



# **South East Local Offer Peer Review Workshop**

13 January 2020



Mott MacDonald  
10 Fleet Place  
London EC4M 7RB  
United Kingdom

T +44 (0)20 7651 0300  
mottmac.com

# South East Local Offer Peer Review Workshop

13 January 2020



# Issue and Revision Record

Revision	Date	Originator	Checker	Approver	Description
A	January 2020	RA	NR	NR	Issued

**Document reference:**

**Information class: Standard**

This document is issued for the party which commissioned it and for specific purposes connected with the above-captioned project only. It should not be relied upon by any other party or used for any other purpose.

We accept no responsibility for the consequences of this document being relied upon by any other party, or being used for any other purpose, or containing any error or omission which is due to an error or omission in data supplied to us by other parties.

This document contains confidential information and proprietary intellectual property. It should not be shown to other parties without consent from us and from the party which commissioned it.

# Contents

<b>Introduction</b>	<b>1</b>
1.1 Aims and purpose	1
1.2 Participants	1
1.3 Review process and pre-work	2
1.4 Analysis of the case study reviews	2
1.5 Workshop overview	3
<b>2 Feedback and discussion points</b>	<b>4</b>
2.1 Changes or improvements	4
2.2 Cross learning from local authorities/identified good practice	4
2.3 Issues and suggested solutions to those issues	5
<b>3 Actions and recommendations</b>	<b>6</b>
3.1 Further support and follow-up actions	6
<b>Appendices</b>	<b>7</b>
<b>A. Attendee list</b>	<b>8</b>
<b>B. Summary of comments and themes by case study</b>	<b>9</b>
B.1 Case Study 1- Crystal, 10 years old	9
B.2 Case Study 2- Jason, 21 years old	10
B.3 Case Study 3- John, 15 years old	11
B.4 Case Study 4- Alexis, 18 years old	12
B.5 Case Study 5- Imran, 2 years old	13
B.6 Case Study 6- Joe, 16 years old	14
<b>C. Summary of comments and themes in relation to functional aspects</b>	<b>16</b>
<b>D. Workshop feedback forms</b>	<b>18</b>
<b>E. Presentation</b>	<b>21</b>

# Introduction

A Local Offer Peer Review Workshop took place for the South East Regional SEND Network on 27<sup>th</sup> November 2019 in London, this was facilitated by Mott MacDonald. Twelve local authorities from the South East region took part in the Local Offer Peer Review and the workshop was attended by a total of seventeen delegates, representing ten local authorities. See Appendix A for a full list of attendees.

## 1.1 Aims and purpose

The purpose of the workshop was for local authorities to:

- Review a partner local authority's Local Offer using a range of case studies and have their own Local Offer reviewed in return;
- Identify how their partner authority could improve their Local Offer and receive feedback on their own;
- Share good practice and ideas to improve individual Local Offers across all local authorities in the region;
- Identify any regional issues and develop solutions; and
- Involve parent carers and young people in the development of Local Offers

The purpose of the review was not to assess the level of Local Offer compliance as defined in the Code of Practice, but moreover to review key elements of Local Offers and receive constructive feedback. Importantly the workshop also provided an opportunity for sharing ideas, initiatives and best practice.

## 1.2 Participants

A total of three places were available for each local authority to attend the workshop; two places for local authority representatives and one for a parent carer representative. Local authorities were encouraged to work with parent carer representatives and young people where possible to complete their case study reviews.

The table below lists the local authorities which took part in the review. A full list of workshop attendees can be found in Appendix A.

Local Authority
West Berkshire
Milton Keynes
Slough
East Sussex
Reading
Windsor and Maidenhead
Isle of Wight

### Local Authority

Southampton
Surrey
Buckinghamshire
West Sussex
Hampshire

### 1.3 Review process and pre-work

Prior to the workshop, the local authorities taking part in the review were paired with another local authority in order to peer review one another's Local Offer.

#### Local authority pairings

Buckinghamshire	Surrey
East Sussex	Slough
Hampshire	West Sussex
Isle of Wight	Southampton
Milton Keynes	West Berkshire
Reading	Windsor and Maidenhead

All participants were provided with the same six case studies based on children and young people of varying ages and special educational needs and disabilities. They were asked to choose four out of the six case studies as a basis for completing their reviews. The case studies featured a table to be completed, detailing the information that the user of the Local Offer was seeking. For each piece of information, the reviewer was asked to answer the following questions:

- What information could you find?
- How easy was it to find the information?
- Was there information that you could not find?
- Any suggestions for improvement?

Participants had approximately three weeks to complete the reviews and were encouraged, where possible, to complete these in person with parent carers and young people. Prior to commencing the reviews, participants were invited to join one of two teleconferences facilitated by Mott MacDonald. The purpose of the calls was to provide an overview of the process, answer any questions and explain the materials provided to participants to complete their reviews (Local Offer workshop guidance, six case studies, Local Offer outline framework, Code of Practice reference document).

### 1.4 Analysis of the case study reviews

Once completed, reviews were returned to Mott MacDonald for qualitative analysis to be undertaken ahead of the workshop. As part of the analysis, key themes and comments from the returned case study reviews were identified. These were included in the slide deck for the workshop participants. See Appendix B. The analysis also included a focus on the functionality

of Local Offers and key themes and trends referenced in reviews were identified. A summary of the key functional aspects of Local Offers was provided for participants as a handout at the workshop. See Appendix C.

It was highlighted at the workshop that the reviews had been completed at a specific moment in time, hence consideration must be given to this when reading the comments and themes. As Local Offers are on an ongoing journey of continuous development and refinement, improvements may have been made since the case study analysis.

## 1.5 Workshop overview

The workshop took place on Wednesday 27<sup>th</sup> November 2019 in London. The workshop commenced with a review of the purpose and features of the Local Offer, as defined in the Code of Practice. Then followed an overview of Local Offers in relation to local area inspections, including some identified areas of good practice nationally as well as within the South East region. The presentation then focused on the qualitative analysis of the case study reviews that had been undertaken. The key themes and comments in relation to the first case study were shared and discussed with participants. An overview of key functional aspects of the Local Offers identified by the analysis was shared, including positive aspects and areas for development.

The main activity of the workshop was to provide an opportunity for participants to feedback to their partner local authority on their Local Offer. Participants were provided with an action planning template to capture any actions throughout discussions with their partner to take away to help identify and implement changes to their Local Offer. Following the feedback sessions, participants regrouped and undertook a collective discussion to share learning from the review process, changes to be implemented to their Local Offer as a result of the reviews and also to identify positive features of their partner's Local Offer. There was then an opportunity to raise and share any Local Offer issues that were being experienced within their area, allowing other local authorities to comment, suggest improvements and identify possible solution pathways.

## 2 Feedback and discussion points

Following the peer review feedback activity, a group discussion then took place in which participants were asked to consider and comment on the following:

- What changes and/or improvements they had identified for their own Local Offer?
- What was good about their partner's Local Offer?
- Whether they were experiencing issues with their Local Offers and if other local authorities had found a solutions to these challenges and were now doing this well.
- Any future regional actions or activity.

### 2.1 Changes or improvements

During the group discussion, all participants indicated that changes needed to be made to their Local Offers in light of the workshop's learning and from their discussions with other local authorities.

The following provides a summary of the key changes:

- ✓ Include more video clips, case studies and engaging content for young people.
- ✓ Adapt the content that allows it to be more accessible to young people by using straightforward language and explanations of acronyms.
- ✓ Replace out of date language e.g. Statements rather than Education, Health and Care Plans (EHCP).
- ✓ Improve navigation back to the Local Offer from other pages within it.
- ✓ Improve the search functionality and the tagging of records to help users to find the information they are searching for more easily.
- ✓ Test the links on Local Offers and remove or replace broken ones.
- ✓ Include or improve a filter functionality to improve the user experience.

### 2.2 Cross learning from local authorities/identified good practice

The group discussion was contributed to by those present local authorities and each in turn identified at least one key feature of good practice about their partner authority's Local Offer. These key features are summarised as follows:

- Hampshire's filter function, allowing users to find specific information. The related pages linked to the Local Offer were very helpful, relevant and logical.
- West Sussex's 'Your Space' pages were accessible, well laid out and contained useful information.
- Buckinghamshire's includes a useful video led by service users explaining EHCPs and SEN Support.
- Surrey's information is well written, clear and jargon free. It is well designed and mobile compatible.
- Isle of Wight's contains accessibility functions/options at the top of the page allowing users to change the colour and text size amongst other features.

- Milton Keynes' contains lots of useful information, including videos.
- West Berkshire's site is welcoming and user-friendly. Information being sought could be found within two or three clicks from the homepage.
- Reading's site has found a balance between including a good level of information that makes it accessible to a wide audience, including professionals.
- Windsor and Maidenhead's includes an eye-catching carousel of news items that is quick and easy to access. There is an opportunity for parents to be added to a mailing list to keep informed of upcoming events or relevant information.

### 2.3 Issues and suggested solutions to those issues

- The variation of terminology generally used across the region in relation to SEND, making it difficult for young people and parent carers who move to other areas.
  - ✓ A suggestion was made for creating a document including key words and terms, organised by category that could be used consistently across the region and potentially more widely.
- The promotion of the Local Offer and explanation of what it is, to ensure that families and professionals are aware of it. The group also highlighted issues around the name 'Local Offer', and that it may not clearly indicate the purpose of the site. The group then shared different ways that they were promoting the Local Offer in their areas. A number of examples are referred to below.
  - ✓ Windsor and Maidenhead describe their Local Offer as a SEND Resource Hub.
  - ✓ West Berkshire undertake soft marketing to promote their Local Offer and have been working with health partners to include slides showcasing the Local Offer at GP surgeries. Additionally, they have used posters on buses.
  - ✓ Some local authorities have found it beneficial to hold internal briefing sessions for local area staff to learn about the Local Offer. In view of staff churn, holding these sessions regularly was found to be useful to ensure new staff are informed.
  - ✓ Local areas have used a wide range of engagement strategies including children designing posters for children's centres, promoting the Local Offer.
- Ensuring that Local Offers are engaging and accessible to young people was a key priority expressed by the group.
  - ✓ The consensus amongst the group was that videos are a positive way to engage with young people. Creating and sharing videos that could be used by local authorities across the region would be helpful to explore in the future.

## 3 Actions and recommendations

### 3.1 Further support and follow-up actions

Participants were provided with an action planning document to allow local area actions to be captured during the partner feedback session and group discussions. The following section summarises the requests for further support captured during the workshop and via the feedback forms.

#### **Regional actions/recommendations:**

- Implement actions as per the action planning document.
- Continue to share resources and best practice.
- Continue to explore further opportunities for the promotion of the Local Offer.
- Explore holding a future Local Offer Peer Review, perhaps with a focus on mobile compatibility or using different case studies.

Mott MacDonald to share all resources used in the workshop with attendees.

# Appendices

- A. Attendee list
- B. Summary of comments and themes by case study
- C. Summary of comments and themes in relation to functional aspects
- D. Workshop feedback forms
- E. Presentation

## A. Attendee list

Local area	Name
Buckinghamshire	Anna Ellis
Buckinghamshire	Liz Connick
Buckinghamshire	Margaret Nyambayo
Hampshire	Carey Owen
Milton Keynes	Iain Vass
Reading	Maryam Maki
Reading	Ramona Bridgman
Slough	Mandy Gunn
Slough	Neesha Mouttou
Southampton	Beth Carter
Surrey	Vincent Anane-Nimoh
West Berkshire	Dawn Baxendale
West Berkshire	Coral Taylor
West Sussex	Heather McIntosh
West Sussex	Keir Margrave
Windsor and Maidenhead	Shaheb Khan
Windsor and Maidenhead	Suki Lapham-Hayes
Mott MacDonald	Nigel Rayner
Mott MacDonald	Reema Shah
Mott MacDonald	Rhian Allman

## B. Summary of comments and themes by case study

### B.1 Case Study 1- Crystal, 10 years old

**Number of local authorities who completed this case study: 10**

#### **Needs and key information:**

- Diagnosis of Down's syndrome, moderate learning difficulties and accessing mainstream provision with advice from special school
- Some heart issues, generally mobile but occasional need for wheelchairs
- Socially immature but with good friendship groups

#### **Comments and themes from completed case studies:**

##### **Transfer to high school**

Areas some local authorities are doing well:

- Some local authorities provide an easy to access list of schools including information on the type of school and how to apply
- In some Local Offers, information on SEN support available in mainstream schools is detailed
- There is information on transferring to secondary school for children with EHCPs on some Local Offers
- The language used was succinct and clear
- Filters included on some Local Offers made the search function easy to find the required information

Areas to address:

- Some of the secondary transfer information was not easy to find on Local Offers
- In some instances, the school information did not include the type of school or details of the application process
- Including specific information on supporting children with Down's syndrome with transitions was suggested

##### **Extending social activities – Brownies club at local school folded leaving a gap and the nearest Brownies club is a couple of miles away**

Areas some local authorities are doing well:

- It was easy to find lists of activities on offer. Descriptions and further information on the activities on offer could then be browsed
- Useful information was found on short breaks, including guidance on the application process
- Activities which included a map function were particularly helpful. Using a postcode to identify their closest activities was useful for users

Areas to address:

- It would be useful to include a filter function to refine the search e.g. by age
- Some of the language/terms used were not understood by young people e.g. not understanding the term 'leisure' and 'directory'
- Some information was hidden in wordy text

### **Travel training:**

Areas some local authorities are doing well:

- Some local authorities have included a good amount of detail with clear contact details if further information is required. Information included was easy to understand by adults and young people
- Additional information/resources on wider travel advice was helpful. One local authority referred to an autism-friendly guide to Gatwick for example

Areas to address:

- In some instances, information was difficult to find and not located in obvious places
- Including further information on the eligibility was suggested

## **B.2 Case Study 2- Jason, 21 years old**

**Number of local authorities who completed this case study: 9**

**Needs and key information:**

- Attended mainstream school with a statement and transferred to college at 16
- Left college before completing his course and went 'off the rails', became NEET at 17
- Has had some mental health issues
- Has had odd jobs over the years

**Comments and themes from completed case studies:**

### **To go back to college – hopefully to do something with sports or public service**

Areas some local authorities are doing well:

- Most Local Offers provided a list of colleges. Some of these also included college contact details to direct enquiries to
- Language used was generally accessible by both parents and young people. Some Local Offers also included videos which helped to engage young people

Areas to address:

- Although lists of colleges are generally available, users then have to navigate to individual college websites to find out about the courses offered and support available to young people with SEND
- Including further information on supported internships or apprenticeships was a key suggestion

**Lives at home and parents are concerned about college because of previous experience**

Areas some local authorities are doing well:

- Information on support services and advice for parents was available, particularly in relation to mental health services

Areas to address:

- Information in some instances was 'wordy'/lengthy and it would be beneficial to simplify the language used to make it more accessible
- Information in some instances was either lacking or split across many different places, making it difficult to find

**B.3 Case Study 3- John, 15 years old**

**Number of local authorities who completed this case study: 5**

**Needs and key information:**

- Wheelchair user
- No learning needs

**Comments and themes from completed case studies:**

**Just moved into area with his family and is attending mainstream high school. Wants to attend local college for A Levels**

Areas some local authorities are doing well:

- List of colleges with contact details for enquiries and links to the college websites
- On some Local Offers, colleges which were wheelchair accessible were clearly displayed

Areas to address:

- Information on some Local Offers was difficult to find
- Some local authorities suggested that it may be useful to include a filter function and to show the college locations on a map

**Very keen swimmer, wants to join a club**

Areas some local authorities are doing well:

- Most Local Offers provided information on swimming clubs where available
- Information was in a logical place which was easy to find

Areas to address:

- Some reviewers were not able to find any swimming clubs. This could be either because there are no swimming clubs or that their searches returned no records

**Looking to move on to an apprenticeship**

Areas some local authorities are doing well:

- Accessible language used
- Information on apprenticeships found quite quickly, located in logical places

Areas to address:

- Linking to national websites can be a bit off putting for users as there is a lot of information. Some information on where to get guidance locally may be useful

#### **Wants to live independently by age 20:**

Areas some local authorities are doing well:

- There was some information available on independent living
- Providing case studies of young people who live independently were indicated to be useful resources

Areas to address:

- Information was hard to find and not where expected
- Unclear which service to contact for further information
- Lots of policies were on some Local Offers rather than advice and guidance

#### **B.4 Case Study 4- Alexis, 18 years old**

**Number of local authorities who completed this case study: 4**

**Needs and key information:**

- Visual Impairment (VI) and registered blind

**Comments and themes from completed case studies:**

**Alexis has been at residential school out of area. She wants to come back to home area following A Levels. Ideally wants to live independently as her mum has remarried and moved towns:**

Areas some local authorities are doing well:

- Information on independent living was easy to find by searching
- Including links on where to find additional information was helpful

Areas to address:

- Further information specifically related to visual impairment would have been useful
- In some instances, searching for blind and visual impairment produced different results. Information may therefore be missed or not found depending on the word used in the search

**Would like to work but accepts it may be difficult to get a job:**

Areas some local authorities are doing well:

- Information available for different options for employment e.g. supported internships/employment
- Links to organisations where additional support and advice can be provided was helpful

Areas to address:

- Some terminology/language used was aimed at professionals rather than young people
- Some available information was about general employment rather than specifically related to visual impairment
- Including case studies of young people could be useful

## **B.5 Case Study 5- Imran, 2 years old**

**Number of local authorities who completed this case study: 7**

**Needs and key information:**

- Profound bilateral hearing loss detected at neonatal screening
- Youngest of 4 children, oldest is 7 years old. Other siblings are 4 and 6 years old. All siblings are in the local mainstream school
- Current routine: has regular contact with Hearing Impairment service advice from a Teacher of the Deaf
- On a 6-week cycle of portage

**Comments and themes from completed case studies:**

**An EY setting with extended hours to allow mum to work and drop older children who all attend out of school activities delivered at their primary school**

Areas some local authorities are doing well:

- Some detailed lists of different childcare options were available. Some of these included information on age ranges, opening hours and costs
- Information was clear, easy to view and filter

Areas to address:

- Although a variety of childcare options were available on some Local Offers, admissions criteria was not always included
- Information on supporting children with SEND was not always evident, particularly in relation to hearing impairment

**Looking forward to reception, ideally would want Imran in the same school as his siblings**

Areas some local authorities are doing well:

- Some Local Offers provided clear lists of schools
- Language was concise and clear
- A number of local authorities included helpful information about transition to primary schools, how to apply for a place, important dates and support for children with SEND
- Booklets/documents for parents/carers on finding a primary school were found to be a particularly useful resource on Local Offers

Areas to address:

- Limited information on admissions criteria in some instances
- SEND information for the schools was not always found on the Local Offer meaning that parents/carers would need to go to the individual school website to find this information
- Although some sites had filters, others did not, and this was highlighted as a useful feature

**No other family members have HI, Mum would like Imran verbal, but family would also like opportunity to develop basic British Sign Language**

Areas some local authorities are doing well:

- Some local authorities provided useful information on support services and courses/classes
- Information was generally easy to read, clear and concise. There were also links to some very useful information

Areas to address:

- Some local authorities reported not being able to find anything or finding very little information on BSL
- Some areas could not find information on hearing impairment on the health section of the site

**B.6 Case Study 6- Joe, 16 years old**

**Number of local authorities who completed this case study: 8**

**Needs and key information:**

- Recent diagnosis of high functioning autism.
- Difficulties with social communication and social interaction.
- Difficulties with anxiety in social settings, including changes in everyday life and educational settings.
- Literacy skills.
- Joe is an only child and currently lives at home with his Mum and Dad.
- Current provision: Joe is expected to achieve 'good' GCSEs in Science, Maths and ICT. He has a buddy at school and support for English.
- Joe does not have an EHCP but has received support for literacy at SEN Support level.

**Comments and themes from completed case studies:**

**Joe and his parents would like him to achieve a qualification which will lead him to full-time employment**

Areas some local authorities are doing well:

- Good amounts of information related to post-16 options including education and employment and also signposts to external websites for further information
- Some Local Offers also used relevant video clips to help to engage young people

Areas to address:

- Many local authorities reported it taking too long/ 'too many clicks' to find this information- parents/carers 'might give up'
- Some Local Offers used lots of acronyms, a suggestion of providing a glossary with explanations may help to improve accessibility

**His parents would like him to have a good understanding of money and finances and how to use a bank account. They would like Joe to be more independent with shopping tasks, travel and communication. It is important to Joe's parents that as he gets older, he is able to live within his community, cook meals for himself and be able to socialise**

Areas some local authorities are doing well:

- Information found on a range of skills related to promoting independence and preparation for adulthood

Areas to address:

- A number of local authorities reported finding it difficult to find information related to finances or if information was found it was brief
- Some local authorities reported that many of the links in the pathway for adulthood sections take the user to national organisations. It was suggested that also including local organisations that can provide advice and guidance may be useful
- There is a lot of information on many of the pathway for adulthood sections of Local Offers and suggestions to break down the information to improve accessibility may be helpful

**Joe wants to review what is on offer to him and be involved in any decisions. His mum is helping him find out what is on offer**

Areas some local authorities are doing well:

- Some useful information available on a number of Local Offers such as emotional and wellbeing support and things to do
- Easy to find contact details for information, advice and support services

Areas to address:

- Some feedback from young people indicated that it was difficult to navigate and find relevant information
- Some of the information was complex, not accessible for young people and was difficult to understand

## C. Summary of comments and themes in relation to functional aspects

### 1. Filtering:

- On the search page, having many results but not being able to filter or specify further
- On the other end of the spectrum, there were too many filters so if you get to the wrong page, having to start from scratch again.

### 2. Search results returned:

- Sometimes the search results returned were not always relevant to what had been searched for
- Sometimes information was missed from searches e.g. when searching "blind" and "visual impairment", very different results come up which can mean important information is missed

### 3. Local Offer & external websites:

- Having links to national websites is helpful but shouldn't replace the regional support that is needed
- Many links to broken external websites, irrelevant websites or to documents which could not be opened
- Some local authorities commented that when they clicked onto a page, it could sometimes be difficult to navigate back to the Local Offer

### 4. Number of records:

- Either too many results in searches or not any. It is hard to differentiate whether information is missed because it's not tagged correctly so it doesn't come up in searches or because there is no provision (it's hard to know which is which). The opposite issue is that there are far too many records and information cannot be found.

### 5. Accessibility:

- Having information offline about the Local Offer
- Number of clicks to information
- Format not being mobile / tablet compatible
- There needs to be a balance between providing enough information and making the Local Offer accessible as it can be quite overwhelming when there is too much information.
- The benefit of including a map function was commented on by a high number of LAs. These were found to be particularly useful where the user could input a postcode to find their nearest nursery, school or college for example

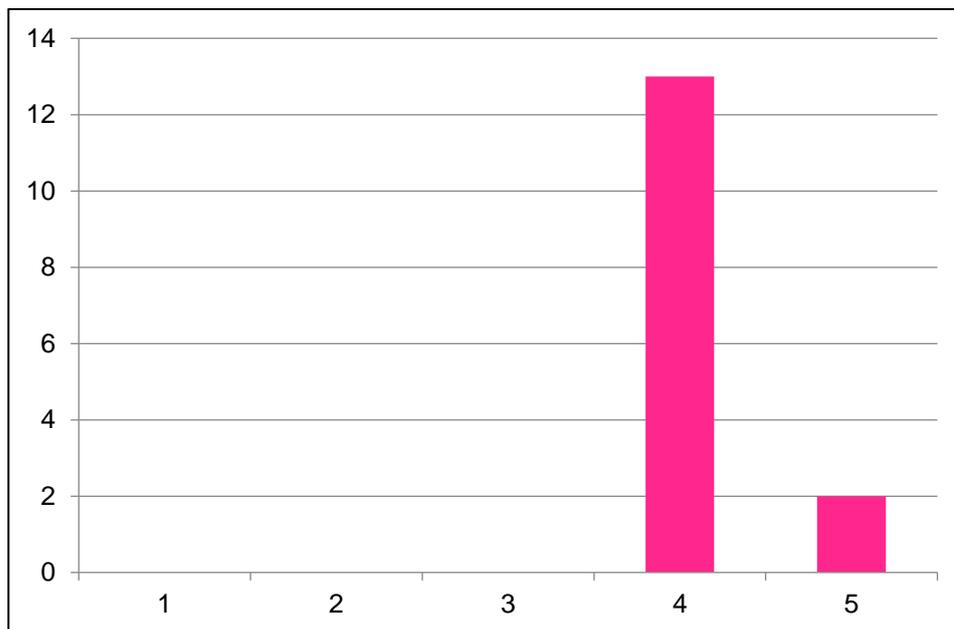
#### 6. Relevance to children and young people (visual appeal & terminology):

- Not attractive to children and young people - lots of bulky text & technical language which is not understandable.
- Some good practice examples include using videos to engage with children and young people.
- Young people can need adult support to understand and access Local Offer and content. Some local authorities commented that some wording used was aimed more at parents/carers rather than young people
- Including the option to translate would be useful
- The layout/format of the site e.g. colour of pages, size of text, how the text is broken up, use of visuals such as pictures and symbols

## D. Workshop feedback forms

Participants were asked to complete a feedback form at the end of the workshop. The following is a summary of feedback received from the 15 delegates that completed the form.

### 1. Please rate today, considering usefulness of information, presentations, networking opportunities and sharing practice?



1 = Poor, 3 = Satisfactory, 5 = Excellent

### 2. Why have you scored the event this way?

- It would be good to interact more with other counties a bit more rather than just one partner county (4)
- Very helpful session – with good feedback for partner organisations that we will use (4)
- It has covered some of the gaps in our LO page. We have shared useful information and ideas to improve our LO page (4)
- Useful, engaging. Timing was good. Good statistics and practice for us to use (4)
- Useful event to share best practice with colleagues (4)
- Really helpful meeting other LAs and peer reviewing. Useful countrywide overview and lovely lunch! Acoustics poor or would get a five! (4)
- I felt the event has been very beneficial. Getting together as a group and sharing ideas/ thoughts on how to improve and what is working well (4)
- Good to share feedback, good to network/meet colleagues, good to discuss scenarios / explore ideas (4)

- Helpful to have the space to think through what works well / what doesn't work well with our peer colleagues (in terms of LO website) (4)
- Always good to have an external view to look at improvements. Good opportunity to network and share ideas (4)
- Very useful day. Beneficial experience for us (4)
- Very useful meeting – good to have feedback on our site and also hear from other LAs on where they are (5)
- Lots of information and good practice shared. Lots of ideas promoting good practice (4)
- Because it was very worthwhile (4)
- Well planned, really useful task to have dedicated time to look at LO and to be reminded of positive practice (5)

### **3. Do you feel you need to make changes to your local offer in light of today's learning? If yes, what areas?**

- Yes, the logo, glossary style thing. Contact. Better clearer information pages. Videos with young people
- Yes – use of filtering to help better tailor searches and the information sought for
- The use of simple language which can be understood by service users and parents. To have a database of words
- We want to make our Local Offer better
- Yes, we will be making some tweaks
- Yes – more information about specific areas
- Yes – adding a leisure/social activities file. Make accessibility sections clearer. Young people – change to youth service – as not related to SENCO LO page
- Yes. Page access in and out. Extend content in some areas. Review out of date info
- Yes. Logo/glossary (hover explanation / contact page / menu of options rather than random page choices. Videos with young people e.g. explaining college open day
- Yes, review some keywords and make links across between info areas. Review text and language to simplify
- Looking at videos for our advice and guidance page. Keywords highlighted linked to terminology
- Yes. We need to look at linking up within our websites, as well as repairing all the error 404 messages
- As parent carers we can offer to work in coproduction to help shape and inform improvements
- Minor but very useful changes
- Search pathways and keywords. Making sure the information is linked clearly. Looking at number of clicks/length of time taken to find information

#### **4. How are you planning to cascade the information you have learned today within your own organisation?**

- Via email and face-to-face meetings
- We are going to feedback to our LA and suggest changes or improvements
- Group email
- Speak to leaders and LO hosts
- Report to senior management. Create action plan
- Steering group
- Action plan will be shared and published via 'you said, we did'. Will also share as part of SEN inspection prep and with senior managers
- Through a series of feedback meetings, the ppt presentation would be very helpful
- Feedback to our regular working group, which meets in two weeks' time
- We write reports into PCF, feedback to regional cluster
- Share improvement suggestions from review with the wider team to consider how we implement
- Have a management meeting, agree actions and move forward from there. Look at internal promotion

#### **5. Any other comments/suggestions**

- Next review session should additionally focus on mobile compatibility and functionality
- Very informative peer review. To work together with our neighbouring LAs
- Can we have different case studies next time?
- Good session. Will do again!
- Peer review really helpful exercise – thank you
- Thank you, really helpful to have the time to discuss how we can improve with colleagues that we are doing the same role. Thank you for facilitating, this helped up to focus. Also, thank you for nut free meal – delicious!
- I was a bit disappointed that the case studies were the same as last year. Also, some of the issues are 'stuck' at a national level. E.g. promotion, poor inspection feedback, what can be done/learnt from this as a national picture? We are all finding the same issues
- More conversations (comparisons) with other authorities
- Very useful meeting, lots of feedback, both positive and negative – all useful!
- Please change white writing on yellow background on the presentation, it is not visible at all!
- Do a peer review on LO sites but on mobiles not laptops. Accessible vs accessibility of websites, especially YP liking more 'colourful' designs. Database of keywords and video content
- Thank you. Great to be able to have discussions with the LAs and problem solve / hear their solutions

## **E.Presentation**

Please see separate document for full presentation slides.

