



## Selection of Local Offer feedback with responses

September 2016 – August 2017

You said: 13/10/2016 :

**\*\*\* CRM System Message Service \*\*\***

Message from iwight.com Website

**Message for Service:** Local Offer

**Message Sent:** 13/10/2016, at 14:39

**Call Type:** -

**Caller:** [REDACTED]

**Address:** Two, Parklands, Birmingham, West Midlands, United Kingdom, B45 9PZ

**Tel:** [REDACTED]

**Email:** [Marketing@embracegroup.co.uk](mailto:Marketing@embracegroup.co.uk)

**Other Details:** -

**Message:** Hello, Please can you advise how we get a listing on the local offer section?  
Kind Regards Ben

This person would prefer to be contacted by Email

**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.

From November 2016 we have developed a process from our front page of the Local Offer to incorporate the facility of adding your service. By doing this you will have full control of your listing which will enable you to edit, modify or change web links within your listing including adding your logo. We hope this service will support your request.

The Local Offer website is in continual development and your feedback helps us to improve.

We thank you for bringing this area to our attention.

**You said: 21/10/16**

Preparation for Adulthood

Why is there no mention of social care support as part of the preparation for adulthood? Also not a mention of the transitions team, which is what I was searching for! Not very helpful, sorry!

**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.

Whilst the Local Offer does have a section dedicated to the Transition Team under Social Care we fully appreciate the frustrations that you have encountered and we have now rectified this by adding a section on Social Care and in particular the Transition Team within this article.

The Local Offer website is in continual development and your feedback helps us to improve.

We thank you for bringing this area to our attention.

**You said: 04/11/16**

Good afternoon, I was wondering if someone would be able to advise me on applying for an EHCP for my 6 year old son please. I have spoken with the senco at his school and he is under the consultant pediatrician at St Marys. My sons school just don't appear to be very proactive at the moment so I would like to see if I could apply myself.

**We did:**

Thank you for your email through our Local Offer. We have asked our SEN team to investigate this and they will be in touch with you. As a parent you are quite in your right to request an SEN Assessment as stated on the Local Offer :

<https://www.iwight.com/localoffer/View/Special-educational-need-support-services/How-to-request-an-EHCP-assessment>

Please complete the Primary (Age 5-11) form that is within this document and send it to us.

We thank you for using the Local Offer to bring this to our attention. If you need any support in completing the form please contact us.

**You said: :18/11/16**

Good Afternoon,

Learning Links is now able to offer NVR workshops on the Isle of Wight. These have proved extremely successful in Hampshire and we are pleased to be able to offer this service on the Island with the first workshop to commence in January.

I am starting from scratch in the hope you may be able to help me promote this service to ensure all schools and educational settings are aware and can fully utilise this free service.

Please could you let me know who I should speak to? I have attached some information which you will hopefully find useful. We are based in Pyle Street so I could pop along to

County Hall and meet with you if/when convenient.

I look forward to hearing from you.

Kind regards,

**Louise**

Louise Woods  
Business Coordinator

**We did:**

Thank you for informing us of this new offer of support for the Isle of Wight. We will of course send this out to all of our schools and our Parent Carer forum - "Parents Voice IW". You may wish to use our "Apply to be Listed" button on the Local Offer. You are also able to use our "Events Calendar" on the front page of the Local Offer to add any events that you are running on the island.

We thank you for bringing this area to our attention.

**You said: 21/11/16**

Called to speak to someone in early years, says that their son [REDACTED] currently goes to YMCA and their support worker told them to call in and speak to someone regards early years, I tried to get exactly what it was she was after however she did not give me any information, she asked for a call back tomorrow but even when asked for a message she declined to give further details, I explained that I would love the call but could not guarantee when a call would be made (as I could not track someone down and did not know the details). thanks

**We did:**

Thank you for your email. We have spoken to the SEN Early Years team and they are working with the families support worker to provide SEN advice with the view of a possible SEN assessment to further support their son

We thank you for bringing this area to our attention

**You said: 21/11/16**

**Autism Pre-Assessment Service (0-18)**

Make it possible to give someone a direct link instead of a useless one that takes them to the local offer and no further!

**We did:**

Thank you for leaving your feedback, we have now added a direct link for the Autism Diagnostic Research Centre Southampton (ADRC) who carries out the assessments for Autism on the Isle of Wight. The Isle of Wight's Autism Strategy has also been added to page along with a referral route to the pre assessment service.

We thank you for bringing this area to our attention

**You said: 13/12/16**

called asking for [REDACTED] to discuss her son [REDACTED], says that she was expecting contact between the 02nd and the 09th Nov regards his statement but has not heard anything and says that its urgent that she speak to someone. thanks

**We did:**

Thank you for contacting the Local Offer. We have discussed this with our SEN team and the case worker apologises for the delay in getting back to you. I understand that you have had a phone call to resolve the issues.

We thank you for bringing this area to our attention

**You said: 06/03/17**

Hello my daughters just been diagnosed with autism, im finding it hard to locate groups and events. I was wondering if you could provide me with details of clubs and groups where she can socialise with out children. Also leisure things such as trampolines ect.

Were currently at arreton school and have to take her to school on the bus via southern vectis which as you can imagine is alot of money for me but we feel we cannot move her from the school now. Is there any help we can get get with regards to this?

Thank you,  
[REDACTED]

**We did:**

Thank you for contacting us, we have lots of groups and event located within the Local Offer that you may find helpful. The SEN team are also holding a SEND Live day at Thompson House on 06.04.17, this is an event set up for parents, teachers and SENCOs which will include lots of different providers for special education needs including autism. The event is free to enter and is open from 9am.

With regards to transport please contact School Admissions on [school.admissions@iow.gov.uk](mailto:school.admissions@iow.gov.uk) or via the telephone on 01983 823455.

**You said: 30/03/17**

To whom it may concern, I am enquiring as to how I request an ehcp for my son who is currently attending secondary school. I believe it is necessary as his special needs are no longer being met. He had an iep at primary school but he's been at secondary school for six months and he is struggling massively. If you could please advise me as to how I go about this I would be very grateful. Kind regards. [REDACTED]

**We did:**

Thank you for contacting the Local Offer, I have passed your request on the SEN assessment and review team and they will contact you shortly. If you wish to find out more about the assessment process information can be found on the Local Offer.

<https://www.iwight.com/localoffer/View/Special-educational-need-support-services/How-to-request-an-EHCP-assessment> .

**You said: 24/05/17**

Hello, I am interested in registering as a child minder. I have accessed the gov.uk website and it has referred me to you as my local council. Where do I need to do? Kind regards,  
[REDACTED]

**We did:**

Thank for contacting the Local Offer, I have passed your details onto the relevant

department and they will contact you shortly. In the mean time you may wish to view the information we have about Child Minders on our Local Offer.

<https://www.iwight.com/localoffer/View/Local-Offer-0-4-Years/Childcare>

Also additional information will be printed in the future regarding add Child minders under SEN Information section

**You said: 25/05/17**

Hi There, I'm not sure if you can help me but I'm not sure where to go. I have a 17 year old son with ADHD. He has had a difficult year and is really struggling. I am trying to access him some support, as well as family support. We have a 2 year old daughter in the house and I'm terrified my sons behaviour will start to affect her. It is also having a detrimental impact on my marriage. My son wants to go into Public Services, which requires you to be off medication for 4 years prior to joining. This is where we are struggling, he needs to be on his medication but refuses. I just want the best for him, I want him to be happy and be able to manage his symptoms so he has a better quality of life. We moved down here last July, and ■■■ stayed in ■■■ with his father as we couldn't handle him anymore. This didn't work out well at all and his father kicked him out due to his behaviour, so he has recently moved back in with us here. I don't want to turn my back on him but we are struggling to cope and need some support but not sure what services we can access. Any help or advice would be hugely appreciated. Many thanks ■■■

**We did:**

Thank you for contacting us, we have lots of groups and event located within the Local Offer that you may find helpful. We have noted your comments and referred this on to our Social Care team and Family Centres who will be in contact to offer support. Our SEN team can also help if you wish your son to be assessed for and Education Health and Care Plan if he wishes to peruse his educational pathway in Public Services.

Initial support can be found on our Local Offer with the following links;

- <https://www.iwight.com/localoffer/View/Local-Offer-Support-for-Parents/Information-on-SEN-Special-Education-Needs>
- <https://www.iwcollege.ac.uk/course-areas/public-services/>
- <https://www.iwight.com/localoffer/View/Local-Offer-Support-for-Parents/Parenting-Support>
- <https://www.iwight.com/localoffer/View/Information-advice-and-Support/Parent-Partnership>
- <https://www.iwight.com/localoffer/View/Local-Offer-Support-for-Parents/Parents-Voice-IW>
- <https://www.iwight.com/localoffer/View/Special-educational-need-support-services/How-to-request-an-EHCP-assessment>

**You said: 13/07/2017**

I used to be the SpLD Advisory Teacher for the IW Local Authority. The role was made redundant in December 2016, so there is now no permanent dyslexia/SpLD specialist and

this is not reflected in the contact information, nor in the FAQs. I am now an independent specialist assessor. I wonder if I might have my details and website listed in the WightChyps directory/Local Offer?

**We Did:**

Thank you for contacting the Local Offer we have the ability for services to apply to be listed. This can be done through the Local Offer home page.

<https://www.iwight.com/iwforms/lolisting>

Please do not hesitate to contact me should you need any assistance.

**You Said: 21/07/2017**

Hello My name's Jamie and I'm contacting you from Success at School, an online careers advice service for young people recommended by the National Careers Service, praised by the DfE and listed as a comprehensive resource by the Careers and Enterprise Company. I'm getting in touch because we want to help Isle of Wight improve and expand the careers advice provided to local young people through its website. I see you share lots of links to additional information and other websites here:

<https://www.iwight.com/Council/OtherServices/Local-Offer-Growing-Up-16-25/About> We'd like to build on this by creating detailed original content on careers topics relevant to your visitors - for example, on apprenticeships, skills and industries in the local area. I'd be really pleased to talk more specifically about how we can work together. Thanks Jamie

**We Did :**

Good afternoon,

Thank you for contacting the Local Offer, we now have the ability for you to list your service via our apply to be listed facility. I have enclosed the link below however should you need any assistance please feel free to contact me.

Thank you.

<https://www.iwight.com/iwforms/lolisting>.