

Kent Local Offer Steering Group: Terms of Reference

1. To provide high quality web based content on kent.gov Kent's Local Offer Steering Group will have overall responsibility (duty under S30 of the Children & Families Act 2014: *Quality Assurance*) to keep the content under review, for ensuring that the site content is developed and continuously improved:
2. To maintain the accuracy and quality of the content so that it provides
 - Information about how to access universal services in Kent directly provided by, or commissioned on behalf of the Council which it expects to be available for children and young people with SEN or a disability
 - Education, health & care provision
 - Travel to and from schools, post 16 and relevant early years provision
 - Services to help those young people prepare for adulthood and independent living; finding employment; obtaining accommodation and participation in society
 - An explanation of any targeted and specialist services alongside these with details of their eligibility criteria
 - Advice for those who do not meet the criteria on where else they may be able to access support or services e.g. within the voluntary sector
 - A signpost to services from partners, such as health, housing, other education providers, other authorities and government departments
 - Responsive to feedback by local people about the information they need
3. To ensure joint commissioned/integrated services are reflected
4. To avoid jargon, explains specialist/technical and to ensure glossary and FAQ features are useful and used
5. To ensure the search function is helpful to those who need to use it
6. To have in place a system for receiving, reviewing and responding to feedback received from users and/or interested parties
7. To be responsible for reporting publicly on those comments received
8. To ensure balanced representation from stakeholder groups (parent and their children, voluntary sector, adults and children statutory services, NHS, schools including the non maintained and independent sector, early years settings and F.E Colleges, leisure/sports clubs).
9. To meet 3 times per year (September, December and April)
10. To ensure it is not simply a resource directory 'yellow pages' and it is not simply a page you are diverted to through a search engine instead of going direct to the real source's host website information (misrepresenting its role as all knowing search engine 'Google' or 'Trip advisor').