



MINUTES OF LOCAL OFFER STEERING GROUP

15th December 2022

Teams Meeting

1pm – 2:30pm

Attendance

Name:	Position:
PHu	Headteacher Elton Primary
AHo	Head of SEND, DCC
KHa	Children's Services Information & ICT, DCC (Chair)
JHa	Designated Clinical Officer, NHS Derby and Derbyshire Clinical Commissioning Group
KCo	Area Manager, SSEN
JLe	Quality Assurance Manager for SEND, DCC
AJo	Children's Services Web Team Lead
LCh	Children's Rights Officer, Participation Team, DCC
MFo	Website and Information Coordinator, Derby & Derbyshire Emotional Health and Wellbeing
MLa	Principal Educational Psychologist and Strategic Lead for All Age Inclusion Support 0-25
OHo	Children's Services Web Team (Local Offer)
WGa	Head of Children's Physical Health and SEND Mental Health, Learning Disabilities and Children's Commissioning Directorate
HWa	Strategic Lead
MFi	Derbyshire Information Advice & Support Service for SEND (DIASS)
RBr	Head of Commissioning, DCC
LFr	Commissioning Manger

Apologies

Name:	Position:
RKe	Participation Team, DCC
SRo (On Behalf of RJo)	Early Years SEN, DCC
ECo	Chesterfield Royal Hospital
GLe	General Manager Children's Community Services, Derbyshire Community Health Services NHS Foundation Trust
DHo	Ashbourne Hilltop Primary School Headteacher, SENCO

Name:	Position:
APo	Derbyshire Healthcare NHS Foundation Trust
CFo	Public Health Lead
AMa	Disabled Children's Service, DCC
LHo	Derbyshire Parent Carer Voice (DPCV)
CKe	Marketing and communication officer, Health, Wellbeing and Inclusion, Derbyshire Community Health Services NHS Foundation Trust
PSm	Specialised transport manager, DCC
RHa	DCC Children's Services Programme Team (supporting CS Disability Services)

Point:	Body:	Actioned by:
1.	Welcome & Introductions	
2.	<p>Minutes of last meeting – sign off for accuracy and actions</p> <p>Agreed.</p> <p><u>Steering Group Work Plan</u></p> <p>JHa – suggested the SEND Footprint group were the best start for the health content – chair's email contact to be sent to KHa COMPLETED – contact made to progress.</p> <p>AHo – offered to discuss with KHa all the service leads in access and Inclusion. Meeting to be set up. COMPLETED</p> <p>JHa – suggested we would need SEND board agreement to the comms action plan to ensure it aligned to the wider strategy. KHa to speak with Colin Bradley re this position. UPDATE – Colin confirmed the comms strategy had not been formally through the SEND Board, this will be re-visited soon.</p> <p><u>Provider Approval Criteria – Further Discussion/Sign off</u></p> <p>KHa – took away comments about an escalation route and these will be shared with the leads for final sign off. Agenda Item 5</p> <p><u>Local Offer Annual Report – Sign off</u></p> <p>KHa – presented the draft annual report for 2021-22, this has been circulated internally but sign off from the group is required. Any additional comments by 7th October. COMPLETED – published</p> <p><u>Pathways Approach</u></p> <p>KHa – explained that this was going to be trialled with social emotional mental health and a meeting was set up to discuss this with the Derby City, Public Health and Health. An example question will be developed and worked through to see how this can be taken forward across the local area. Meeting took place 4th October 2022 – Initial SEMH working group met in October 2022. The working group fed back and felt they needed more guidance, Steering Group agreed should cover the 4 areas of SEND – leads identified to progress (HW/JH & ML)</p>	

Point:	Body:	Actioned by:
<p>3.</p>	<p>Young Person Feedback</p> <p>LCh – The original Local Offer website draft read ‘empowering young people with SEND to live independently’. We spoke to 12 young people with special education needs and disabilities, and we asked them what they thought empowering means. Most of them didn’t know or weren’t sure. One person stated it was a word they wouldn’t use. The others thought the word meant to help and support, offer skills, to be brave, be confident and to be independent. As a result of this, instead of using the word “Empowering”, the front page now reads ‘Helping and supporting children and young people with special educational needs and disabilities to be more confident in their communities and live independently’. That is a change that came about by asking the right questions to the right people.</p> <p>The participation team also attended the spectrum autism friendly festival at Lea Green. We asked parents and carers and young people about their experiences of using the Derbyshire Local Offer website, and we also asked other parents outside of Derbyshire about their views of the local offer site in their area. We asked questions about how it looks, and what they would like to be included. Overall, we received a really good response. One of the issues was activity providers not being accessible to the needs that were stated in their information on the local offer directory. Overall, it was noted that we are heading in the right direction.</p>	
<p>4.</p>	<p>Website Updates</p> <ul style="list-style-type: none"> • Provider Searches – new style and page <p>AJo – The searches can still be a bit confusing. The main Search on the home page is a search of the website if you are looking for information for a particular subject. Whereas we have got call to action buttons for the provider search on the relevant pages. We are considering creating a page with all the searches, all the call-to-action buttons on them to make it easier for users of the site based on direct feedback received. A page has been mocked up and there are a couple of options, we have options with big buttons but not able to put much of a description on them. The other option is to do smaller call to action buttons, but we can put descriptions under the button regarding content. Do you think we should have them all on one page to help people, and which looks better?</p> <p>No consensus so the Local Offer team will develop the area to see which fits best and then seek the input of the Friends of the Local Offer group. Action: AJ to prepare page designs and consult via Louise Champion.</p> <ul style="list-style-type: none"> • Section developments <p>KHa – When we launched the new website back in June, we launched what we could within the time frame. There are a couple of sections that are not live yet. There is the ‘latest updates’ where we would post little bits of news. This is being worked on just before Christmas by the corporate digital team. The other part which is ready to go is the “I work with families or children and young people”.</p> <ul style="list-style-type: none"> • Enhancements 	

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4. Cont.	<p>KHa – Following on from feedback we have received about the website and how it is structured, we have a couple of enhancements we want to do. On the home page when you go onto a tile you have to click “learn more” to get into the section, what we want is to make the whole tile be clickable, so you don’t have to find the “learn more” part. Also, when hovering over the tiles we want to show they are clickable and that it is an active part of the website, so we need to get some shading, slight change in colour to show this.</p> <p>Also, at the very top, the drop-down menus have to be opened and closed before you can go onto the next menu. We are going to make it so they appear as you roll over the text with your cursor, so you don’t have to close it first. This is a code that has to be built and designed by a developer. A business case has been prepared to get approval for the spend via procurement. Work is anticipated to start early in the New Year.</p>	
5	<p>External Provider Onboarding Process</p> <p>KHa – We have now signed off the process and confirmed with Maria at DIASS that they will be the first port of call to check out who the provider is and their views on it.</p> <p>OHo – offered to share the flow diagram and criteria with group?</p>	OHo
6.	<p>Workplan review/update</p> <p>Action Plan was sent round on invite.</p> <p>KHa – Points from Action Plan:</p> <p>1a. Content Review: Ongoing with the Steering Group annual review due June 2023</p> <p>1b. Provider Review: Not able to give Provider Review report due to the report generated from the system failing, requested for it to be rebuilt. But we do have 178 providers listed that cover the “Support for you” and “Things to do”.</p> <p>1c. Keyword Tags (Taxonomy): Ongoing as part of content review.</p> <p>2. Develop Provider/service approval criteria for the website:</p> <p>Completed action.</p> <p>3. Monitor Website analytics – Identifying areas for development: We have not been able to attach the local offer website to the tool which tells us what our hits are. This has been raised with corporate ICT and is due to be resolved in January 2023.</p> <p>4. Monitor Quality Assurance action plan and subsequent accountability for actions:</p> <p>The Quality Assurance review that took place in August/September 2022, the actions are still on-going.</p>	

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6. Cont.	<p>JHa: As a steering group are you able to share this compliance spreadsheet? Need to monitor if up to speed with everything and where we can help.</p> <p>AJo: Myself and Owen are both working on the compliance spreadsheet over Christmas to see what we are short of and get in touch with the relevant colleagues. This will be circulated to the steering group once tidied up.</p>	AJo
6. Cont.	<p>5. Pathways/graduated approach</p> <p>KHa: Initial SEMH working group met in October 2022. The working group fed back that they felt they needed more guidance, Steering Group agreed should cover the 4 areas of SEND – leads identified to progress this work and meeting to be set up (HWa, JHa, KHa & ML). Initial outline of approach to be circulated to the steering group for info.</p>	KHa
6. Cont.	<p>There is a section on the Derbyshire County Council website entitled “My Child Has” which does sit under the SEND Section on the website. However this is out of date. HWa agreed this is to be removed. AJo to action removal of section from DCC website.</p>	AJo
6. Cont.	<p>6. Identify and support Local Offer co-production opportunities:</p> <p>KHa – This is on-going and continues to be fully supported by LCh.</p> <p>7. Develop communications action plan for promoting Local Offer and utilising new ‘Latest Updates’ feature</p> <p>Updated action timeframe to March 2023 – agenda item for March meeting.</p>	KHa
6. Cont.	<p>8. Support and drive content developments as noted in Phase 3 action timeline.</p> <p>Action linked to ensuring all other workplan activities are completed.</p> <p>KHa – If anyone has any ideas to support the development of different styles or anything to improve the content of the website then please send them to localoffer@derbyshire.gov.uk</p>	
7.	<p>Future meeting dates</p> <p>Action: to confirm preference –</p> <p>Tuesday 20th June @ 11am or Friday 23rd June @ 1pm</p> <p>Tuesday 26th Sept am/pm or Wednesday 27th Sept am/pm</p> <p>Dates for next meetings –</p> <p>Thursday 23rd March @ 1pm</p>	All
8.	<p>AOB</p> <p>N/A</p>	