



## DERBYSHIRE SEND LOCAL OFFER STEERING GROUP MEETING MINUTES

Thursday 26 March 2026 - Virtual Teams Meeting – 2pm to 3:30pm

### MINUTES:

Item No:	Minutes:
1.	<b>Welcome &amp; Introductions</b>
2.	<p><b>Minutes of last meeting – sign off</b></p> <p><b>Chair:</b> Minutes are signed off with no amendments.</p>
3.	<p><b>3a. Matrix of Compliance – For Info Only</b> This document is the Matrix of Compliance, for information only, evidencing our compliance with legislation like the SEND Code of Practice. Each point was exported from relevant legislation and built onto a spreadsheet that allows us to record evidence of compliance, comments and concerns. This is periodically reviewed to maintain our assurance.</p> <p><b>PfA Rep (1):</b> In relation to the Matrix of Compliance item 4.42c, I would like to let everyone know that we are working on transitions as part of the SEND Improvement and Assurance Board (SENDIAB) action plan.</p> <p><b>3b. Provider Review</b> This document outlines the onboarded providers contained within our Care and Support Services and Things to Do directories. The provider's information is reviewed periodically for accuracies. Please feel free to review these providers, suggest changes, or suggest new providers.</p> <p><b>SEND Rep (1)</b> asks what the approval process is for providers to be onboarded. It was explained that providers wishing to be included in the Local Offer directory for Care and Support Services normally contact the Local Offer team directly. New providers are subject to an initial review process, after which Derbyshire Information, Advice and Support Service (DIASS) is invited to provide feedback, drawing on its experience of supporting children, young people and families. Applications are then considered by the relevant Service Lead, who makes the final decision on whether a provider should be included. Some existing listings pre-date the current approval process and are therefore considered legacy entries. It was noted that this approval process applies only to Care and Support Services providers. Community activities and events listed under "Things to Do", such as swimming sessions, discos and social events, are not subject to the same approval process.</p> <p><b>Action: Circulate external provider onboarding checklist.</b></p>

Item No:	Minutes:
4.	<p><b>Local Offer Performance Report</b></p> <p>This document is a report of website analytics, for information only, to outline user behaviours, popular pages, and site performance.</p>
5.	<p><b>Reminder wording and Feedback</b></p> <p>Feedback on the proposed email communication was generally positive, although it was suggested that the content could be shortened and key actions, deadlines and important information presented in a more concise, bullet-point format. It was also recommended that information intended for recipients who are not the owners of the content should be moved towards the end of the email. Clarification was sought regarding the proposal to remove documents from search results, with confirmation that this would prevent users from accessing documents directly through search engines. It was explained that this supports an opt-in approach, encouraging users to first access the relevant Local Offer page and understand the context and available resources before viewing individual documents.</p>
6.	<p><b>Pages missing an owner</b></p> <p>Attendees were invited to review and identify pages that relate to their area of work to claim ownership and responsibility of reviewing and updating.</p> <p><b>An attendee claimed ownership of the Travel and Transport section of the website.</b></p> <p><b>Action: Update Local Offer Page Update Tracker</b></p>
7.	<p><b>Outstanding Page Reviews</b></p> <p>The group reviewed a report identifying Local Offer pages that are overdue for review, including some that have exceeded 1,000 days since their last update. Members were encouraged to work with the Local Offer team to review and refresh content within their respective areas. It was noted that an updated SEND Strategy is currently progressing through the approval process.</p> <p>A request was made for an updated overview of the Preparing for Adulthood section and the pages requiring review.</p> <p><b>Action: The Local Offer team to provide an updated overview of the Preparing for Adulthood pages requiring review.</b></p> <p>The meeting also discussed the design and navigation of the Local Offer homepage, including comparisons with other local authority websites. Members highlighted the visibility of homepage navigation features and considered opportunities for future improvements. It was acknowledged that the Local Offer has been developed through co-production with children and young people, parents, carers and professionals, and that any significant changes should continue to be informed by consultation and co-production rather than individual preference. The Chair noted that, while it would not be possible to accommodate every preference, potential design options could be explored and refined through engagement with stakeholders, recognising both the evolving nature of the Local Offer and the practical considerations associated with making changes to the platform.</p>

Item No:	Minutes:
8.	<p><b>Derby and Derbyshire Emotional Health and Wellbeing Content Migration</b></p> <p>An update was provided on the planned closure of the Derby and Derbyshire Emotional Health and Wellbeing (DDEHWP) website. The site will cease to be updated from 31 March 2026, remain accessible for a further six months, and then be decommissioned. During this period, visitors will be directed to alternative sources through a signposting banner.</p> <p>As part of the transition, NHS colleagues have reviewed the content currently hosted on the DDEHWP website to determine the most appropriate destination for individual resources. Of approximately 1,200 items reviewed, around 45–60 services have been identified for inclusion within the Derbyshire Local Offer, with other content being directed to alternative platforms such as school portals. The Local Offer will primarily provide links to existing information hosted by partner organisations, rather than duplicate source content.</p> <p>It was noted that work is underway to incorporate these resources into the Health and Wellbeing section of the Local Offer, aligned to the THRIVE framework. The review process is ongoing, and further services may be identified for migration as the project progresses.</p> <p>No questions were raised following the update.</p>
9.	<p><b>Graduated Response Update</b></p> <p>No Update – Delayed until next Agenda.</p>
10.	<p><b>Derbyshire Parent Carer Voice SEND Survey Discussion</b></p> <p>It was noted that discussion of the DPCV SEND Survey had been incorporated into the Action Plan update and would therefore be considered under Item 12 of the agenda.</p>
11.	<p><b>You Said, We Did – Feedback and LO Response Sign-off</b></p> <p>An update was provided on the annual "You Said, We Did" publication, which summarises feedback received through Local Offer feedback forms, events and direct correspondence, together with the actions taken in response. Draft responses for the forthcoming publication have been prepared, and members were invited to review the proposed wording and suggest any amendments ahead of publication.</p> <p>The group discussed whether findings from the recent DPCV SEND Survey should also be reflected within the publication. It was agreed that, while some survey outcomes are recent, the "You Said, We Did" document provides an opportunity to acknowledge the feedback received and outline planned actions, including work to raise awareness and promote the Local Offer. Members supported the inclusion of relevant DPCV survey findings and associated actions.</p> <p><b>Action: The Local Offer team to provide the "You Said, We Did" feedback and draft responses to the Chair to enable the inclusion of appropriate DPCV SEND Survey comments and agreed actions.</b></p>
12.	<p><b>Draft LO SG Action Plan</b></p> <p><b>Local Offer Action Plan</b></p> <p>The Chair introduced the draft Local Offer Action Plan, noting the importance of maintaining a clear programme of improvement and governance. Members discussed arrangements for page ownership, content reviews and escalation processes for overdue page updates. It was agreed that clear ownership and escalation routes are essential to ensuring information remains accurate and up to date, with further work required to identify appropriate contacts across partner organisations.</p> <p>Action: Add attendees to the Local Offer Steering Group Teams site.</p>

Item No:	Minutes:
12 Cont.	<p><b>Homepage and User Experience</b></p> <p>The group discussed the Local Offer homepage and the overall user journey through the website. Members reflected on the need for the homepage to clearly guide users to the information they require, while recognising that significant changes to the homepage require careful planning due to development costs.</p> <p>Feedback gathered through engagement with young people, parents and carers was shared, highlighting that while information could generally be found, users often found the website text-heavy and better suited to adults than younger audiences. Suggestions included the increased use of images, videos and symbols, improvements to the search function, and consideration of accessibility needs and varying literacy levels.</p> <p>It was acknowledged that the Local Offer has been developed through co-production and that any future redesign should continue to involve children and young people, parents, carers and professionals. Members agreed to establish a small working group to develop proposals for future homepage improvements.</p> <p><b>Action: Volunteers to meet and develop proposals for a homepage review.</b></p> <p><b>Landing Pages and Content Structure</b></p> <p>The meeting considered opportunities to improve the organisation of information across the Local Offer, including the development of landing pages to better support navigation. Members discussed the structure of the Education and Learning section and the importance of ensuring users can easily locate the most frequently accessed information.</p> <p>A proposal was put forward to increase the prominence of Education, Health and Care Plan (EHCP) information by reviewing the placement and naming of homepage navigation tiles. The group agreed that this should form part of the ongoing action plan.</p> <p><b>Action: Confirm involvement in the Care and Support Services landing page review.</b></p> <p><b>Contact Information</b></p> <p>Members discussed the approach to publishing contact details across the Local Offer. It was recognised that users should be able to identify where to seek further support or provide feedback, while balancing the practical implications of managing direct enquiries. The group agreed that a consistent approach to contact information should be explored.</p> <p><b>Action: Add discussion of standardised contact details to a future Steering Group agenda.</b></p> <p><b>Action: Contact relevant senior colleagues to discuss minimum contact information requirements and future homepage development.</b></p> <p><b>Local Offer Awareness and Promotion</b></p> <p>The Chair presented findings from recent DPCV survey results. While awareness of the Local Offer had fluctuated over recent survey periods, there had been a sustained improvement in the proportion of users who reported being able to find the information they needed once accessing the website.</p> <p>Members recognised opportunities to improve awareness of the Local Offer through future communications activity, including social media promotion and planned homepage improvements. It was noted that a communications action plan would be developed following completion of the initial action plan priorities.</p> <p>A proposal was also made to simplify the title of the Preparing for Adulthood homepage section by removing the age range currently included.</p>

<b>Item No:</b>	<b>Minutes:</b>
<b>12 Cont.</b>	<p><b>Action: Request removal of the "16–25" age range from the Preparing for Adulthood homepage tile.</b></p> <p>It was noted that a historic communications action plan exists and could provide a useful foundation for future promotional activity.</p> <p><b>Action: Share the historic communications action plan with the Chair.</b></p>
<b>13.</b>	<p><b>Confirmed Future Meetings</b></p> <p>Wednesday 17 June 2026 @ 10am  Thursday 24 September 2026 @ 2pm  Wednesday 9 December 2026 @ 10am  Thursday 25 March 2027 @ 2pm</p>
<b>AOB</b>	<p>The Preparing for Adulthood Lead acknowledged the support provided by the Local Offer team throughout the recent redevelopment of the Preparing for Adulthood section. Members heard that the team had worked collaboratively to support extensive content updates, provide website analytics and contribute to SENDCo development events. Appreciation was expressed for the team's responsiveness and collaborative approach, which had helped to facilitate the work of the Transition Workstream.</p>