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Local Offer Steering Group - 13th November

Present	Julie Ely (Head of SEN- KCC), Portia Walls (Business Support Officer – KCC) Sarah Selby-Bird (Kent Parent Carer Forum), Christina Edwards (East Kent FEC), Carolyn Dool (Kent sport and physical activity service), Liz Williams (Commissioning Manager Social Care, Health and Wellbeing – KCC), Sue Smith (Early Years Equalities and Inclusion), Kerry Miles (I-ASK), Michele Armstrong (West Kent CCG).
Minutes and matters arising	<ul style="list-style-type: none">• JE discussed that one of the biggest issues is getting all 7 CCGs understanding what we need to achieve – what they are doing is reflecting in local offer.• The Local Offer is not supposed to act as a ‘yellow pages’, it should be interactive.• It was agreed that we need to refresh the membership of the group• The local offer should show where the parks are etc. <p>SSB gave an update on accessible parks. She is now on Canterbury City Council Play Board looking at the plans for this:</p> <ul style="list-style-type: none">• 4 Parks have good accessible equipment but all of their parks being re-done in 5 a year period.• SSB highlighted an app called sticky world (for feedback) can use Ipads to feedback on all the parks if wanted to.• From February – minibuses will be taken on detours so the Children can feedback.– Idea is to take the Children to see if they can access parks properly.
You said, we did	<p>The group considered and agreed the format for feedback via kent.gov as a ‘You said, we did’:</p> <ul style="list-style-type: none">• What about those who don’t have access to PCs/Mobile Phone Apps? SEN staff and those who support parents in the I-ASK and IS can help. We will provide paper extracts if this is helpful, and we will be applying links to the I-ASK and IS.• What is the group working on? Improving links with Health, Kent Sport and Physical Activity Service, Social Care and Education.• Is our Local Offer meeting the diverse needs of users? Early feedback is that Local offer is having a positive approach, increased engagement with young people, with publicity events planned during 2015.• Make it clear and use plain English Early feedback is that there is significant improvement to the site; it is far easier and quicker to

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	<p>locate required information. Future work includes reviewing results of the Parents Survey e.g. improving the understanding and use of terminology.</p> <ul style="list-style-type: none">• We need information on Adult Transition and Social Activities We have increased this information (links will be inserted)• There is a page on kent.gov – link needs to go on to go to Carolyn’s team page – Carolyn will look into this• I-ask embed the links onto the page - needs to be described in full what it actually is – info advice support for Kent• If people are searching for something they may not actually find right page. We need to add in more links.• MASH – none in West Kent or north – parents know them by names – parents don’t actually know what MASH means – Greenbanks/Orchards/Rainbow – putting them in as their names not actually MASH, can say otherwise known as MASH – easier for visitors to the page
Feedback from Digital Services	<ul style="list-style-type: none">• Jen Hickey was not available to attend this meeting, although she has given some feedback from digital services. Jen/Sophie Williams will be able to make the future meetings.  <p>Data owners for Local Offer data in Or</p> <ul style="list-style-type: none">• We received an email from a member of the public which was positive –he was pleased info about rehabilitation has been included in Kent’s Local Offer.
Users views	<p>SSB reported further feedback from parents etc. which we will want to tackle and our planned responses were agreed:</p> <ul style="list-style-type: none">• Trying to find where to post letters to RE EHCP – We need to add more postal address’ on the website.• It doesn’t have the correct numbers/right people of the SEN team leading up to Patrick Leeson – We will be adding Business Support Officers number for contact.• EHCP taking too long- There is a delay as there is such a high volume• Users not sure what Local Offer actually means – A text box will explain. <p>Parents want to start the process for an EHCP, only says why they may not get one, nothing about</p>

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	applying etc. – Need information on who to actually speak to. In this case – I-ASK.
Forward action plan	<p>It was agreed that we will tackle gaps identified by feedback through an action plan. Initial areas for including in the action plan:</p> <ul style="list-style-type: none">• Emma Burns, Michele Armstrong and Elizabeth Williams to meet to specifically look at links to NHS information.• East Kent College has a good website and easy read accessible booklets for young people and their families. Christina agreed to liaise with other FEC to seek young peoples' views on any gaps in the local offer content and to support user feedback/testing• We are particularly keen to get feedback from young people with sensory impairments. Agreed KM to talk to Jo Harding about young inspectors• From Sport perspective, people are looking for information about particular groups targeting need types e.g. wheelchair users in particular post codes. The information is currently held on an excel spreadsheet but they are going out to tender for a website. It was suggest that as open objects can offer activity finder/postcode that Carolyn could speak to Jen Hickey for more information.• Social care –Liz is reviewing data content and looking at how we can improve each page, particularly social care assessment• EY - go through and make sure links are all working and going through to the local offer – enough info on child care info – needs to go through and refresh – link to link to link too many to find the right page.
Ofsted consultation	<ul style="list-style-type: none">• There are 4 themes<ol style="list-style-type: none">1. Are we identifying right people right time?2. Are we meeting their needs?3. The views of children, young people, parents and carers.4. Various type of info they will use – where will they go to get info?• Will be clear on what local offer says- and expect it to be available.• We have commissioned a series of 3 surveys; launched via Gravesend parents event, a focus group and external survey specialists. We will be repeating this exercise early in 2016.