**Local Offer consultation**

**About this survey**

Barnet’s Local Offer website is a guide to the services available for children and young people (aged 0- 25 years old) with special educational needs and disabilities (SEND).

You can look around our Local Offer website at:

[www.barnetlocaloffer.org.uk](http://www.barnetlocaloffer.org.uk)

We want to hear feedback from children, young people, parent and carers, and all professionals about the progress we have made, what we are doing well, and what we could improve. We will publish this feedback on the Local Offer website and use it to develop the Local Offer website and local services over the next year.

This survey contains questions about:

* Your views on the Local Offer website (19 questions)
* Feedback in your own words about what the local offer website is, and how you use it. We hope that we can use this feedback to design some leaflets and videos to raise awareness of Barnet's Local Offer (4 questions)
* Equalities monitoring (6 questions)

We do not collect personal information in this questionnaire, which means the information you provide is anonymous. We do not ask for your name, address, email address, telephone number, full post code or any other information that would allow us to identify you.

Since the data we collect is anonymous, it is not considered to be personal data under data protection legislation (such as the General Data Protection Regulation or the Data Protection Act 2018).

This survey will close on **Sunday 21 July 2019.**

You can complete the survey online using this [link](https://forms.office.com/Pages/ResponsePage.aspx?id=uWikGxQUdUa-T1PEeK1Hu_6BcyKSRD1Nj-2Ng95ipQVUNkFZQU02STJNRkhaWEZUN1RVNjNNV0ZHMS4u), or you can complete this form and return by email to Caylin.Joski-Jethi@barnet.gov.uk/

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| **Section 1: Questions about the Local offer website** |
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| **Question 1: I am a:** |
| *Please select all that apply* |
| [ ]  Child/ young person | [ ]  Parent/ carer/ guardian | [ ]  SENCO | [ ]  Headteacher |
| [ ]  Governor | [ ]  Other school staff | [ ]  Health professional | [ ]  Social care or family services professional |
| [ ]  Education professional | [ ]  Community and voluntary sector professional | [ ]  Other (please specify) |  |
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| **Question 2: How did you first hear about the Local Offer website?** |
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| [ ]  Barnet parent/carer forum | [ ]  Barnet website  | [ ]  Barnet communications (eg. leaflets, the school circular) | [ ]  Children's Centre |
| [ ]  Community organisation (e.g. Barnet Mencap, other charity) | [ ]  Health professional (GP, paediatrician) | [ ]  Health visitor | [ ]  Friends / word of mouth |
| [ ]  SENDIASS | [ ]  School, college or early years provider | [ ]  Social care professional (social worker) | [ ]  Other (please specify) |
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| **Question 3: In the past 12 months, how many times have you used the Local Offer website?** |
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| [ ]  Not at all in the last year | [ ]  Once in the last year | [ ]  5 or 6 times in the last year | [ ]  About once a month |
| [ ]  More often than once a month | [ ]  Other (please specify) |  |  |
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| **Question 4: Have you heard of the termly SEND newsletter?** |
| *This is a termly newsletter co-produced by education, health, social care, the voluntary sector (Barnet MENCAP) and the Barnet parent carer forum (BPCF). It provides updates on the latest developments about SEND in Barnet.* |
| [ ]  Yes, I have read the SEND newsletter | Yes, but I have not read the SEND newsletter | No | Not sure |
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| **Question 5: Do you have any feedback about the SEND newsletter?** |
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| **Question 6: Are you aware of any of the accessibility options we have on the Local Offer website?** |
| *Select all options that apply to you* |
| [ ]  Font size options | [ ]  Speech software | [ ]  Colour contrast options | [ ]  Text-only version |
| [ ]  Automatic translation | [ ]  I was not aware of these but would not need this type of help | [ ]  Library or children's centre staff members helping you search and print off the information I needed | [ ]  I was not aware of these and do need this type of help |
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| **To what extent do you agree or disagree with the following statements?** |
| **Question 7: "It was easy to find the information I was looking for on the Local Offer website"** |
| 1 – strongly disagree | 1 [ ]  | 2 [ ]  | 3 [ ]  | 4 [ ]  | 5 [ ]  | 5 – strongly agree |
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| **Question 8: "The information on the Local Offer website was relevant to my needs"** |
| 1 – strongly disagree | 1 [ ]  | 2 [ ]  | 3 [ ]  | 4 [ ]  | 5 [ ]  | 5 – strongly agree |
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| **Question 9: "There was sufficient information on the services I was looking for on the Local Offer website"** |
| 1 – strongly disagree | 1 [ ]  | 2 [ ]  | 3 [ ]  | 4 [ ]  | 5 [ ]  | 5 – strongly agree |
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| **Question 10: "The information on the Local Offer website was easy to understand"** |
| 1 – strongly disagree | 1 [ ]  | 2 [ ]  | 3 [ ]  | 4 [ ]  | 5 [ ]  | 5 – strongly agree |
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| **Question 11: "It was easy to provide feedback on the Local Offer website"** |
| 1 – strongly disagree | 1 [ ]  | 2 [ ]  | 3 [ ]  | 4 [ ]  | 5 [ ]  | 5 – strongly agree |
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| **Question 12: What would make it easier to find the information you need on the Local Offer?** |
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| **Question 13: Which parts of the Local Offer website have you found the most useful?** |
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| **Question 14: What are the most important things to improve on the Local Offer website?** |
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| **Question 15: Do you regularly signpost or recommend Barnet's Local Offer website to people you interact with?** |
| [ ]  Yes, all the time | [ ]  Yes, sometimes | [ ]  Rarely | [ ]  Never |
| [ ]  Other (please specify) |  |  |
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| **Question 16: Please give reasons for why you would / would not signpost or recommend the Local Offer website to friends, colleagues or other families** |
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| **Question 17: Overall, how satisfied or dissatisfied are you with the services for children and young people (aged 0- 25 years) with special educational needs and/or disabilities living in Barnet?** |
| *This question is about the services provided by education, health, social care and the voluntary sector to support children and young people with SEND living in Barnet. You may want to think about:**Are the types of services you need available in your local area?**Are you happy with the quality of the services available in your local area?**Do you know how to access services available in your local area?* |
| 1 – very dissatisfied | 1 [ ]  | 2 [ ]  | 3 [ ]  | 4 [ ]  | 5 [ ]  | 5 – very satisfied |
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| **Question 18: Please give reasons for your answer to the question 17 above** |
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| **Question 19: Is there anything else you want to tell us?** |
| *Ingenious ideas, gripes and groans, trivial thoughts...we want to hear them all!* |
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| **Section 2: Additional feedback questions** |
| We would like to design some promotional material to help raise awareness of Barnet's Local Offer (e.g. create a video to play in GP surgeries). We want to hear about your experiences of using the Local Offer in your own words. We may use any feedback you provide below to produce the material but we will always remove names or detailed information to make sure you remain anonymous. |
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| **Question 20: I understand that responses given in this section may be used to design promotional material for the Local Offer** |
| *We will always make sure that published responses do not contain any identifying information* |
|  | [ ]  Yes | [ ]  No |  |
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| **Question 21: How would you describe to someone else what the Local Offer is?** |
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| **Question 22: How do you use the Local Offer?** |
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| **Question 23: Do you have any hints or tips about the Local Offer? For example, what is the best / most useful thing to look at and why is it so good?** |
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| **Section 3: Equalities questions** |
| We are asking questions about certain characteristics to check that our services and website are equally accessible and useful to people of all backgrounds. |
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| **Question 24: What is your age band?** |
| [ ]  Under 5 | [ ]  5-11  | [ ]  11-16 | [ ]  16-19 |
| [ ]  19-25 | [ ]  26-35  | [ ]  36-45 | [ ]  46-55 |
| [ ]  56-65 | [ ]  Over 65  | [ ]  Prefer not to say |  |
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| **Question 25: If you are the parent/carer of a child/young person, what age is your child/young person?** |
| [ ]  Under 5 | [ ]  5-11  | [ ]  11-16 | [ ]  16-19 |
| [ ]  19-25 | [ ]  N/A – I do not have a child/young person  | [ ]  Prefer not to say | [ ]  Other (please specify) |
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| **Question 26: What is your gender?** |
| [ ]  Male | [ ]  Female  | [ ]  Other (please specify) | [ ]  Prefer not to say |
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| **Question 27: Is your gender identity the same as that assigned to you at birth?** |
| [ ]  Yes | [ ]  No  | [ ]  Prefer not to say |  |
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| **Question 28: What is your belief / faith?** |
| [ ]  Agnostic | [ ]  Atheist  | [ ]  Buddhist | [ ]  Christian |
| [ ]  Hindu | [ ]  Jewish  | [ ]  Sikh | [ ]  Prefer not to say |
| [ ]  Other (please specify) |  |  |  |
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| **Question 29: Do you consider yourself to have a disability?** |
| [ ]  Physical disability | [ ]  Sensory disability | [ ]  Mental health condition | [ ]  Learning difficulty/disability |
| [ ]  Long-standing illness | [ ]  I do not consider myself to have a disability | [ ]  Prefer not to say | [ ]  Other (please specify) |
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