



Selection of Local Offer feedback with responses

September 2017 – August 2018

Progress since September 2017

- Accessibility to the FIZ Facebook page enabling new ways of communicating with parents and young people.
- Introduced dyslexia font to the Local Offer ensuring a wider reach.
- Updated the 'How to use the Local Offer Guidelines' include the Facebook icon.
- The numbers of views of the Local Offer have increased from an average of 100 per month to over 500 views per month.
- Gaining the views from parents and carers on the EHC Assessment process via surveys. To view the questionnaire and results [click here](#).

Ongoing developments

- Creating the ability to complete the parent and young person contributions for the EHC Assessment via online forms.
- Publishing the [EHC assessment criteria](#).
- Amalgamation of the WightChyys and Local Offer site to allow one platform for viewing information.
- Search facility updated and improved.
- A survey has been created to gather feedback on how personal budgets work for children, young people and their families. To view a copy of the survey [click here](#).

Feedback Gained Via the Local Offer

You said: 27/09/2017

I wanted to find information on the annual review but couldn't see anything. Was looking for paperwork.

We did: 10/10/2017

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 have now added the information regarding the annual review process and the documents used to carry out the review.

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:

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

Message from iwight.com Website

Message for Service: Local Offer

Message Sent: 13/11/2017, at 02:38

Call Type: -

Caller: [REDACTED]

Email:

Other Details: -

Hi please can you let me know about any specialist training courses that you run for parents with autistic children

Message: This person would prefer to be contacted by Email

We did: Good morning

Thank you for contacting the Local Offer, I am unaware of any training for parents however I have included a few links below that you may find useful.

The Autistic Society (NAS) - Isle of Wight Branch

<https://www.iwight.com/localoffer/View/National-Autistic-Society-NAS-Isle-of-Wight-Branch>

Autism Hampshire <https://www.autismhampshire.org.uk/>

<https://www.autismhampshire.org.uk/how-we-can-help/autism-support-and-information-workshops-hampshire.html>

Both of these groups can offer advice, support and guidance.

You said:

Dear Sir/Madam I'm writing to you from the Mary Hare school. I have been exploring your local offer website and have not come across our school listed under the local offer services provided outside of your local area. We would be very grateful if you could include us in your schools list that you provide on your local offers page. If you do wish to add us to your list of local offer schools please get back in touch and I will provide details for your page. To give you an overview on our school, Mary Hare School is a residential co-educational Non-Maintained special school for deaf pupils in Newbury, Berkshire, England. It consists of around 230 pupils from year 7 to year 13. We also have a Primary School in a separate site in Newbury which caters for Deaf children from around the United Kingdom. We are the largest school for the deaf in the UK taking both day and boarding pupils. We use the oral communication method so no use of British Sign Language in our classes - our pupils thrive on learning to use their voice and the

use of English is really important. Mary Hare is a national charity (registered charity number 1048386). We are a non-maintained special school providing for profoundly and severely deaf children and young people from all over the UK. Pupils' fees are paid for by the Local Education Authority where they live. We place great emphasis on language development. All children have access to the National Curriculum with a broad range of GCSEs, A Levels and BTECS and a growing number of vocational courses. We very much look forward to hearing back from you. Many Thanks, Emma Howell Development Office Mary Hare School

We Did:

Good afternoon

Thank you for contacting the Isle of Wight Local offer, we are pleased to hear you would like your school to appear on our Local Offer.

We now the facility to you to apply to be listed, this allows you to have control over your, please follow the link below to use this service.

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

Please do not hesitate to contact me directly should you require anything.

You said: too much information on one page which is cluttered

(Page Preparation for adulthood)

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.

The Page has now been updated and changes have been made.

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.