



Barnet Local Offer

A single point of information on services and support for children and young people (0-25) with special educational needs and disabilities (SEND)

www.barnet.gov.uk/local-offer

A comprehensive and evolving source of information focused on SEND in Barnet that has been coproduced with young people, families, the voluntary sector and professionals in health, education and social care.

Background / Context

The Barnet Local Offer consultation was launched on the 24th March 2017 and ran until 12th May 2017. The consultation was advertised on the Barnet Council website the Local Offer website, in the Local Press, to Schools via the School Circular, at Headteachers and SENCOs meetings; through other education, social care, health and voluntary agency networks. There were 64 completed questionnaires although some respondents did not answer all questions. The results will be analysed, acted upon and reported in the YOU SAID...WE DID section of the Local Offer Website

Q1: Do you use any of the services provided by the Local Offer for children and young people (aged 0 to 25 years) with special educational needs and/or disabilities living in Barnet?

	Response %	Number of responses
Yes	48.4%	31
No	35.9%	23
Don't know/ Not sure	15.6%	10

Q2: Which Local Offer services have you used?

22 responses

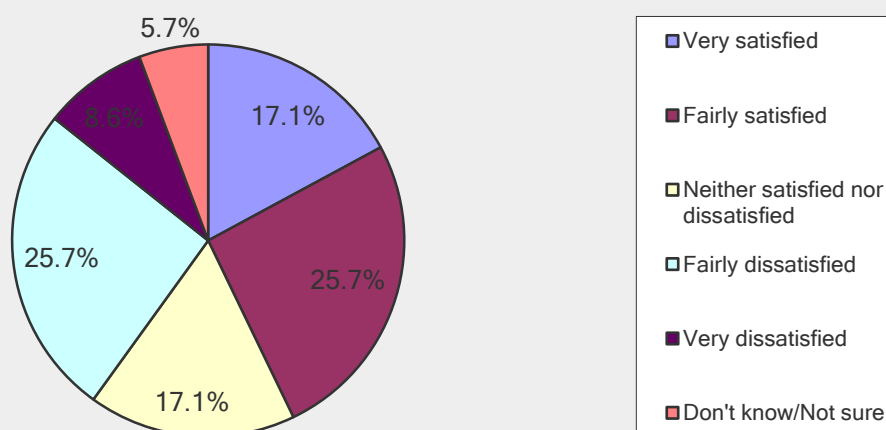
Short breaks	SENDIASS, EHCP, Early Years, Transport	SENDIASS	SEND education
EP, HIST, BEAM, BAS	Barnet Mencap	EHCP	Short Breaks, Health, Social Care, Education, EHCP
EP, HIST, SALT, OT	Community focus	Transport	CAMHS
Paediatrician	CAMHS	SENDIASS	Short breaks
EHCP	OOPS	EHCP	SEN & Social Care
Pre school inclusion team	Early Years, BEAM, SENDIASS		



Q3: Overall, how satisfied or dissatisfied are you with the Local Offer services for children and young people (aged 0- 25 years) with special educational needs and/or disabilities living in Barnet?

	Response %	Number of responses
Very satisfied	17.1%	6
Fairly satisfied	25.7%	9
Neither satisfied nor dissatisfied	17.1%	6
Fairly dissatisfied	25.7%	9
Very dissatisfied	8.6%	3
Don't know/Not sure	5.7%	2

Q3: Indication of satisfaction relating to LO services for C/YP with SEND in Barnet



Q4: Please give reasons why you are satisfied with the services.

11 responses:

<i>The quality of professional expertise is high</i>	<i>They help when's we need them to and provide a service, the council provision for therapy for children with autism needs a lot of work however</i>
<i>Practical advice from HIST services and EP although they can often be quite generic rather than relating to individual pupil.</i>	<i>Straight forward. Good support for SENCO /parents.</i>
<i>Ep service reliable. Content of reports useful. Other services less reliable and reports contents not as reliable. Some variation in reports from Paediatricians.</i>	<i>They help when's we need them to and provide a service, the council provision for therapy for children with autism needs a lot of work however</i>
<i>Excellent</i>	<i>It provided basic information but there is room for improvement</i>
<i>I was satisfied with the help from SENDIASS but can't comment on other services at the moment</i>	<i>Very happy with the services from all departments</i>
<i>Very helpful</i>	

Q5: Please give reasons why you are neither satisfied nor dissatisfied with the services.

5 responses:

There wasn't anywhere clear I could see the services available to access	<i>EHCP difficult to get. Transport is unreliable, always late</i>
There are some great services and others which are terrible.	<i>I think is very hard to get help if you work , need to take time off work eventually less pay and also each case is individual and if you child doesn't have learning difficulties then our problems are not important problems</i>
not enough session and lack of psychological specialists.	

Q6: Please give reasons why you are dissatisfied with the services.

7 responses:

<i>Not enough on offer</i>	<i>My son is not in education as Barnet have not placed him. We do not have direct payments we have had absolutely no assistance and I have done everything myself</i>
<i>Its not clear what services are available. the criteria to access Social Care is not available. Dont understand what the purpose of the purple and blue 'bubbles' which are present on the Local Offer Directory pages</i>	<i>Lack of engagement from the staff with our questions and needs. Poor diagnosis. Patronizing at times although since they replaced the previous doctor who was terrible, things have gotten much better.</i>
<i>"Raising a child with additional needs is challenging and as a parent you can feel very isolated.</i>	<i>OOPS was great, but it took a long time to figure out how to apply for oops through short breaks. There were no areas where one could choose from a range of options for short breaks.</i>
<i>Does not give adequate information on criteria for social services</i>	

Q8: Before today were you aware of The Local Offer website?

	Response %	Number of responses
Yes	49.1%	26
No	50.9%	27

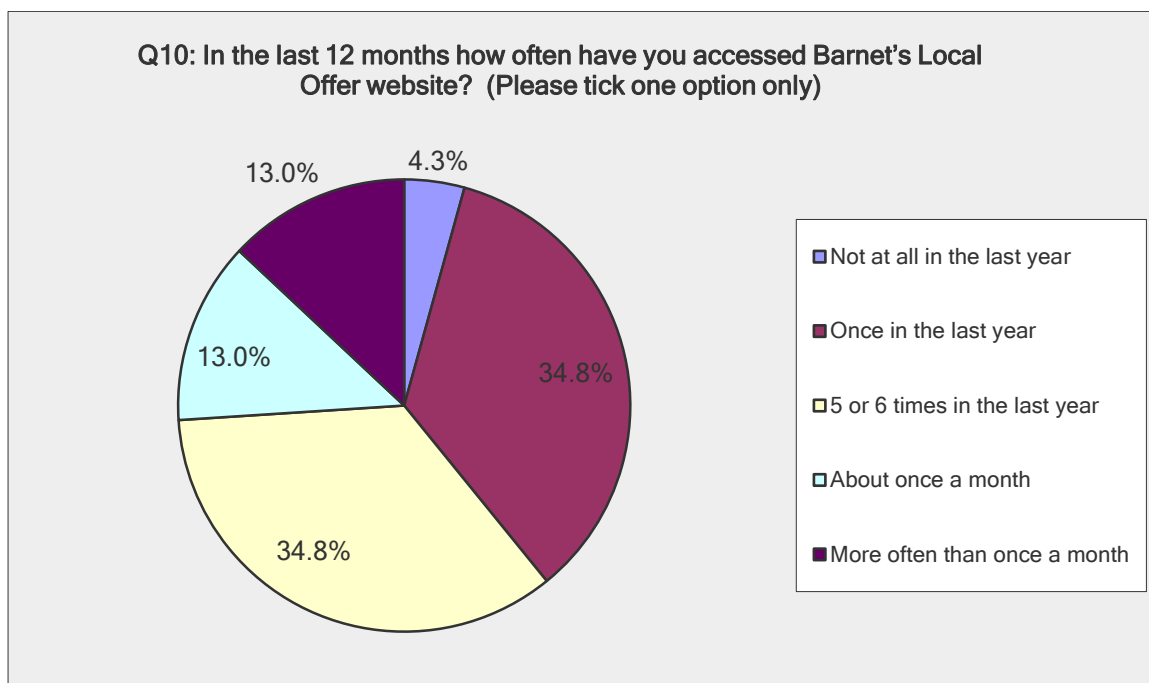
Q9: How would you like to receive information about the Local Offer in the future?

Communication Method	Number of response
email	21
letter	5
text	1



Q10: In the last 12 months how often have you accessed Barnet's Local Offer website?

	Response %	Number of responses
Not at all in the last year	4.3%	1
Once in the last year	34.8%	8
5 or 6 times in the last year	34.8%	8
About once a month	13.0%	3
More often than once a month	13.0%	3



Q11: In the last 12 months how often have you accessed Barnet's Local Offer website?

	Response %	Number of responses
Barnet Online	13.0%	3
Leaflet	8.7%	2
From a Barnet Publication	4.3%	1
Other Parents	17.4%	4
Friends	4.3%	1
School, College or Early Years provider	8.7%	2
Barnet Parent Carer Forum	13.0%	3
Barnet Council	17.4%	4
Another Council/Local Authority	8.7%	2
Barnet SEND Information, Advice and Support Service (SENDIASS)	21.7%	5
Other (please specify)	30.4%	7
	<i>SENCO network meetings</i>	<i>my department</i>
	<i>Google search</i>	<i>colleague in Barnet</i>
	<i>Have used Barnet previously</i>	<i>Professional</i>
	<i>SEN team</i>	



Q12: Are you aware of any of the following types of help that are available to help access the Local Offer pages?

	Response %	Number of responses
Large Font	36.4%	8
Speech Software	18.2%	4
Library or Children centre staff members being available to help you search and print off the information I needed	18.2%	4
I was not aware of these and do need this type of help	22.7%	5
I was not aware of these but would not need this type of help	63.6%	14
Other (please specify)	0.0%	0

Q13: Have you used any of the following types of help to access the page?

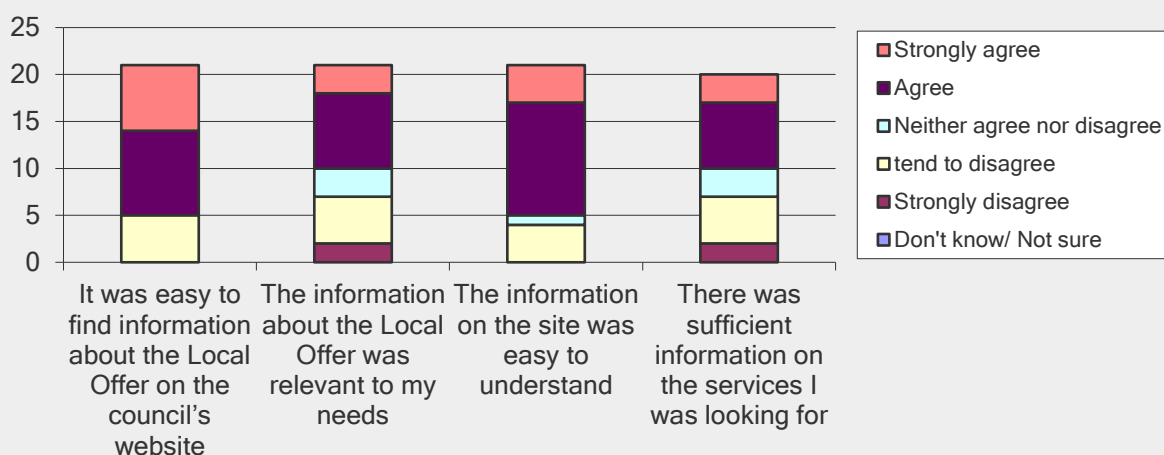
	Response %	Number of responses
Large font	12.5%	1
Speech software	12.5%	1
Asked a Library or Children centre member to help me search and print off the information I needed	0.0%	0
Don't use any of these as don't require	75.0%	6
Other (please specify)	0.0%	0

Q14: Have you used any of the following types of help to access the page?

	Response %	Number of responses
Very satisfied	37.5%	3
Fairly satisfied	0.0%	0
Neither satisfied nor dissatisfied	12.5%	1
Fairly dissatisfied	0.0%	0
Very dissatisfied	0.0%	0
Don't know/Not sure	50.0%	4



Q15: To what extent do you agree or disagree with the following statements about the information provided on Barnet Online about the Local Offer?



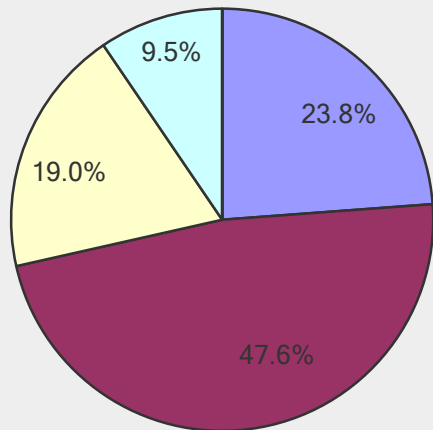
Q16: Please give reasons for your answer to Q15.

11 responses:

we spend hours navigate on information that is not accurate and on the phone people usually don't know information themselves	No sense of what services provide, criteria for referral, how to access services
"There is no info on Transfer Reviews ie timelines	Have always found the website easy accessible.
I found some of the ordinarily available documents repetitive, and I felt some further examples of provision might have been helpful to further explain different areas	If you are after basic information such as social care duty contact number its fine but the education side of things could do with more information added especially around post 16 provision.
Could give more detail about the team	In general I find it a useful tool
There is no info on who's who in Childrens services or Education	<i>I could not find the criteria for getting help from social services</i>
<i>You would need to know all about the Local Offer in order to find the right section on the website. Without knowing this it is hard to find the right section. The site doesn't appear to be designed from the perspective of the user and I didn't find it very accessible. I looked at schools and education as a starting point and couldn't find any reference to the Local Offer to direct me. Also no mention of SENDIASS on that page nor the next one I clicked to. My child has medical needs which makes it impossible for her to attend school and it was difficult to know who I should approach about this if I was trying to access the information for the first time.</i>	



Q17: How much you agree or disagree with the following statement: "I would recommend the Local Offer to other parents/young people/professionals"?
 (Please tick one option only)



- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

Response rate: 21

Q18: Please give reasons why you agree	Q19: Please give reasons why you neither agree or disagree
Information is all in one place	I would not steer parent to the local offer without my support
Although I could not find the info I wanted, others may find it useful for accessing info for their particular needs	I don't know enough about the whole package and only my experience of trying to access education for my daughter who is ill.
Its a good starting point on what's available locally.	Q20: Please give reasons why you disagree.
Good knowledge and information	people haven't got a clue at least most of them
It should contain all the relevant information that parent/carers need and I as a professional I would hope that it would be a useful resource to them.	Not been swift in helping
lots of helpful information	
Other parents may find it useful	
I have dealt with 3 LA over the last 20 years and find Barnet the easiest to access. Good info. Helpful team. Less jargon for parents/professionals. Would always recommend	



Q22: Do you think anything is missing from Barnet's Local Offer? For example it could be information on particular services or how information is displayed?

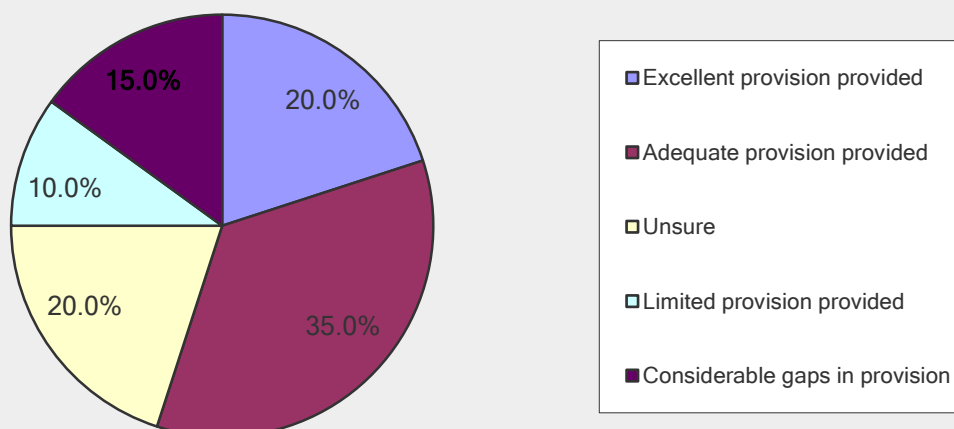
Yes	No
11 (55%)	9 (45%)

Q23: What is missing from our Local Offer?

"information on how to complain	Its a little bland, it could be more pictorial reflecting the young people/ services in our borough
nothing	Directory of who does what within 0-25 Services
media clips	More depth and clarity around some ordinarily available areas
accurate information and clarify on services	nothing
as I said nothing is missing obviously there's nothing to say here but the system enforces an entry	Pretty thorough
Nothing obvious I can think of	Information on each service, what's provided, criteria for referral, how referral is made/access is made, application
Finding individual areas of need can be rather confusing	Information for parents about respite (there needs to be more on offer!)
"1)The criteria for short breaks, what the process is, who's in charge etc. 2)The criteria for accessing Social services, who's who in Social services, what happens, how long assessments should take. 3) Who's who in Education	The criteria for referral to social services. A chart of who's who in Childrens Services. Its very confusing, you have the 0-25 team, then you have Children's Social care team, then you have the Disabled Childrens Social Work Team, then there's the Learning Disability Service, there's also MASH. Why isn't there a flow chart so one can easily find out what service is best suited to the needs of their child or young person
I can't find information on what is available for children with medical needs, particularly ME/CFS, to ensure that they still can access an education even if they are too unwell to attend school. The info may be there but I haven't found it.	"That under 18 in full time education receiving certain benefits ARE infact entitled to free meals. How many have been missing up on this ??



Q24: With regards to the provision available in Barnet for children, young people and their families with SEND, how would you describe the current offer? (Please tick all that apply)



Response rate: 20

Q26: Which ward do you live in? If you live outside Barnet please select other and specify

	Response %	Number of responses
Brunswick Park Wards	12.5%	5
Burnt Oak Wards	2.5%	1
Childs Hill Wards	2.5%	1
Colindale Wards	2.5%	1
Coppetts Wards	0.0%	0
East Barnet Wards	7.5%	3
East Finchley Wards	10.0%	4
Edgware Wards	5.0%	2
Finchley Church End Wards	2.5%	1
Garden Suburb Wards	2.5%	1
Golders Green Wards	5.0%	2
Hale Wards	2.5%	1
Hendon Wards	2.5%	1
High Barnet Wards	10.0%	4
Mill Hill Wards	5.0%	2
Oakleigh Wards	5.0%	2
Totteridge Wards	7.5%	3
Underhill Wards	5.0%	2
West Finchley Wards	5.0%	2
West Hendon Wards	0.0%	0
Woodhouse	5.0%	2

Q27: Please tick any of the following which apply to you: 'I am a.....

	Response %	Number of responses
Parent	75.0%	33
Carer	11.4%	5
Young person (up to 25 Years of age)	0.0%	0
Professional/employee working with children/young people with special educational needs/disabilities	27.3%	12
Volunteer working with children/young people with special educational needs/disabilities	0.0%	0
Other (please specify)	2.3%	1
<i>friend of person with SEN children</i>		

Q28: Are you Male or Female?

Female	Male
38 (86.4%)	6 (13.6%)

No responses for questions 29 to 33

Q34: Is your gender identity the same as the gender you were assigned at birth?

Yes	No	Prefer not to say
43	0	1

Q35: Belief / faith of those completing consultation questionnaire:

Response rate: 43	Response %	Number of responses
Agnostic	2.3%	1
Atheist	2.3%	1
Buddhist	2.3%	1
Christian	25.6%	11
Hindu	2.3%	1
Jewish	27.9%	12
No religion	16.3%	7
Prefer not to say	16.3%	7
Other religion/belief (please specify)	4.7%	2
<ul style="list-style-type: none"> ○ No religion but celebrate Christian festivals and have Christian cultural background. ○ Catholic 		

Q36: Do you consider yourself to be....:

Bisexual	0.0%	0
Gay	0.0%	0
Heterosexual	78.6%	33
Lesbian	4.8%	2
Other	0.0%	0
Prefer not to say	16.7%	7
In addition, if you prefer to define your sexuality in terms other than those used above, please let us know below:		0

