	No	Yes	Yes	<p>Would love to know diagnosis pathways and routes for advice of the different SEND needs.</p> <p>There is also a new document called the teacher handbook which would be good to have on here.</p>	<p>Local Offer 'Specialist Support Services' section available and details the EHC assessment process.</p> <p>Contact details are available for the SEND team, Lambeth Parent and Carer Forum and Lambeth Information Advice and Support Service (LIASS).</p> <p>'The Teacher Handbook: SEND' produced by 'Whole School SEND' is available to SENCOs on the Lambeth Schools Partnership website.</p>
April 2022	Contact us, attend	Yes	Yes	Yes	How to contact the LA	The SEND team contact details are available on the Local Offer website,

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	events, join the Parents Forum					and the Local Offer email localoffer@lambeth.gov.uk is widely promoted.
May 2022	I'm a professional	No	No	No	specialist support services in lambeth	Local Offer 'Specialist Support Services' section is available on the Local Offer website, under the 'Parent and carer' section at https://www.lambeth.gov.uk/lambeths-send-local-offer/im-parent-or-carer/specialist-send-support-services
September 2022	I'm a parent	No	No	Yes	<p>I work for Natspec, a membership association for organisations offering specialist FE for learners with SEND.</p> <p>Each year I audit the Local Offer pages relevant to our members' local authority areas to ensure that information about post-16 specialist information is easy to find, up-to-date, and complies with the SEND Code of Practice.</p> <p>As per the SEND CoP, "The Local Offer must include information about: institutions approved under Section 41 of the Children and Families Act 2014".</p> <p>The best way to ensure compliance with the above is to provide a link to the list on the gov.uk website so that those seeking the information are always provided the most up to date information.</p>	<p>Section 41 is promoted in the 'Choosing and moving schools with an EHC plan' page of the Local Offer, under the 'I'm a parent and carer' section.</p> <p>Updated the reference to Natspec as requested and added a link to the Section 41 information in the 'I'm a young person' section on the page https://www.lambeth.gov.uk/lambeths-send-local-offer/im-young-person/post-16-school-college-university/post-16-school-college-lambeth</p>

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					<p>Unfortunately we were unable to find this link provided on your website alongside other relevant post-16 specialist education options. We notice you do have us linked here, which is really helpful but our list of members is not the S41 approved list. We'd love to suggest the list be provided on the below page alongside Natspec:</p> <p>https://beta.lambeth.gov.uk/lambeths-send-local-offer/imyoung-person/post-16-school-college-university/post-16-school-college-lambeth</p> <p>We also have not been called The Association of National Specialist Colleges for a number of years. Would these brackets be able to be removed please?</p> <p>We'd be grateful if you were able to let us know whether you would be able to update this information.</p>	
September 2022	Contact us, attend events, join the Parents Forum	Yes	No	Yes	<p>The 'do you like this site' page (https://beta.lambeth.gov.uk/lambeths-send-localoffer/contact-us-attend-events-join-lambeth-parentforum/do-you-site) is still advertising the localoffer@lambeth.org.uk email. This should be completely removed for clarity as it appears to have been out of date information for several years.</p>	<p>Email has been updated to localoffer@lambeth.gov.uk on the requested page https://www.lambeth.gov.uk/lambeths-send-local-offer/contact-us-attend-events-join-lambeth-parent-forum/do-you-site</p>

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October 2022	I'm a professional	No	No	No	<p>I've been trying to get our Sleep Helpline registered on your Local offer for some time. I don't think it is in there although I'm unclear how to do a proper search. We offer a free service and a number of our helpline responders are specialists in supporting families who have a SEND diagnosis. It would be wonderful if we could connect with families in your area to help them sleep better. I can send some blurb for the site and a flyer.</p> <p>Also I selected that I was not able to click a link to another website - in truth I didn't do this so it was not applicable but this was not an option - I tried not answering but this also was not an option.</p>	<p>Using the 'Search' function on the main Lambeth Council website does search all Local Offer pages.</p> <p>Providers can submit their service information online on our 'Promote your service in the Directory' page at www.lambeth.gov.uk/getlisted to request to have a service added to our Family Information Directory.</p>
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