



**Selection of Local Offer feedback with responses**  
**September 2020 – August 2021**

**Feedback Gained Via the Local Offer**

**You said:**

Good afternoon,

I have received the email re: SEN Information this morning and when following the link to School, I noticed that this is not our most up-to-date SEN Information Report. This current report is available on our web-site and is attached. Please could this be changed. I will be up-dating again in the Summer holidays.

Best wishes

**We did:**

Many thanks for contacting us, we will update the SEN Information that we hold for School thank you for sending this through. When you have updated your SEN information in the Summer Holiday could you send the updated version to us so that we can update on our website.

Much appreciated.

**You said:**

Hello

I have been forwarded the SEN information to update for the Local Offer but our school is not listed currently. Is there a separate section for non-maintained schools? Do you need me to complete this information?

**We Did:**

We would be delighted to add your SEN information to our website. It is not a statutory requirement for yourselves but thought you needed to see what our schools have done. I enclose our template but of course you don't have to follow this. If you publish this on your web site we can always hyperlink to it. Or feel free to send a copy to us electronically.

Many thanks

**You said:**

Hi,

We don't appear to be on the list of schools local offers - Should we be? and if so could you send me the template please.

Thank you!

**We Did:**

Thanks for your email, the [redacted] is included at the very bottom of the web page, if you cant see it let me know.

<https://www.iow.gov.uk/Residents/Schools-and-Learning/Schools/School-Contacts>

The template is enclosed with some guidance notes if needed you may wish to update it as I think it is quite old. By all means have a look at some others for inspiration if needed.

Many thanks

**You said: \*\*\* CRM System Message Service \*\*\*  
Message from iwight.com Website**

**Message for Service:** Local Offer - Special Educational Need Support Services

**Message Sent:** 05/08/2020, at 16:34

**Call Type:** -

**Caller:**

**Address:**

**Tel:**

**Email:**

**Other Details:** -

**Message:** Hello I would like some more information on how I can refer my son for an assessment we did go through the doctors which referred him to counselling but it didn't help. Many thanks

This person would prefer to be contacted by Email

**We did:** Thank you for contacting the Local Offer regarding your son and an SEN assessment. The link below regarding this can be found on the Local Offer here :

<https://www.iow.gov.uk/localoffer/View/Special-educational-need-support-services/Getting-the-right-support>

I will also pass this on to our Assessment and Review Team who are also copied into this email.

**You Said:**

Good morning. I am the SENDCO at [REDACTED] Primary School and have noticed that there is conflicting advice for getting an autism assessment on the Local Offer. The article on pre-assessment for autism states that referrals must be made through the OT, which I understand is the correct advice, but when I searched for 'autism assessment' it gave out of date advice to contact the SENDCO, health visitor or school nurse under the question 'How do I get an autism assessment for my child/young person? Please could this be updated? Some GPs do not seem to be aware that referrals have to go through them (I am not sure if they have had advice about this), but the conflicting messages on the Local Offer may be adding to the difficulties. Thank you for your help in this matter. Kind regards,

**We Did:**

Many thanks [REDACTED] we will look into this straight away and correct the information. Thank you for taking the time to let us know.

Much appreciated.

**You Said:**

Local Offer

18/02/2021, at 13:54

Dear Local Offer Team, Fortune College currently has one or more young people from your area funded on our residential Course. We were wandering if it was possible to submit a Local Offer directory listing. Kind regards,

This person would prefer to be contacted by Email

**We did:**

Thank you for your email. You are more than welcome to submit a request to be listed on our Local Offer. Please register on our Local Offer by clicking on the "Apply to be listed" link which can be found on the right hand side. Once approved you will be able to change any of your details.

Please contact me if you have any problems.

**You said:**

Colleagues at the CCG recently attended a neurodev/autism/LD workshop and it was raised the lack of information regarding CTR/CETRs on local offers.

If possible, could you please create a page on Care, Education and Treatment Reviews (CETRs) with the following information (under the health section):

### **Care, (Education) & Treatment Reviews (CTR/CETR)**

NHS England leads the national programme for learning disabilities and/or autism (often still referred to as Transforming Care). The programme exists to improve health and care services for people with learning disabilities and/or autism so that more children, young people and adults can live in the community, with the right support, close to home and have the same opportunities as anyone else. If you or your child are at risk of going into a specialist hospital, we will always invite you to have a Care, (Education) and Treatment Review, called a Community CTR/CETR. This should happen before any decisions are made about whether hospital care is right. This looks at why you might need to go into hospital and whether extra support can be given at home instead. It helps you, your family and your network plan for the support you need in the place you need it. Sometimes your Care Coordinator may think it helpful to arrange a CETR for you even if you are not at risk of an admission.

More information can be found on the learning disabilities page on the NHS England website <https://www.england.nhs.uk/learning-disabilities/> and at <https://bringingustgether.org.uk/>

The CETR Project Team arranges and leads CETRs for children and young people in Southampton, Hampshire, Isle of Wight and Portsmouth (SHIP Transforming Care Partnership). Requests for CETRs are usually made through the professional team but can be requested directly by a person or their family where needed. Requests are made to [nehfccg.cetr@nhs.net](mailto:nehfccg.cetr@nhs.net)

**We did:**

**You Said:**

Local Offer

06/05/2021, at 15:47

-Hello I find this website quite tricky to navigate and find information? I find it difficult to return to the main home page as well? Some of the information in not up to date either.

**We Did:** Thank you for your feedback. The Local Offer is continually developing and your views are important with helping the Isle of Wight Council to shape future services as well as the Local Offer website. We are sorry to hear that your experience in using the Local Offer was not useful and that you found it difficult to navigate, find information and that some of the information was out of date. We also acknowledge your difficulties in returning to the home page.

With help on using the Local Offer we have created some Local Offer guidelines that you may find useful. They can be found here: <https://www.iow.gov.uk/azservices/documents/2915-Local-Offer-Guidelines-Final-V9.1.pdf>

If you could identify the pages you were experiencing problems with we will do our best to make sure we update these pages. Each page has a unique link and this can be found at the top of each Article or Service in the blue header just under "Dyslexic Font". Or if it is easier you can rate the page with our star rating and leave feedback directly about the Article or Service.

The navigation bar is just under the Logos and says "You are here", further along this bar is "Home" this takes you back to the home page.

I hope this helps. The Local Offer website is in continual development and your feedback helps us to improve. We thank you for bringing these areas to our attention.

Many thanks