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|  | North West\_Local Offer Peer Review Workshops\_February 2017\_Summary\_DRAFT |
|  | Mott MacDonald |

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| Local Offer Workshops |
| North West SEND Peer Network |
| February 2017 |
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Issue and Revision Record

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| Revision | Date | Originator | Checker | Approver | Description |
| A | 07/03 | MW | KH | KH | Final |
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| Document reference: | 349368 | 1 | A  |

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| Information class: | Standard |

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# Introduction and Agreed Actions

## Introduction

In February 2017 two Local Offer workshops were held in the North West on the 9th and 21st of February, Local Authority and Parent Carer Representatives attended these. These workshops followed the approach outlined below:

* Department of Education (DfE) SEND Advisor provided an overview of statutory requirements in the SEND Code of Practice, relating to the Local Offer and feedback on learning from Local Area Inspections
* In advance of the session, Local Areas were provided with case studies and used their own Local Offers to provide responses to the scenarios set out in these case studies
* During the workshop, Local Areas worked through the different case studies and shared their experiences (positive and negative) of using their Local Offers to find information such as available provision and support
* Local Areas action planned their next steps for developing their Local Offers

## Agreed Actions

* Mott MacDonald (MM) to share resources from the events with attendees
* Local Areas to share relevant resources with MM, which will be shared with the wider region
* Attendees fed back that they would value a regional Local Offer peer group. This could include virtual networking (via email), group meetings on a regular basis (either cluster or full region) and Local Area to Local Area peer review. MM were asked to support the region in facilitating this
* The Regional Steering group to consider these actions and agree next steps

# Key Themes

The following is a summary of the key themes that were identified by attendees during both workshops.

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| **Theme** | **Examples of feedback** |
| Communication – a number identified that they needed to continue to promote the Local Offer and provide ongoing communications to stakeholders | * “Better sign posting, need to make things clearer and narrow some areas down to be more specific”
* “Need to improve promotion of LO as many not aware of it – will speak to other sectors such as health workers to try and improve this“
 |
| Terminology – a key area for many was that users often found it hard to navigate or find parts of the Local Offer due to differences in terminology used, the use of the case studies helped to identify these gaps | * “Variance of terminology, need to do research around the different terminologies that may be used”
* “Need to think more about what others will search as some of the terminology used on the site is very different to what others may search, unless you know exactly what you are looking for it proves difficult to find information”
* “Will use the case studies provided today for training staff on using the local offer”
 |
| Not user friendly – some Local Authorities found that whilst their Local Offer contained vast amounts of information the website was not easy to navigate and use | * “A lot of information on the site but haven’t got enough links and need to condense information due to lots of information being on the site”
* “Appearance on phone is not user friendly, would like to redo the site for phone users as a large percentage of the time people are using their phones rather than a computer or laptop”
 |
| Keywords – a number found that keyword searches worked well as well as including a glossary page within the Local Offer which other Local Authorities highlighted they will look at going forward | * “Found keyword searches worked well when looking at specifics”
* “Glossary in the our Local Offer that has been added recently proved to be very useful”
 |
| Training – a number highlighted how going forward they will be looking at providing training within their Local Authority from the areas of improvements found in the case study reviews | * “Will use the case studies provided today for training staff on using the local offer”
* “Will be looking at targeting some training for school staff (such as receptionists) as they tend to be the first point of contact for enquiries”
* “We are going to run a workshop in the library and get people to use the search function, note how they use this and record what works/doesn’t work and take back findings from this to improve the efficiency of search bar function”
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# Attendee Feedback from both events[[1]](#footnote-2)

**1. How would you rate the day?**



**Figure 1: 1 = Very Useful, 2 = Good, 3 = Satisfactory, 4 = Not at all useful**

**2. Is there anything you will do differently having attended this event?**

* Replicate the workshop approach locally by arranging forums and review sessions including parent carers, young people in addition to Local Authority and Health representatives. This would cover the Local Offer but also broader areas such as customer journey.
* Review specific areas of individual Local Offers based on individual reviews and also learning from other areas including:
* “Consider feedback mechanisms on the Local Offer that way we can hopefully get some more instant feedback to either inform how information is accessed or to bridge gaps in the offer”
* “Review how the Local Offer is categorised so that key words can be used which identify with the search being made. Liked the discussion about question based searches which we need to look again to check that searching in this way gets results back from the Local Offer”
* “Think more about the promotion of the Local Offer rather than things like the name etc”
* “Constant data cleanse of records to check information is correct and links to websites/documents are working correctly, put processes in place to gain feedback from users of Oldham Council’s website and professionals”
* “14-19 age group needs attention as does transition and support for broad group of SEN support only”
* Ensure parents are aware and involved in the Local Offer as much as possible including:
	+ “Raise awareness with professionals ensuring they let parents know how to access the information services available”
	+ “Push for reviews from parents/carers as this is not something that is normally done within the borough”
* Use the case studies as part of the reviewing process and to help implement changes and identify areas of improvements going forward.

**3. Have you any suggestions for improvements or is there anything additional you would have like to have covered in the session?**

* Whilst the case studies were a useful exercise it would have been useful to also have a peer review looking at and comparing local offers
* Plan more time into reviewing the case studies by having a longer day

**4. Any other comments?**

* Useful and positive day, including:
	+ “Overview from SEN Adviser was useful in terms of drawing out the positives/development areas from the Local Area Inspections so far”
	+ “Beneficial and welcoming day, the parents I brought along with me pointed out how well delivered the information was by the presenters”
	+ “The session was very informative and helpful, great linking with other Local Authorities”
	+ “The facilitators were very approachable and answered any questions raised”
* Valuable to network with other Local Authorities, Parent Carers and other partners
* Keen to start networking and to sett up a group as soon as possible
* Helpful to identify the areas that can be fixed quickly, and the areas that need to be taken back and focused on with other teams

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1. Feedback forms were not provided at the event on the 9th February, but were shared electronically afterwards. As such, there are fewer responses for the event on the 9th compared to the 21st February. [↑](#footnote-ref-2)