

Isle of Wight local offer Annual report on feedback 2014 to 2015



Isle of Wight Clinical Commissioning Group

Introduction

The local authority must:

- Publish a 'local offer' which includes information on education, health, care and other provision
- Publish an annual report on feedback about the local offer, showing what children, young people and parents have said about the local offer, and what the local authority has done in response to their comments.

Our local offer is at www.iwight.com/localoffer

More information on what the local offer should include is in the [SEN \(local offer\) regulations 2014](#) and the [SEND Code of Practice 2015- chapter 4](#)

Annual report on feedback about the local offer 2014-2015

We are ‘co-producing’ the local offer with children, young people and families. *Co production happens when all team members together co-produce recommendations, plans, actions and materials as a collective. This process develops over time, blends a range of expertise and perspectives, is driven by a solution focussed approach from all participants and requires strong leadership. Communication that is transparent and open, relationships that are equitable and respectful help the team overcome complex challenges and continue the process of learning together.*(SE7 definition)

We have also posted a number of examples on our on line Local Offer of how this has been carried on the Isle of Wight over 2014/15. This is an ongoing process and will continue into 2015/16 onwards.

To view our “Coproduction with Parents, Children and Young People” with examples please [click here](#). For a selection of Local Offer feedback with responses please [click here](#)

The report below shows a précis of how we have worked with young people and parent/carers in developing the local offer, what they said and what we did in response to their comments.

Activity	What you said	What we did
Isle of Wight implementation group, consulting with parents and carers (April 2014)	<p>Parents and carers advised on a framework for engagement and decision making for parents, carers, children and young people for a local offer, principles for the local offer, guidance for services and settings, and research on how parents want information presented</p> <p>Documents:</p> <ul style="list-style-type: none"> • Coproduction of Parents, Children and Young People - SEND Reforms. • Scoping Paper - April 2014. 	<p>Designed the local offer structure in line with research findings. Adopted the local offer framework and questions for service offers locally. www.iwight.com/localoffer</p> <p>Forming an island network of three work streams:</p> <ol style="list-style-type: none"> i. EHCP Task Group, ii. Local Offer Task Group, iii. Personal Budget Task Group. <p>Each work stream was made up of council officers, appropriate service providers and parents. The engagement of children and young people was through our “Young Inspector” programme</p>

<p>Create a working group to capture the views of children and young people</p> <p>Document:</p> <ul style="list-style-type: none"> • Action plan 	<p>Children and Young people are feeding back on the</p> <ol style="list-style-type: none"> EHCP, (Education Health Care Plan) Local Offer, Personal Budget <p>EHCP (Education Health Care Plan)</p> <p>Font size difficult to read, wording needed more explanation, more guidance notes needed, too much paperwork etc</p> <p>Document:</p> <ul style="list-style-type: none"> • Young Inspector Report - EHCP. <p>Local Offer</p> <p>They want: clear, colourful, interactive pages; someone to help them find info; use of videos etc</p> <p>Documents :</p> <ul style="list-style-type: none"> • Young Inspector Report – Local Offer Nov 2014. • Young Inspector Report from Medina House - Local Offer May 2015 <p>Feedback to the SEND Implementation Board by the Young Inspectors:</p> <ul style="list-style-type: none"> • PowerPoint Presentation by Young Inspectors on LO,EHCP,PB. 	<p>We are using this to guide development of our young people’s area on the website which will be developed with a focus on health “Check it Out” through the CCG. The Young Inspectors supported via Hampton Trust have started to put this together:</p> <p>Documents:</p> <ul style="list-style-type: none"> • Check it out Web site/APP paper CCG Agreed April 2015. • Check it out - Timeline • Check it out - Young Inspectors Critique 16th April 2015 <p>Documents:</p> <ul style="list-style-type: none"> • briefing paper interim • "You said we did" presentation to Young Inspectors April 2015.
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<p>Local Offer work stream - small group of people giving views on structure of the web and the 'service offers'. Other comments from parents have been fed in by Parent Voice IW and People Matter</p>	<p>Need to be able to search by age 0-5, 5-11, 11-16, 16+</p> <p>Need to be very transparent about eligibility criteria of services especially linked into the Personal Budget.</p> <p>Service offers hard to find and hard to read need a good search engine.</p> <p>Ability to change the font size, make a book and link to WightChYPS.</p> <p>Introduce symbols and Listen (audio) button</p> <p>Include:</p> <ul style="list-style-type: none"> • A "Rate this page" facility which opens up a comments box with an attached star rating. This would then send instant feedback to whoever was responsible for maintaining that particular page and also raise attention to any information which may be irrelevant or out of date. • A search facility which identifies content by key word. Also the option of a questions search facility for those who are unsure of where to begin and what provision is out there. • Top tip/parent carer tip if relevant to the service. • A link to info on financial support and family life (this would contain info on where to go if you are at crisis point and services offering SEND family support). 	<p>All work carried out and site relaunched in April 2015 including :</p> <ul style="list-style-type: none"> • Integration of the WightChYPS search onto the homepage of the Local Offer. This provides direct access to search services held in WightChYPS and supports some of those 'guided searches' whereby you filter on age group / need. WightChYPS to sit alongside the Local Offer. • Rate a Page & feedback. This gives the ability to rate the content of the page and send a message that will come back in to ensure feedback is received about the content. • Add in the ability to 'Make a Book' - i.e. saving personal favourite pages from feedback of the Local Offer workstream. Also enabling professionals to assist families to bring together tailored information pages to print for anyone with limited internet access • As part of the integration of the WightChYPS it provides an opportunity to address the concerns on font size etc. • Images added to the majority of web pages providing a better layout • Listen (Audio) button included on the Local Offer website to allow an audio version if needed this still needs to be reviewed as to its position on the web
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	<ul style="list-style-type: none"> • A frequently asked questions section for each heading. <p>Document:</p> <ul style="list-style-type: none"> • Parent Voice IW - Local Offer 12th June 2014. 	<p>pages</p> <ul style="list-style-type: none"> • Symbol version of Local Offer agreed and up and running including audio • FAQ section added • Additional articles added including financial support.
Communicating the Local Offer	<p>Planned events to promote the SEND reforms and Local Offer</p> <p>Instructions on how to use the Local Offer</p> <p>Publicity/marketing materials for parent Voice IW, SENDIASS, People matter etc.</p> <p>Leaflets</p> <p>Pens</p> <p>Credit cards</p>	<p>Four island wide events are now embedded on a yearly basis in which the SEND team promote the new reforms:</p> <ul style="list-style-type: none"> • Apprentice event (March) • Just Take One (May) • Short Breaks Fun Day (July) • Career and Jobs Fair (October) <p>SEND Tear Drop and posters designed for the open days.</p> <p>A page created on the Local Offer on “How to use the Local Offer”</p> <p>Through coproduction leaflets containing a mini hard copy of the elements contained within the Local Offer agreed</p> <ul style="list-style-type: none"> • Local Offer - leaflet distribution CCG <p>Banner pens created for the events above</p> <p>Fold out credit size cards produced for parents carers and young people containing elements of the Local Offer</p>

		<p>include an educational and health element</p> <ul style="list-style-type: none"> • Educational Psychology support now commissioned through Hampshire
Local Offer workstream	Parents have commented that they are unclear of the connection between SEND Implementation Group and the Joint Child Commissioning Group and operational activity, including on local offer	<p>SEND Implementation group to continue meeting including the workstreams.</p> <p>Local offer working group to continue meeting on a monthly basis, to include parent representatives. This will ensure stakeholders are consulted/explained about changes to the local offer that they should have influence on, informed about decisions that they cannot influence, and feed in any information that will have influence on local offer (e.g. corporate website changes) etc.</p>