

Local Offer Steering Group minutes 19 October 2016

Venue: Windchimes Resource Centre, Reynolds Close , Mickleburgh Hill, Herne Bay, Kent, CT6 6DS

<p style="text-align: center;">Present</p>	<p>Sarah Selby-Bird (Parent Carer Forum), Julie Ely (Head of SEN), Portia Walls (Business Support Officer), Louise Langley (Monitoring and Quality Assurance Manager), Suzanne Wilkins (Head of Sensory Service), Rebecca Buckingham (Digital Services), Amanda Kenney (NHS Swale and Dartford, Gravesham and Swanley Clinical Commissioning Groups), Sue Smith (Equality and Inclusion Manager), Tanya Parker (Change Implementation Officer), Deborah Lynch (Senior Early Years Equality and Inclusion Adviser)</p>
<p style="text-align: center;">Update from Digital Services</p>	<ul style="list-style-type: none">• The site is working well on mobile devices and has received positive feedback.• Feedback has been received stating that The Local Offer has become simpler for the readers/viewers• Who to contact pages have changed and details have been updated, it is more specific now• Sue Smith wants Early Years on the front page of The Local Offer• There will be more testing on the pages by teams such as Contact Centre and CCGs• A telephone survey will go ahead again• More information needs to be added regarding Sensory – at the moment there is nothing but contact numbers. More information is needed for parents/young people. RB to liaise with SW.• More info needed on LIFT and SCARF, there is info on KELSI but not Kent.Gov

<p>How well are people using The Local Offer, how do we raise awareness?</p>	<ul style="list-style-type: none"> • Using Kelsi to raise awareness to The Local Offer by linking • End of signatures on emails could help by raising awareness • In surgeries info on LO could be displayed • Digital Services have advised that users of the LO are being able to move around the website easier and it doesn't take them as many clicks to get to the page they need to get to.
<p>Feedback from families on current content from gaps</p>	<p>Feedback from families given to PW to update and add to the You Said We did action plan</p>
<p>Quick re-cap of minutes from previous meeting so we know nothing is missed</p>	<ul style="list-style-type: none"> • Liz W needs to add more detail on Kent.Gov re Short Breaks • There are more reps attending the LO Steering Group now and there is more interest which is good • Digital Services able to attend and can do in future meetings