



SEND LOCAL OFFER SURVEY RESULTS, APRIL 2024

Summary of comments received from the SEND Local Offer survey which was co-designed with parent representatives to seek wider parental involvement as we develop the new layout and content for the SEND Local Offer website.



Key messages

Professional Bodies

The most common theme throughout the respondents' comments is the lack of awareness of the Local Offer and that professional bodies e.g., healthcare professionals, GP surgeries, CAHMs, schools, pre-schools, colleges etc, were not signposting people to the Local Offer website.

Marketing

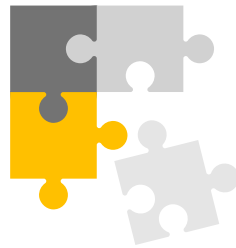
Comments included making the Local Offer more visible in public places, e.g., through displays of posters, flyers, leaflets and to make use of social media platforms.

Website

Results were mixed on respondents' experience of using the website. A majority of respondents (57 per cent) found the information easy to read and understand and reported that they found the design to be attractive (54 per cent). Respondents described how difficult it was to find information on the Local Offer in its current form on the corporate website; information is too difficult to find as it is "buried in the Bromley Borough website", with only 40 per cent of respondents saying it is easy to find information.

Specific services

Mixed feedback was received on the Local Offer information in respect of individual services. In particular, information on SEN Support, EHC Plans were identified as areas of priority.



What next?

To support the website, we are looking to have separate SEND Local Offer social media platforms. These platforms will allow sharing of SEND information and events across the Borough instantly for our families with children and young people with SEND.

Once the website and social media platforms are up and running, we plan to further publicise the SEND Local Offer using banners around local community centres/open spaces such as parks, and by use of posters, flyers and leaflets made available at libraries, schools, health/service providers.

We have recently launched a Young People's SEND Local Offer website.

We want to make sure that our SEND Local Offer website continues to develop to meet the needs of children and young people with special educational needs and/or disabilities in Bromley and their families.

Feedback is important to us as we will use this to develop the SEND Local Offer website and improve our SEND services.

Thank you to everyone for taking the time to complete the survey.