



Local Offer Peer Review Workshops

South East SEND Regional Network

February 2017

Mott MacDonald
10 Fleet Place
London EC4M 7RB
United Kingdom

T +44 (0)20 7651 0300
F +44 (0)20 7248 2698
mottmac.com



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South East SEND Regional Network

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Contents

Executive summary	1
1 Introduction	2
1.1 Purpose	2
1.2 Participants	2
1.3 Process and pre-work	2
1.4 The framework	3
1.5 The workshop	4
2 Analysis of the reviews	5
3 Feedback and discussions points	7
4 Actions and recommendations	10
4.1 Further support and follow up actions	10
4.2 Recommendations	10
Appendices	12
A. Attendee lists	13
B. Local Offer peer review framework categories	15
C. Workshop feedback forms	16
Workshop 1: Monday 6 th February	16
Workshop 2: Thursday 9 th February	19

Executive summary

In February 2017, Mott MacDonald (MM) facilitated two local offer peer review workshops in the South East region. A total of 43 attendees were present across the two workshops, with representation from 16 local authorities (LAs) and parent carer representatives from 15 different local areas.

The key purpose of the workshops was to enable LAs to act as a peer review and challenge to another LA in the region, as well as to involve parent carer representatives and young people in development of local offers. Prior to the workshops, LAs were paired with another LA and provided with a local offer review framework based on the SEND Code of Practice (CoP). They were encouraged to work with parent carer representatives or young people in their local area to review their partner LA's local offer for compliance and quality using the review framework.

The main activity in the workshops was the opportunity for each local area to provide their feedback to their partner local area and vice versa. This involved a session for attendees to capture key learning points and develop an action plan in each individual local area. There was also an opportunity to hear key findings from the analysis of all reviews in the region which was presented to delegates by MM, as well as a facilitated group discussion on issues being faced by local areas. This highlighted some key themes across the region in terms of both areas of strength and areas that could be improved. The group also identified areas of good practice within specific LA local offers which, going forward, other LAs could look at adopting into their own local offer.

Overall, feedback from both workshops was very positive, with all attendees finding the workshops highly valuable, especially with regards to the opportunity to give and receive feedback and engage in constructive discussion with peers across other local areas. Attendees valued the exposure to different practices across the region, as well as the networking opportunity it provided.

All attendees indicated that they need to make changes to their local offer in light of the day's learning. Many for example noted that they will need to review their search and navigation functions following the review. Attendees recognised that further support will be needed going forward, with all delegates indicating on their feedback form that they would like a follow up peer review activity in the future – the most common suggestion being that this takes place within 6 to 12 months following the previous review. A number of attendees also requested that there be a focused meeting for LAs to come together as a whole region to support each other and discuss common issues and challenges.

1 Introduction

In February 2017, Mott MacDonald (MM) facilitated two Local Offer Peer Review workshops in the South East region. 16 Local Authorities (LAs) took part in the review and a total of 43 representatives attended a workshop on either 6th or 9th February. The table below indicates which LAs attended across the two workshops, for a full list of attendees please see Appendix A.

Table 1: Workshop attendance by LA

Monday 6 th February	Thursday 9 th February
Bracknell Forest	Buckinghamshire
Brighton & Hove	Hampshire
East Sussex	Medway
Isle of Wight	Milton Keynes
Kent	Portsmouth
Slough	Reading
	Surrey
	West Berkshire
	West Sussex
	Wokingham

Source: Appendix A

1.1 Purpose

The purpose of the workshops was to enable LAs to act as a peer review and challenge to another LA in the region. In doing this they would:

- review a partner LA's Local Offer for compliance and quality and have their Local Offer reviewed by this LA in return
- identify how they could improve their Local Offer based on the feedback received
- share good practice and ideas to improve individual Local Offers across all LAs in the region
- identify any regional issues and develop solutions
- identify collective regional actions and next steps
- involve parent carers and young people in the development of the Local Offers

1.2 Participants

It was recommended that the LA representatives included the officer who coordinates the Local Offer and another relevant colleague from their LA involved with development of the Local Offer.

All LAs were encouraged to work with a parent carer representative or young person to complete the framework or capture their views in some form. Parent carer representatives from 15 different local areas attended the workshops across the two days. 3 local areas identified that young people had inputted to completion of the pre-workshop review exercise.

1.3 Process and pre-work

Each LA was paired with another LA. In this instance, LAs were paired with other LAs of similar size. The pairings/grouping were as follows:



All participants were provided with a Local Offer review framework and supporting Special Educational Needs and Disability Code of Practice (CoP) guidance document. They were then invited to attend a conference call session which explained the process, took participants through the framework and provided an opportunity for any questions. Participants then had approximately 2 weeks to complete the framework and return to MM for analysis.

1.4 The framework

The framework used for the Local Offer peer review is based on the 'musts' in the CoP with some specifically chosen 'shoulds' included at the end. To complete the review participants

were required to look at different categories and review them based on the requirements given, resulting in a classification of a 'Yes', 'Limited' or 'No' (see Appendix B for full list of Local Offer peer review framework categories). To support this, participants were then required to provide an explanation of why they had chosen that specific classification.

The framework was designed to help LAs review elements of the Local Offer but by doing so it does not guarantee that the Local Offer is fully compliant. Furthermore, the completed frameworks were intended only as a basis for discussion during the feedback activity at the workshops, which could then be used to develop action plans in each individual local area.

1.5 The workshop

The workshops began with a reminder of the purpose and features of the Local Offer as set out in the CoP. This was followed by sharing a summary of the strengths and areas for improvement identified in the published SEND Local Area Inspection outcome letters to date. Key findings from the analysis of the reviews were then presented to delegates (see section 2 for further details). The main activity for the workshops was the opportunity for each LA to provide their feedback to their partner LA and vice versa.

Once the feedback had been provided, participants provided comments on their experience and lessons learnt, along with a discussion on what actions could be taken forward as a region. Further information on this can be found in section 3 of this report.

2 Analysis of the reviews

All completed reviews were sent to MM and analysed as shown in the graphs below.

Please note that these reviews were completed at a specific moment in time and as Local Offers are in continuous development, changes and improvements may have been made since the initial analysis of the reviews. Additionally, the reviews were completed by 16 different LAs as well as a range of other local area representatives (including parent carers, young people and IASS groups) with no centralised quality assurance. The graphs below should therefore only be used to provide a summary picture of the region and to demonstrate that LAs can often learn from each other where they have identified areas for improvement and areas of strength.

Figure 1 below shows the percentage of responses by classification at a regional level.

Figure 1: Regional summary of scores by classification

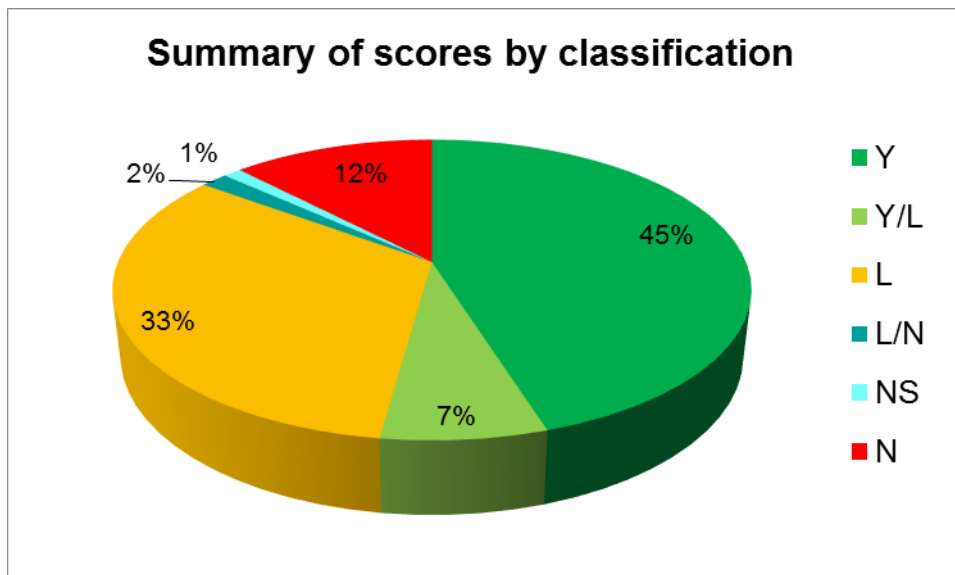


Figure 2: Breakdown by category of scores across the region

Ref	Category / question	YES	Y / L	L	L / N	NS	NO
'Musts'							
A	Local Offer available for those without internet access and for those with specific access requirements.	5	3	7	0	0	1
B	Comments, the local authority response and the actions they intend to take published on the Local Offer.	11	0	4	1	0	0
C	In area education provision	8	2	4	0	0	2
D	Out of area educational provision	9	1	4	0	0	2

E	Out of area education provision included on the Local Offer in the same way as the in area education provision.	2	1	1	0	0	12
F	In area health provision	9	2	5	0	0	0
G	In area social care provision	8	2	6	0	0	0
H	Requesting an EHC needs assessment	8	2	6	0	0	0
I	Identifying and assessing SEN	8	2	5	0	1	0
J	EHCs	6	2	7	0	1	0
K	Personal Budgets	8	2	5	1	0	0
L	Travel	11	1	3	0	0	1
M	Phase transfer/higher education	2	0	9	1	0	4
N	IAS	8	2	5	0	0	1
O	Disagreement resolution, mediation, tribunal/appeals and complaints	10	1	4	0	1	0
P	Accessibility	5	0	3	1	0	7
Q	What the LA expects education settings to offer	5	1	6	0	0	4
R	Preparing for adulthood	13	0	3	0	0	0
S	Local Offer in one place	8	1	6	1	0	0
'Should's'							
T	Usability and visual appeal	4	0	12	0	0	0
U	Involving parents	5	1	7	0	0	3
V	Involving children and young people	1	0	9	1	0	5
W	Transfer Plan	12	0	0	0	1	3
		Y	Y/L	L	L/N	NS	N
Totals		166	26	121	6	4	45
Percentages		45%	7%	33%	2%	1%	12%

3 Feedback and discussions points

Following the peer feedback activity at both workshops, delegates were invited to participate in a group discussion. A summary of the key discussion points has been captured below, supplemented by responses received from delegate feedback forms (full summary of feedback form responses can be found in Appendix C).

How delegates found the review process and feedback workshops

The feedback from the workshops was on the whole very positive, with all delegates indicating on their feedback form that they would like a follow up peer review activity on the Local Offer to take place in the future.

Elements of the process which were found most useful include:

- Feedback sharing at the workshop with partner LAs and PCF representatives - receiving helpful and constructive comments on their Local Offer and having in depth discussions with another LA.
- Pre-workshop review exercise – completing the framework of a partner Local Offer was useful for identifying areas of own Local Offer is falling short.
- Comparing other Local Offers and being exposed to different practices across the region.
- Sharing common issues and challenges directly with the group, providing support to each other, and discussing ideas to take forward regionally.
- Networking with other LAs across the region.
- Understanding how others use and access the Local Offer, who are not familiar with it before the review – hereby providing a ‘fresh perspective’.
- All the feedback received will help in the development of the Local Offer and provide the evidence needed to raise issues with relevant staff.

Elements of the Local Offer that require changing following the review

All delegates who returned an evaluation form reported that they need to make changes to their Local Offer in light of the day's learning. A summary of the key areas that need to be addressed on a local level following the peer review activity and workshop has been included below:

- Improving visual appeal of the pages and how they are laid out.
- Address any of the gaps in content e.g. missing information or improving quality of the information.
- Keep developing work in areas of health and social care e.g. links to health providers and relevant information.
- Section on age transfer to FE.
- Improve search function e.g. by including more keywords, make links more visible.
- Adjustments to headings and navigation:
 - Identify missing / broken links and make sure signposting of links is effective.
 - Change locations of various sections to improve the journey for the parent/young person.
 - Developing the links across the two sites (general Council website and Local Offer).

- Review feedback function.
- Changes to wording e.g. use less jargon.
- Raise concerns about the website team not understanding the requirements of the SEN Code of Practice – work with the team so they are aware and adopt the requirements of the Local Offer.
- Provider clearer links to SEN information on school website.
- Accessibility options within the site.

Examples of good practice

Over the two workshops, the following Local Offers were identified by the group as showcasing elements of good practice:

Table 2: Examples of good practice

LA	Link to local offer	Area identified as being 'good practice'
Isle of Wight		Accessibility e.g. use of leaflets, pens, features and add-ons
Waltham Forest		Usability
Kent		Search function – has a form for things that are missing
Medway		Search function by postcode for health
Reading		Filter system
Wokingham		Live chat function
West Sussex		Visual appeal and layout - information presented well
Portsmouth		Feedback function, co-production group and use of case-studies
Surrey		Accessibility icon

Key issues / challenges across the region (and focus for further support)

- Developing separate pages for CYP and PCFs
- Improving access for illiterate parents, those without internet access
- Use of apps/mobile devices
- How to raise awareness and signpost with wider Professionals – could attend their meetings, provide instructions on how they should use the Local Offer (e.g. through webinars)
- Improve links with CCGs and health
- Develop easy read versions, translation services for minority groups
- Consistent terminology and standardisation at a national level – increase familiarity with term 'Local Offer' through national promotion, strategic input and funding.
- Supporting schools and providing signposts to school SEN information reports (templates and links)
- Ideas on improving co-production e.g. delivering coffee mornings for the wider PCF group.
- Increasing knowledge of web/communication teams on the CoP and requirements of the Local Offer.

- CDC input on the bare essentials of health and social care input.
- PfA input on developing YP information.
- More focused support on education personal budgets.
- Greater clarity on the Section 41 list.
- Out of area local area provision.
- Measuring effectiveness of the Local Offer e.g. number of 'hits', google analytics.
- Feedback about services and how this can be acquired.

4 Actions and recommendations

4.1 Further support and follow up actions

Local area actions were captured within each local area group as the feedback was delivered, but can also be found summarised within Appendix C. The below section provides a summary of requests for further support that were captured on a regional level, as well as suggestions for follow up activity.

Further support required across the region:

- Share discussion notes, examples of good practice, resources, and summary of findings / reviews with all attendees.
- Set up a regional Local Offer Group e.g. to develop CYP versions of sections, top tips on the biggest issues and ideas to address them, develop measures of effectiveness
- Provide support on issues raised in meeting.
- Follow-up meeting / peer review in the future.
- Continue to share resources and best practice.
- Feed discussion points upwards to DfE so they can then cascade downwards.

All delegates indicated in their feedback form that they would like to have another peer review activity in the future, details on this can be found captured in the table below:

Table 3: feedback on when to hold next peer review activity

	4 months	6 months	12 months	18 months	Other / no preference
Preference (no. of requests)	2	9	7	1	6
Supporting comments	<ul style="list-style-type: none"> • Yes – but also to address other issues raised in the meeting. • Would be useful to review these ‘changes’ and how it is all going in 6 months and then to do another review in 12-18 months with a potential new ‘partner’. • Review what we have done since today’s event. • It would have been useful to have done this feedback on the review sooner, as had done this a while ago – however would be very useful to do this again. • Yes - but once have had Ofsted inspection. • Would have benefitted from a slightly larger group for discussion/regional action planning period at the end of the session – there were really useful group comments and ideas. • May be prudent to review the “L” and the “N” categories for the ones that we have done this time with Portsmouth at the next meeting for an hour or two and then fully review another LA’s local offer. 				

4.2 Recommendations

Regional actions

Following the feedback captured above, it is recommended that a follow up peer review takes place within 6-12 months of this review (i.e. July – December 2017). It is also suggested that the

S.E. Region Local Offer Group organise a focused meeting before the follow up peer review to come together as a whole region to discuss and support each other with common issues raised.

MM to share all resources used in the workshops with attendees (including this write up).

Appendices

A.	Attendee lists	13
B.	Local Offer peer review framework categories	15
C.	Workshop feedback forms	16

A. Attendee lists

Table 4: Monday 6th February – Attendee List

Name	Organisation
Deborah Warner	Bracknell Forest PCF
Nicki Davies	Bracknell Forest
Charlotte Maroney	Amaze Brighton (B&H PCF)
Helen Frederick	East Sussex
Tracy Mander	East Sussex
Michelle Nice	East Sussex PCF
Andrew Briggs	Isle of Wight
Rachel Johnson	Isle of Wight
Lorraine Shotter	Parents Voice (IOW PCF)
Ian Butcher	Kent
Elizabeth Williams	Kent
Sarah Selby-Bird	Kent PCF
Liz Scott	Slough
Neesha Mouttou	Slough
Mandy Gunn	Special Voices (Slough PCF)
Tracey Maytas	South East Regional Lead
Natalie Fisher	Mott MacDonald

Table 5: Thursday 9th February – Attendee List

Name	Organisation
Anna Ellis	Buckinghamshire
Keerin Hossain	Buckinghamshire
Andrew Howard	Fact Bucks (Buckinghamshire PCF)
Natalie Kenward	Hampshire
Nick Hutson	Hampshire PCF
Geoff Reed	Medway
Keith	Medway PCF

Name	Organisation
Lisa Munro	Milton Keynes
Iain Vass	Milton Keynes
Hannah Kitchen	Milton Keynes PCF
Jane James	Portsmouth
Joe Wells	Dynamite Portsmouth (PCF)
Barbara McDougall	Dynamite Portsmouth (PCF)
Tracy Fenty	Reading
Maryam Makki	Reading
Ramona Bridgeman	Reading PCF
Peter Schnabel	Surrey
Dr Cecilia Wylie	Surrey (CCG)
Andrea Collings	Family Voice Surrey (PCF)
Wendy Neighbour	West Berkshire
Fiona Worby	West Berkshire PCF
Heather McIntosh	West Sussex
Charlotte Smith	West Sussex
Sarah Burling	West Sussex PCF
Vanessa Walters	Wokingham
Franchesca Geary	Wokingham
Natalie Fisher	Mott MacDonald

B. Local Offer peer review framework categories

Table 6: Category descriptions

Category	Description
A	Local Offer available for those without internet access and for those with specific access requirements.
B	Comments, the local authority response and the actions they intend to take published on the Local Offer.
C	In area education provision
D	Out of area educational provision
E	Out of area education provision included on the Local Offer in the same way as the in area education provision.
F	In area health provision
G	In area social care provision
H	Requesting an EHC needs assessment
I	Identifying and assessing SEN
J	EHCPs
K	Personal Budgets
L	Travel
M	Phase transfer/higher education
N	IAS
O	Disagreement resolution, mediation, tribunal/appeals and complaints
P	Accessibility
Q	What the LA expects education settings to offer
R	Preparing for adulthood
S	Local Offer in one place
T	Usability and visual appeal
U	Involving parents
V	Involving children and young people
W	Transfer Plan

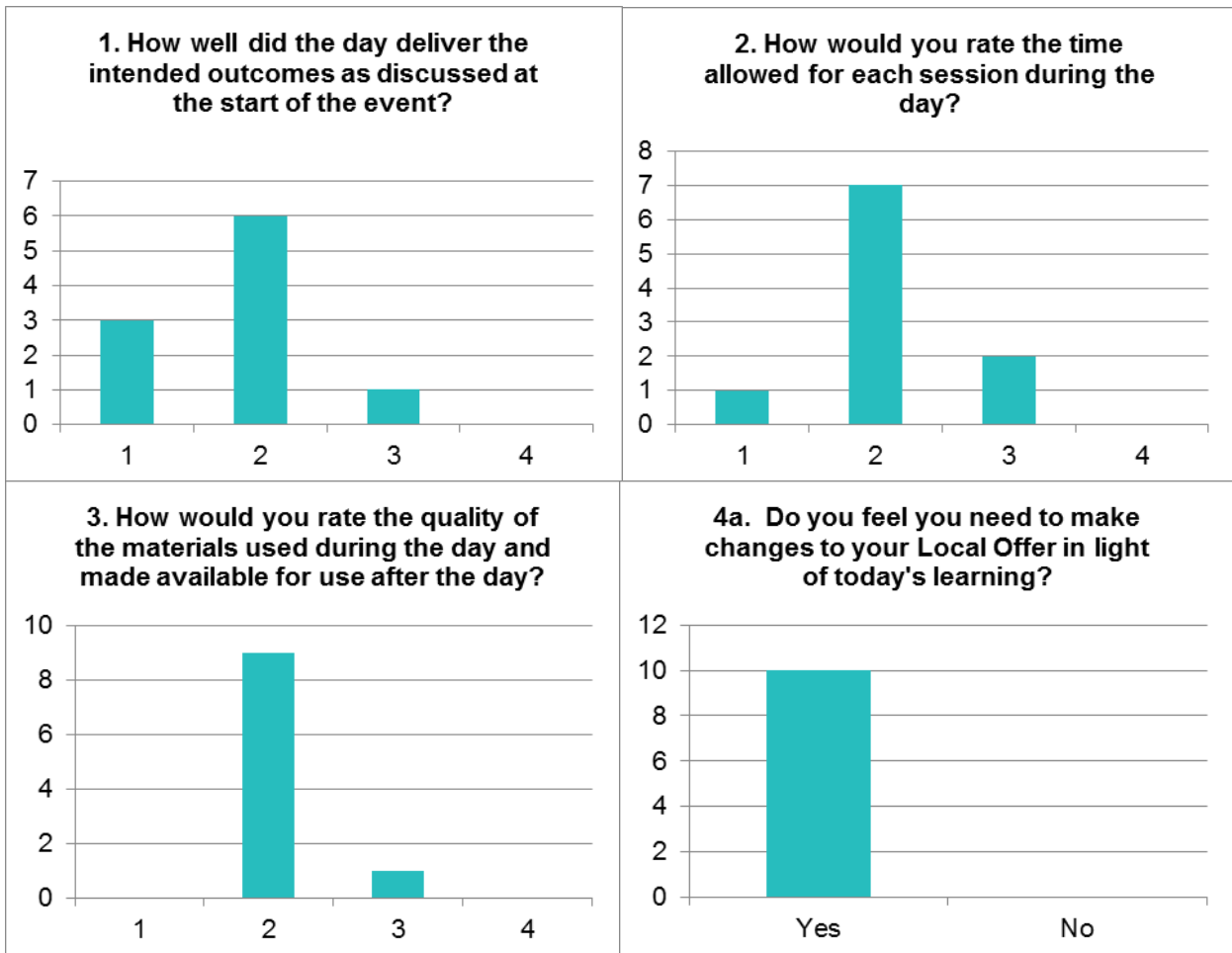
C. Workshop feedback forms

Participants were asked to complete a feedback form at the end of the workshop. 10 forms were completed and returned on 6th February and 18 completed and returned on 9th February. Below is a summary of all feedback received.

Workshop 1: Monday 6th February

Scoring key

1. Outstanding
2. Good
3. Satisfactory
4. Inadequate



4b. Do you feel you need to make changes to your Local Offer in light of today's learning? If 'yes', what areas?

- Lots of adjustments to headings and navigation
- Feedback, easier signposting for links
- User journey – making information easier to locate
- From review, there are areas to change
- Improve searches by including more keywords, and links to be more visible, etc.
- We are re-designing our site currently so the feedback of the review will be useful
- SEN information on school website is not easy to find - accessibility is missing and needs auctioning
- Accessibility options within sites, info for children and young people from their point of view, and health information and links to health provider sites
- Development of action plan
- Visibility, some SEND information, feedback mechanism

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

- Local offer working group
- Parent carer forums
- Team meetings
- Through meetings
- Through the local offer steering group
- Steering group meeting next week
- Take back to local offer steering group
- Through Kent Council County local offer steering group
- Development of action plan to be shared with all partners
- Via face to face meetings, emails, groups

6. Which elements of the day did you find most useful?

- Feedback sharing
- Review
- Highlighting of areas where our local offer is falling short
- Review feedback and comments from others
- The feedback received from the peer group (Bracknell)
- All useful
- Comparing other local offer feedback suggestions
- Sharing directly and ideas to take forward regionally
- One to one review
- Comparing challenges faced by other Local Areas

7. How can the S.E. Region Local Offer Group help support the outcomes from today?

- Unsure at present
- Share discussion notes with attendees
- A regional local offer group would be good to develop children and young person sections and suitability; top tips of the biggest issues and ideas to amend them
- Regional group to develop a children and young person version of offer, and regional group to develop measures of effectiveness
- Do regional focused meetings e.g. how effective can you measure the local offer
- Via issues raised

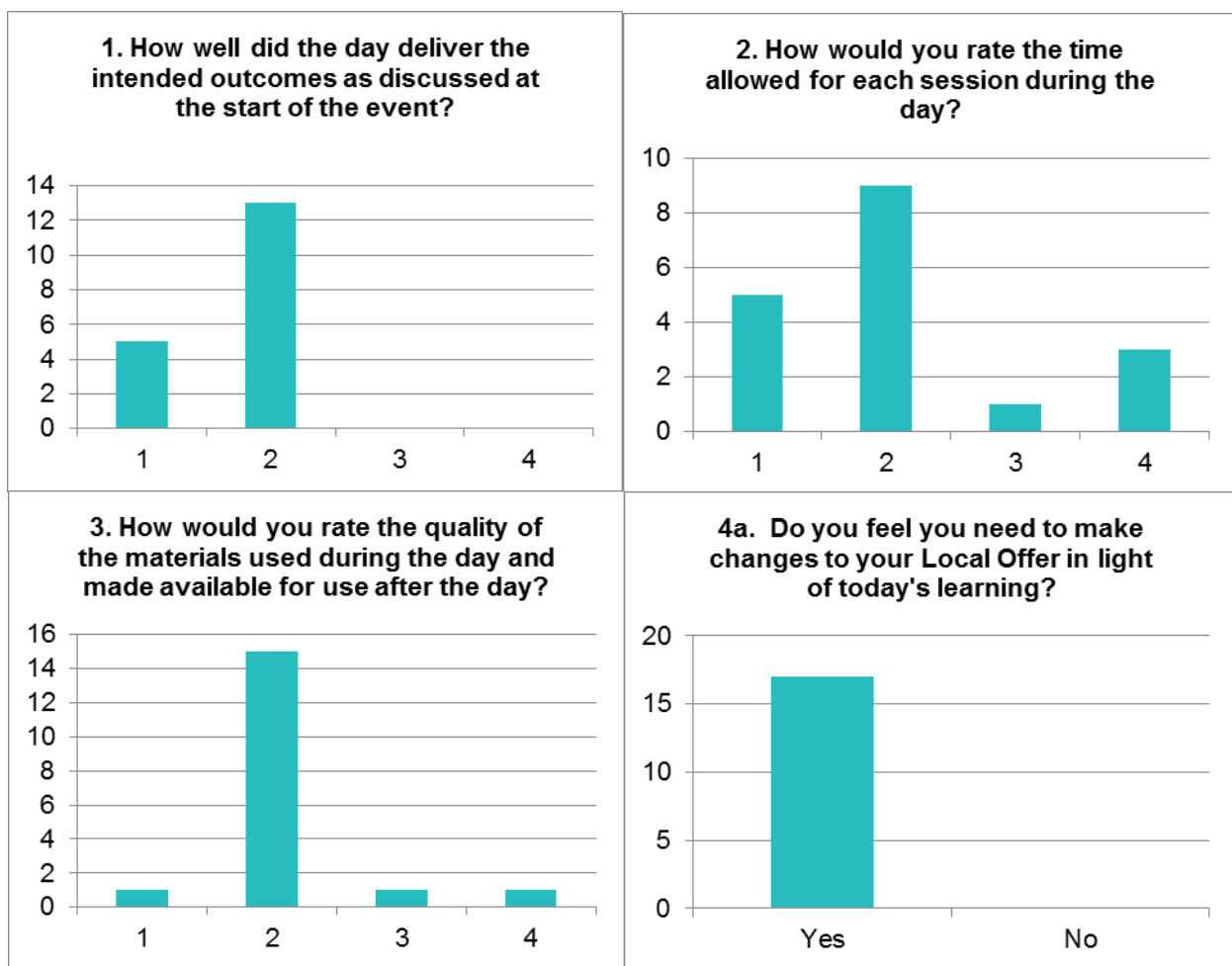
8. Would it be helpful to have a further centrally co-ordinated review or other follow up activity? If so, when?

- Unsure at present
- Yes, in 6-12 months' time. Would have benefitted from a slightly larger group discussion/regional action planning period at the end of today's session – really useful group comments and ideas.
- Yes – in 4 months' time
- Yes – next 4 months
- Yes – bi yearly
- Yes, late in 2017/early 2018

Workshop 2: Thursday 9th February

Scoring key

1. Outstanding
2. Good
3. Satisfactory
4. Inadequate



4b. Do you feel you need to make changes to your Local Offer in light of today's learning? If 'yes', what areas?

- Quite a few, the major one being across two sites and not linking
- Mainly in the way the pages look

- Address gaps/ where information sits/ develop information
- Keep developing work in areas of health, social care
- Age transfer to further education
- Content
- Plenty of areas to review and improve – we knew most but some where new to us
- Lots of areas
- Looking at links, gaps and signposting doing its job
- Search results, clutter
- Identify gaps, issues with searches
- Information, layout, feedback
- Picked up some good points
- There are gaps that have been identified by doing this peer review
- Clarification, less jargon, move things around a little
- Various sections need changing to improve the journey for the parent/young person
- Additional links where we need the website team to acknowledge and adopt requirements of the Local Offer
- Various small changes around 'wording' and links. Raising our concerns about website team not understanding the requirements of the SEN Code of Practice

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

- Feedback to parents and SEN contact in Medway
- N/A
- Feedback at local offer steering group and at local offer senior managers update meeting
- We have a senior managers meeting next week so will be discussed and meeting our local offer parent champion afterwards
- Meeting updates
- Incorporate into comms plan
- Action plan, feedback to senior manager and SEN board
- Report back
- Feedback report to parent forum
- Create an action plan
- Meeting with SEND team and PCF reps
- Share with the team action plan
- There are several actions to take back to address with managers
- Arrange a meeting with parent rep and head of SEN to go through findings of this exercise
- Lots of actions, we can action some ourselves but many are out of our hands. We will write a report and submit to relevant people
- Write a report on the outcomes of today and send it to the relevant members of the council who can take forward any issues that we have identified

6. Which elements of the day did you find most useful?

- Constructive comments on feedback
- Hearing/sharing ideas with other LAs

- The feedback was most useful
- Chatting with another authority
- Chatting with other LAs
- Sharing
- All of it, particularly in depth discussion with another LA and hearing issues from others
- Help to push/identify issues shared by all and give support. For examples, many LAs are bound by internal rules that they can't change
- Discussions at the end
- The fact that professionals and parent/carers/young people were all working together towards a good outcome
- Sharing
- Discussions with those who reviewed our local offer
- Feedback session
- Sharing the feedback with our partners
- All of it
- All of it!
- Discussions with each other on the views of findings of each other's website's local offers
- Receiving the feedback. However, would have been useful to read though beforehand. Plus, have this session sooner after submitted, so fresher in mind.
- Understanding how the people reviewing our site used it. All the feedback received will help in the development of our LO and provide the evidence we need to raise issues with relevant staff

7. How can the S.E. Region Local Offer Group help support the outcomes from today?

- Follow-up meeting
- Perhaps a further peer review in the future
- Continue to share resources and best practice
- Feed upwards to DfE so they can cascade downwards
- Email PowerPoint/ summary of findings and views, and further reviews
- Meeting in 6 months' time
- Have another review session in 6 months
- Share the findings of best practice with the group
- Provide summary and info on good practice from today
- Provide a summary of good practice from both workshops

8. Would it be helpful to have a further centrally co-ordinated review or other follow up activity? If so, when?

- Yes, about 6 months
- Yes – 6 months
- Yes, follow up – also to address other issues
- Yes, 6 months – 1 year
- 6 months to 1 year
- It would possibly be useful to review these ‘changes’ and how it is all going in 6 months and then to do another review in 12-18 months with a potential new ‘partner’
- Yes, annually
- Yes – review in a years’ time
- 6-month review
- Yes
- 6 months and happy to review what we have done since today
- Yes please!
- It would have been useful to have done this feedback on the review sooner, as had done this a while ago. Would be very useful to do this again
- Yes, once have had Ofsted inspection

