

Local Offer (Version 5 – October 2014)

Appendix 10 – Hampshire’s Local Offer Designated  
Responsible Officer tasks

## Local Offer Designated responsible Officer.

Own, manage and deliver the Local Offer through to full implementation, then on-going day to day business as usual responsibility

- Lead Local Offer working across the full range of services in Education, Health and Social Care ( both Children's and Adult Services)
- Ensure that the implementation and review arrangements keep to timescales and meet the statutory requirements.
- Review and update the Strategic Action Plan in the light of the work in progress to reflect learning and inform future stages of development.
- Ensure that a governance and management structure is in place which will sustain the LO and meet the purposes as defined in the Children and Families Act, Local Offer Regulations and Code of Practice.
- Ensure that the Local Offer principles that have been agreed during the pathfinder work continue to be met

Day to day management, co-ordination and responsibility for the delivery and review of the Local Offer

- The role holder will be the point of contact to resolve issues about the governance, operation and overall content of the Local Offer that others haven't been able to deal with and need a timely response.
- Ensure that there is a shared agreement about what issues should be escalated.
- Draw up a protocol for dealing with feedback comments left
- Ensure that complaints are dealt with effectively
- Resolve any information sharing and data protection issues

Identify Local Offer Champions in each area of work (NHS, Education, Social Care, Adult Services) who can promote the work, work with the delivery partner and ensure service cooperation with the development of the Local Offer and its principle of co production.

- Identify the Champion Role and work with Service Managers to ensure that those nominated as Champions have sufficient time and support to carry out their roles.
- Draw up clear descriptions and expectations of the Champion role and explain how it fits into other LO roles and responsibilities.
- Ensure that managers are aware of the importance of this role and how it supports meeting the statutory obligations on the LA.
- Organise and Chair the Local Offer Steering group, including the Local Offer Champions and representatives from parents , children and young people

Maintaining quality standards through managing and maintaining communications with the Local Offer Champions

- Agree the quality standards for the Local Offer information and get them signed off by the Change Board/JCHCB.
- In partnership with the delivery partner and parental reps agree how quality might be represented on the website.
- Provide guidance and quality standards for settings/services contributing to

the Local Offer

- Agree actions to be taken when quality standards are not met.
- Agree how issues relating to services in the Local Offer not being delivered will be resolved.
- Agree with legal advice the disclaimer that needs to be on the site.

Ensure regular checks are carried out so that content of site is accurate, up-to-date, relevant, reliable, understandable, consistent and co-produced with parents and young people

- Ensure that those contributing to the LO Information are aware of their responsibilities for this and how they can do it.
- Draw up and monitor a plan which clarifies roles and responsibilities.
- Engage parents, young people and professionals in checking how accurate and up to date the content of the Local Offer is.

Complete an Equalities Impact Assessment and develop a plan for ensuring wide accessibility.

Ensure that support is identified, and available throughout Hampshire, for people needing assistance to access the Local Offer

- Ensure that issues raised in local research, such as the Parental Journey research, are responded to

Ensure that any information that is identified as missing from the Local Offer is prepared for publication by the appropriate provider

Ensure the profile of the Local Offer is raised and it is widely publicised as described in the Code of Practice

- Devise training programmes about the Local Offer and ensure delivery
- Review and update the SEND Communication Plan actions relating to the Local Offer

Ensure any Border issues are resolved

- Engage with border LA's and Health Authorities to agree how Local Offer information will be shared between websites.
- Ensure that information and advice is provided on the Local Offer website that clarifies the main issues related to cross border arrangements, particularly those relating to Education, Health and Social Care.
- Share feedback about border issues with neighbouring Authorities.
- Engage parents and young people in checking whether the border information is sufficiently clear.

On-going engagement and liaison with partners - including parent carers, young people, children and Local Offer Champions and others named within the Local Offer regulations

- Preparing a report for JCHCB and the website to describe how this involvement has worked and contributed to the development and review of the Local Offer

Responsibility for working with the IT Providers (Parent Voice) and for monitoring the

procurement

- Ensure that the funding arrangements accurately reflect the expectations on the delivery partner and on the Local Authority and Health.
- Monitor and report to JCHCB the ongoing resources required to develop and sustain the Local Offer

Reporting to each Joint Child Health Commissioning Board

- The Local Offer is a standing item on the agenda for JCHCB. Reports will also be needed for the Children's Trust
- Provide information from Local Offer feedback (gap analysis) that will help the commissioning of services to be more responsive to local need across Education, Health and Social Care

Provide the Local Authority and Health responses to comments to Parent Voice so that they can be published on the Local Offer website

Represent Hampshire County Council and the Hampshire 5 CCGs at any regional or national Local Offer meetings