



Selection of Local Offer feedback with responses

September 2018 – August 2019

Progress since September 2018

- Further strengthening the Facebook Page <https://www.facebook.com/iwfiz/> by amalgamating council services enabling better ways of communicating with parents and young people.
- Better communication of the Local Offer through
 - Adding the icon onto emails
 - Sending out Local Offer leaflets when communicating with parents/carers
 - Adding Local Offer link to all SEN correspondence with parents /carers
- Updated and added a strategy section so all of our strategies are in [one place](#). These include Accessibility Strategy, Transport, SEN and Post 14 etc.
- Introduced a termly SEN Newsletter for schools and parents/carers
- Carried out a SEND Strategic review across the island, the result of which will be published in September 2019.
- Introduced Prepaid cards to help parents/carers manage their personal budgets and /or additional services

Ongoing developments

- Adding a Dyslexia coloured background function to enable users to change the background colour to suit their needs.
- Adding “My Story” and “Our Story” as on line forms
- Resolving the “back button” issues within the Local Offer.
- Looking at a “Browsaloud” or equivalent function for the Local Offer
- Amalgamation of the WightChyps and Local Offer site to allow one platform for viewing information. This would include moving the Childcare Directory onto the front page of the Local Offer.
- Communication of the Local Offer: Refreshed update for the leaflets
- Agreement to review the Local Offer with Parents/Carers, Young People and lead practitioners under the headings of:
 - Things to change
 - Things to keep
 - Things to add
 - General feel of the website
 - Additional comments
- Work with another Local Authority to carry out a peer review of the Local Offer.
- Review the post 16 letters that are sent out to parents/young people
- Working with KIDS and our Parent/Carer forum set up a young person’s SEND Youth Voice Forum.
- Set up an electronic process to support the creation of Education Health and Care Plans

Some of the Feedback Gained Via the Local Offer

You Said: To Whom it May Concern, We are a charity called ICAN, already working with many councils to help children with delayed speech and language. We have trained tutors who go into schools and train practitioners to deliver interventions and programmes that boost children's communication. I came across a form on your website for educational providers to complete, however in order to fill it out I need it in a Word format. Would you be able to send this to me please? Many thanks,

We Did:

Thank you for contacting the Local Offer, you can apply to be listed on the Local Offer by following the link <https://www.iow.gov.uk/iwforms/lolisting>.

If you require any support with applying to be listed please contact me, alternatively the user guidelines can be found here.

<https://www.iow.gov.uk/azservices/documents/2915-Local-Offer-Guidelines-Final-V9.pdf>

*** CRM System Message Service ***

Message from iwight.com Website

Message

for Service: Local Offer

Message Sent: 01/11/2018, at 12:11

Call Type: -

Caller: [REDACTED]

Address: Milton Road, Milton Road, Harrow, Middlesex, United Kingdom, HA1 1XB

Tel: [REDACTED]

Email: [REDACTED]

Message: Hi there, I'm contacting you from Nisai Virtual Academy. We support schools and local authorities in delivering affordable, quality education. Nisai is an OFSTED inspected, section 41 approved supplier and we deliver live classrooms to students worldwide – no matter what their background, personal situation, medical condition or geographic location. We would love to be featured in your local offer. Please let me know if I can send you some information. Many thanks for your time.

We Did: Thank you for contacting the Local Offer, you can apply to be listed on the Local Offer by following the link <https://www.iow.gov.uk/iwforms/lolisting>.

If you require any support with applying to be listed please contact me, alternatively the user guidelines can be found here.

<https://www.iow.gov.uk/azservices/documents/2915-Local-Offer-Guidelines-Final-V9.pdf>

You said: 03/11/2018

There is a complete lack of information about the autism outreach service. Parents cannot find information about what this is, what it offers, what they do, who does it, how it's accessed and who is Eligible.

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.

Our CQC are working with the NHS to review this area of support and we have updated our Local Offer with this information which can be found here

<https://www.iow.gov.uk/localoffer/View/Health-Care/Autism-Pre-Assessment-Service-0-18yrs>

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: 09/01/19

I really like the signage (Childrens Centres Page)

You Said: Dear Sir or Madam, I am writing on behalf of the Polish School ORP' Blyskawica'. We have been operating in Priory School in Whippingham since September 2018. Our co-operation with the owner of the school is excellent and we are extremely satisfied with the premises as they are fit for thre purpose. Apart from teaching Polish as a language we also teach our pupils and their parents about Polish history, customs and traditions. As the Polish community on the Isle of Wight is quite substantial, we would like to be able to offer Polish citizens more support in everyday life and help them function here better. We would be interested in having our own office accessible to everyone in need during a week because at the moment we can use the school's premises on Saturdays only. We would like to be able to offer support in translation, legal advice, have our own office to host consular services, or run the elections (e.g. coming Polish parliamentary one), support single parents and many more. Would it be possible to get such an office from the council? If yes, on what conditions? Yours sincerely, [REDACTED]

We did: 22/02/19

Thank you for contacting the Local Offer, Adult Community Learning cannot help with any office space. However, they have a number of polish learners studying English and computer qualifications with the Service and so the Polish School would be a useful service to signpost people to. Please feel free to contact them. General email for Adult Community Learning is acl@iow.gov.uk

I can let you know that your request has gone to the Premises Rationalisation and Moves Board to look at to see if it can be accommodated.

You Said: 01.05.19

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

Message from iwight.com Website

Message for Service: Special Education Needs (SEN)

Message Sent: 30/04/2019, at 12:06

Call Type: -

Caller: [REDACTED]

Address: [REDACTED]

Email: [REDACTED]

Other Details:

Message: Hello, I am a 1-1/PA for a 10 year old boy with an education budget, and I'm enquiring to see if there is any sort of 'carers card' available for when we go out on trips? Most of the time we aren't asked to give any proof, but today upon visiting the Isle of Wight zoo we were asked for proof, in order to give us a disabled discount which we didn't have any to show. I just wondered if there's anything that we could carry around with us that shows the organisations if we were asked. Thankyou in advance, I look forward to hearing your response. [REDACTED]

This person would prefer to be contacted by Email

We Did:

Abbi,
Thank you for contacting us and letting us know of the issues you have encountered. We don't have a card as such as technically a carer would be funded from Social Care. What we can do is provide you with a letter stating that you are supporting HL in his education.

We hope this helps

Many thanks

You said: 23.03.2019

Hi there

As you may be aware, I currently represent the Island at Hampshire district co-ordinator meetings for service pupils and their families as well as on The Solent Armed Forces Covenant Board.

This involves providing guidance to schools on potential barriers to learning; how to support the specific social, emotional and academic needs of service pupils through use of the Service Pupil Premium; and signposting the regional and national support available.

Whilst there are not significant numbers of service pupils in Island schools (approx 80) the Island does have the highest proportion of "vets" in the Solent area and many of these are of working age with young children. This group has been identified as "vulnerable" in terms of potential issues with adjusting to civilian life, re-employment, domestic violence, alcohol abuse and mental health issues.

I just wondered if it would be useful to provide a section within the Isle of Wight Local Offer on this aspect and would be happy to draft something if required. Guidance could also be provided to schools on a section that could be included in their SEND information reports if appropriate.

██████████

██████████

We did:

Thank you for your help gaining this information, we have now been able to add a section on the IW Local Offer under the heading of "Support for Service Pupils" link below:

<https://www.iow.gov.uk/localoffer/View/Supporting-Service-Pupils>

Thank you again for your help in this.