



## MINUTES OF LOCAL OFFER STEERING GROUP

23 March 2023

Teams Meeting

1pm – 2:30pm

### Attendance

| <b>Name:</b> | <b>Position:</b>  |
|--------------|---|
| <b>PHu</b>   | Headteacher Elton Primary   |
| <b>AHo</b>   | Head of SEND, DCC   |
| <b>KHa</b>   | Children's Services Information & ICT, DCC (Chair)  |
| <b>JHa</b>   | Designated Clinical Officer, NHS Derby and Derbyshire Clinical Commissioning Group  |
| <b>KCI</b>   | Children's Services   |
| <b>JLe</b>   | Quality Assurance Manager for SEND, DCC   |
| <b>AJo</b>   | Children's Services Web Team Lead   |
| <b>LCh</b>   | Children's Rights Officer, Participation Team, DCC  |
| <b>MFo</b>   | Website and Information Coordinator, Derby & Derbyshire Emotional Health and Wellbeing  |
| <b>JEv</b>   | Children's Services   |
| <b>OHo</b>   | Children's Services Web Team (Local Offer)  |
| <b>WGa</b>   | Head of Children's Physical Health and SEND<br>Mental Health, Learning Disabilities and Children's Commissioning Directorate    |
| <b>HWa</b>   | Strategic Lead  |
| <b>MFi</b>   | Derbyshire Information Advice & Support Service for SEND (DIASS)  |
| <b>CKe</b>   | Marketing and communication officer, Health, Wellbeing and Inclusion, Derbyshire Community Health Services NHS Foundation Trust |
| <b>LFr</b>   | Commissioning Manger  |
| <b>SWa</b>   | Derbyshire Healthcare NHS Foundation Trust  |
| <b>RJo</b>   | Children's Services   |

## Apologies

|                                  |   |
|----------------------------------|---|
| <b>Name:</b>                     | <b>Position:</b>  |
| <b>RBr</b>                       | Head of Commissioning, DCC  |
| <b>MLa</b>                       | Principal Educational Psychologist and Strategic Lead for All Age Inclusion Support 0-25                |
| <b>KCo</b>                       | Area Manager, SSEN  |
| <b>RKe</b>                       | Participation Team, DCC   |
| <b>SRo</b><br>(On Behalf of RJo) | Early Years SEN, DCC  |
| <b>ECo</b>                       | Chesterfield Royal Hospital   |
| <b>GLe</b>                       | General Manager Childrens Community Services, Derbyshire Community Health Services NHS Foundation Trust |
| <b>DHo</b>                       | Ashbourne Hilltop Primary School Headteacher, SENCO   |
| <b>APo</b>                       | Derbyshire Healthcare NHS Foundation Trust  |
| <b>CFo</b>                       | Public Health Lead  |
| <b>AMa</b>                       | Disabled Children's Service, DCC  |
| <b>LHo</b>                       | Derbyshire Parent Carer Voice (DPCV)  |
| <b>PSm</b>                       | Specialised transport manager, DCC  |
| <b>RHa</b>                       | DCC Children's Services Programme Team (supporting CS Disability Services)                              |

## Minutes:

| Item #: | Body:   | Actioned By: |
|---------|---|--------------|
| 1.      | <b>Welcome &amp; Introductions</b>  |              |
| 2.      | <p><b>Minutes of last meeting – sign off for accuracy and actions</b></p> <p><b>External Provider Onboarding Process: OHo</b> to share the flow diagram and criteria with group. – <b>COMPLETED 06/01/2023</b></p> <p><b>Monitor Quality Assurance action plan and subsequent accountability for actions: AJo</b> to circulate to the steering group once tidied up. – <b>Completed 06/01/2023</b></p> <p><b>Pathways/graduated approach:</b> Leads identified to progress this work and meeting to be set up – <b>Agenda Item</b></p> <p>“My Child Has” section on the DCC website out of date. <b>AJo</b> to action removal of section from DCC website. <b>COMPLETED</b></p> |              |
| 3.      | <p><b>Website Enhancements</b></p> <p><b>AJo</b> – There have been improvements on the website since the last meeting. The <b>cookie banner</b> is now live which means we can start collecting google analytics which we couldn't collect before due to GDPR compliance.</p> <p>Our latest section has gone live which is for events or surveys or forums. There are 2 ways to access this via the tiles or the quick links at the top of the home page. A minimum of 3 articles are required so colleagues are asked to send any events through to Local Offer email.</p>   | <b>All</b>   |

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| 3. Cont | <p>“<b>I work with children and families</b>” is also now live. This is a list of links to documents that schools and other partners may use. A SchoolsNet Bulletin was sent 2 weeks ago to schools advising them of the changes to the Local Offer with a link to it.</p> <p>More designs changes are in the pipeline, with IT time booked to develop them and make live:</p> <p>An emergency banner at the top so if the website is down, or other important information needs to be conveyed, the banner can be put up with relevant wording and a link to further information if necessary.</p> <p>A hover link, to turn a tile yellow when hovered over or selected.</p> <p>Under “Get help with...” an additional tile will be created.</p> <p><b>LCh</b> advised that some of the changes had been reviewed with young people in terms of what they thought, which was positively received which will be presented in the you said we did section.</p>  | LCh          |
| 3. Cont | <p><b>AJo</b> also updated the group on how the provider directory searches will now be presented. All will be one page making it easier for people to find them. A couple of the proposed designs have been sent to <b>LCh</b> to discuss with the young people and will be made live depending on their preference.</p>  |              |
| 4.      | <p><b>Steering Group Workplan Update</b></p> <p>Action 1a - ongoing annual review of all content on the Local Offer website by June 2023. Owen and Anne have been working on allocating owners to pages who will be asked to confirm if up to date.</p> <p>Action 1b - The Provider’s report is sent out quarterly (with the agenda) to the Steering Group to review and provide comments. The Excel spreadsheet attached is a complete list of all the providers that are available on the Local Offer Synergy searches.</p> <p>Action 2 - completed action December 2022.</p> <p>Action 3 - <b>AJo</b> has provided an update earlier. For legal purposes we must have a cookie policy on all websites, it is a legal requirement before we can collect analytics data. From now on we will be collecting information on what pages people are looking at, how hits are coming in, where they are coming from, and how people are navigating to it.</p> <p>Action 4 - <b>AJo</b> having weekly meetings with <b>OHo</b> about the compliance matrix. An updated list was sent out last week highlighting any areas of concern.</p> <p><b>JLe</b> – to arrange a catch up with <b>OHo</b> and <b>AJo</b> in terms inspection readiness.</p> | JLe          |
| 4. Cont | <p>Action 5 – Pathways</p> <p><b>HWa</b> – updated the group about the meeting with <b>KHa</b> and <b>OHo</b> and <b>AJo</b> last week to discuss making the information accessible for our families as some language and instructions on the website may be confusing for parents. We mapped out a scenario that families might come up against. The response will be what can the school do? what can the community do? What can health do? It will take them to other parts of the Local Offer website and will be in family friendly language. We will be taking it to different forums, and we will build on that.</p> <p><b>KHa</b> – Explained that a new page or area about what SEND is and explain the four domains of SEND alongside videos is being developed.</p> <p><b>MFi</b> – raised that the inclusion fund information on the Local Offer site is more directed towards SENCO and schools rather than parent and carer and families. <b>HWa</b> to provide paragraph for the page.</p>  | HWa          |

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| 4. Cont | <p><b>PHu</b> – One of our Headteachers didn't know how to get on the Local Offer Website. I wonder if we needed a quick demonstration of the Local Offer site in one of the SEND board meetings or SENCO network to raise its profile. To be considered alongside the communications action plan</p> <p>Action 6 is on-going currently.<br/>All agree to close this workplan and carry over any outstanding actions to a new workplan for 2023-24.</p> <p><b>KHa</b> – To draft new version of workplan and present in the June steering group. Or we can send it around via email and get sign off that way.</p>  | <b>KHa</b>   |
| 5.      | <p><b>Communications Action Plan</b></p> <p><b>KHa</b> – explained that there isn't a written Communications Action Plan and raised the query about who is going drive forward certain elements of it and who is going to support with the forums, we need to make sure this aligns with the SEND communications strategy, but this hasn't been signed off yet.<br/>This is an action plan for the website and getting this communicated. Consideration for 2 strands to this action plan 1 being an internal action plan about our services and what is on the Local Offer and aware of everything. 2 an external push to go through different channels that exist out there.</p> <p><b>KHa</b> asked that a task and finish group should be set up to help shape this, so volunteers were requested. PHu, HWa, MFi CKe, and LCh all volunteered.<br/>Date to be set for meeting – in person if possible</p> | <b>KHa</b>   |
| 5. Cont | <p><b>JHa</b> – Added that it might be helpful if we take this to the Health footprint meeting once drafted.</p>  |              |
| 6.      | <p>Dates for next meetings –</p> <p>Tuesday 20th June @ 11am<br/>Wednesday 27th Sept @ 2pm</p>  |              |