

Local Offer Steering Group minutes 24th March 2017

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

<u>Content</u>	<u>Comments</u>
Present	Chair - Sarah Selby-Bird (Parent Carer Forum), Julie Ely (Head of SEN), Portia Walls (Business Support Officer), Suzanne Wilkins (Head of Sensory Service), Sue Smith (Equality and Inclusion Manager), Kerry Miles (I-ASK Co-ordinator), LB (Kent SEN Parent), Liz Williams (Commissioning Manager), Ian Butcher (Thanet CCG), Nazima Chauhan (West Kent CCG)
Review action points from last meeting	<ul style="list-style-type: none"> • The group looked at the 'You said, we did document' and went through each point. • Tracy Harvey is improving the Portage information page target date for completion is the end of May 2017. • Lack of Respite Care information/clarity was on the document, LW confirmed that there is information on The Local Offer; it may be that users cannot find the correct information and are using different key words. • We are looking into making links from The Local Offer to Kelsi where the content format would help a wider audience than just professionals. PW to suggest page links to Digital Services. • Early Years info – SS confirmed it has now been added to The Local Offer, more information is due to be added shortly. SS is working with Digital Services to get the information added. • Wheelchair services contact information has now been added. A new number is available which CCGs will be sending through for it to be added. • For users who don't have access to computers and mobile devices can get support from I-ASK. KM confirmed they are currently helping a user at the

	<p>moment. All local libraries can also help as they have computers that can be used. MASH can also be used to help users. LW is going to take this forward to the steering group she attends.</p> <ul style="list-style-type: none"> • There were 4 headteacher briefings and the Local Offer message was given to all heads at all 4 meetings. • The group discussed the possibility of producing a leaflet for GP surgeries so more families are aware. JE to raise through HWB standing group. • KM to add The Local Offer to the bottom of the I-ASK flyers.
<p>Peer review</p>	<ul style="list-style-type: none"> • LW IB and SSB had taken part in a regional peer review of Local Offers. They fed back from their experience and shared details of feedback about Kent Local Offer from another LA. • There is a lot of information on The Local Offer but everyone searches differently so it is hard to determine where each user is going. • We need more feedback from parents so we know what is wanted • Only some schools have Local Offer information on their websites. It would be useful if all schools could include information on their websites of where to find The Local Offer • SS - West Kent Strategy meeting - headteachers are told – parents need to get the message too • Feedback from the Peer Review will added to the You said we did document – PW to action
<p>Feedback from users</p>	<ul style="list-style-type: none"> • LB (a parent) attended the meeting to give a personal perspective on using The Local Offer; a link for dyslexia is broken and LB has not been able to find any information on Dyslexia. LB requested additional content for dyslexia, the steering group discussed what parents have said previously and how helpful/unhelpful the LO would be if it simply replicated information available via Google. The KCC banner/picture to get through to The Local Offer: LB suggested having something such as ‘Click here’ on the page PW to feed this back to Digital Services. • The group looked into the section 41 providers and could see links were functioning and the right information was displayed. This was also the case for

	<p>all independent schools information.</p> <ul style="list-style-type: none"> • Adult transition page is much better now and all links are working as well as the PDF docs. • Feedback from KPCF was given to the group. This will be added to the You said we did document PW to action. • Children and young people's views National Deaf Children's' society feedback from SW was shared. JE confirmed NDCS had been advised what Kent was doing with th view so that they can report back to participants. This was the views of Kent children and young people from 2016. SW and JE to look at replicating the survey to give a further update.
<p>Neuro developmental pathway pages for the Local offer and long term management</p>	<ul style="list-style-type: none"> • LW gave an update on developing content around the diagnosis pathway for autism and services post diagnosis.
<p>Directory information</p>	<ul style="list-style-type: none"> • JE circulated an extract of content information asking for views on whether "directory information" in this format adds value and would be useful for families. The group discussed that part of the information in this pack is useful and recognised that other parts are not needed The group noted that some of the information was out of date (reference was made to earlier discussions about trying to replicate Google and how unhelpful this could be. • Action for steering group members – to go through lists and determine what information is needed.