

## Local Offer Peer Review December 2019

### General feedback from Southampton Parent Carer Forum

- The Short Breaks Inspectors scheme sounds great and the kids being rewarded is a great incentive - <https://www.iow.gov.uk/Residents/Care-and-Support/Short-Breaks/Children-and-Young-People-Participation/Young-Inspectors-Application>
- I found the information easy to access and the session information was quite straightforward to find online.
- The use of colours is good and welcoming etc.
- In comparison to ours, there is no direct link to Short Breaks on the front page of the Local Offer in our Local Authority - <https://sid.southampton.gov.uk/kb5/southampton/directory/localoffer.page>
- Once adding short breaks in search bar, this then links you to various short breaks sections etc but it would be more useful to have this link on the front screen. Front screen not particularly welcoming, colour wise or viewer friendly.
- In comparison to I.O.W Short Breaks page, our Local Offer has no section for what's on or activities that families can access online? Other than the activities via the max card and new activities to come via The Buzz Network page, a Whats on/activities available page and using a similar leaflet used by I.O.W would be useful. I know that our Short Breaks page is a work in progress due to new service etc but good for ideas going forward.
- The first page of the Local Offer with various age ranges and services available is very useful.

### General information about Isle of Wight Local Offer

- When you press the back button on the browser (mobile device or desktop computer) it takes you back to the google search page for the LO and not to the previous page that you searched for or were reading – quite frustrating to have to go through all the search/links to get back a page for information.
- When you type something into the search bar, e.g. “deaf” the results are separated into 3 different categories – Articles, services & FAQ's. It took me a few different searches and results to realise that there was more detail to the search results than just the initial page.
- None of the links go back to a direct page on the LO, so would be impossible for professionals/families to share useful links with each other

Case study findings by Southampton Local Offer

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| <b>Name</b>            | Crystal   |
| <b>Age</b>             | 10 years old, Year 5  |
| <b>Key information</b> | <ul style="list-style-type: none"> <li>• Downs diagnosis, moderate learning difficulties and accessing mainstream provision with advice from special school.</li> <li>• Some heart issues, generally mobile but occasional need for wheelchairs.</li> <li>• Socially immature but with good friendship groups.</li> </ul> |

| <b>Looking for</b><br><i>Guidance on the points below</i> | <b>What information could you find?</b> <ul style="list-style-type: none"> <li>• <i>What information could you find in relation to what the child or young person and their family are looking for, considering their needs identified above?</i></li> <li>• <i>Was the information limited or was there a wider range of resource/support available?</i></li> </ul> | <b>How easy was this information to find?</b> <ul style="list-style-type: none"> <li>• <i>Where did you find the information and how did you get there? If possible, please paste the hyperlink.</i></li> <li>• <i>Was it easy to navigate through to the information?</i></li> <li>• <i>How long did it take you to find it?</i></li> <li>• <i>Was it in a logical place?</i></li> <li>• <i>Was the language used accessible to parents and young people?</i></li> </ul> | <b>Was there any information you couldn't find?</b> | <b>Is there anything that could improve the information you found or how it was found?</b> |
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| <p><b>Transfer to high school.</b></p>  | <p>List of schools on the IOW. On SEND school page there was a brief outline of each of the special secondary schools.</p> <p>How we can help – Age 11 +: information is clear and language is simple, appears more relevant to short breaks than the transition to secondary school</p>          | <p>Age 11+, Starting Secondary school, Special Education for Secondary School Children. External link to school list. Approx. 2 minutes</p> <p>I clicked on the link for Medina SEND information and this was presented in a clear easy read format. Language was simple and easy to understand. Searched “transfer” and the first article is preparation for adulthood (16-25) – really long page with lots of information. Not clearly headed/broken into separate sections which makes it look a bit overwhelming.</p>  | <p>There was no “what to expect” type document or page, like there is for the transfer to primary school</p>                            | <p>The links to the school websites are next to the SEND information on the external link. To find contact information for schools you have to follow the 3 clicks to get to the list, then click on the external website link and then navigate the website for contact information. There is an LO page for Breckenbrough but not for other schools/settings.</p> |
| <p><b>Extending social activities – Brownies club at local school folded leaving a gap and the nearest Brownies club is a couple of miles away.</b></p> | <p>18 leisure activities listed</p> <p>The Short Breaks leaflet is great, clear information about the activities, who to contact, when/where the activity is and the cost.</p> <p>Lots of choice for different activities – although only 1 after school activity for 10 year olds to access.</p> | <p>Leisure activities;</p> <p>Short breaks, <a href="https://www.iow.gov.uk/Residents/Care-and-Support/Short-Breaks">https://www.iow.gov.uk/Residents/Care-and-Support/Short-Breaks</a>, short breaks introduction, enrolment process, click here, application process, online application form, complete the sign up process (I stopped here) - really long winded to get to the online application and submit a registration form to be eligible for Short Breaks and a Gateway Card PLUS</p> <p>Short Breaks, What’s on (activities and events), download the short break activity guide.</p> | <p>No continuing activities on the Community Events page.</p> <p>Leisure activities – lots of different directories with activities</p> |   |

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| <b>Travel training.</b> |  |  |  | 13 page document, page 12 states that ITT is available for 14-16 year olds not for primary age |
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#### Findings from the Parent Carer Forum

- Activities available for Crystal - Bodster, Cricket, Doodles, Horse Riding, Lego Club, Scallywags Fun Club, Sensory Swimming, Skateboarding, Water Fun
- Eligible for Gateway Plus card – benefits available for Gateway Plus - <https://www.iow.gov.uk/Residents/Care-and-Support/Short-Breaks/Short-Breaks-Gateway-Card/Gateway-Card-Benefits>
- Enrolment process - <https://www.iow.gov.uk/Residents/Care-and-Support/Short-Breaks/Short-Breaks1/Enrolment-Process>
- Facilities available, some use of wheelchair etc - <https://www.iow.gov.uk/Residents/Care-and-Support/Short-Breaks/Short-Breaks-Facilities/Facilities-available>
- I managed to find the Short Breaks Activity guide and schedule without too much difficulty from navigating the front screen - <https://www.iow.gov.uk/Residents/Care-and-Support/Short-Breaks/Short-Breaks-Activities-and-Events/Whats-on>

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| <b>Name</b>            | Alexis  |
| <b>Age</b>             | 18 years old  |
| <b>Key information</b> | <ul style="list-style-type: none"> <li>• Visual Impairment (VI) and registered blind</li> </ul> |

| <b>Looking for</b><br><i>Guidance on the points below</i>                              | <b>What information could you find?</b>  | <b>How easy was this information to find?</b>   | <b>Was there any information you couldn't find?</b> | <b>Is there anything that could improve the information you found or how it was found?</b> |
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| Alexis has been at residential school out of area. She wants to come back to home area | <ul style="list-style-type: none"> <li>• <i>What information could you find in relation to what the child or young person and their family are looking for, considering their needs identified above?</i></li> <li>• <i>Was the information limited or was there a wider range of resource/support available?</i></li> </ul> | <ul style="list-style-type: none"> <li>• <i>Where did you find the information and how did you get there? If possible, please paste the hyperlink.</i></li> <li>• <i>Was it easy to navigate through to the information?</i></li> <li>• <i>How long did it take you to find it?</i></li> <li>• <i>Was it in a logical place?</i></li> <li>• <i>Was the language used accessible to parents and young people?</i></li> </ul> |   | Link the VI and Blind results so that they all show up no matter what you search?          |

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| <p>following A levels. Ideally wants to live independently as her mum has remarried and moved towns.</p> | <p>VI. However, searched “blind” and 0 articles but 7 services available.</p> <p>The Isle of Wight Society for the Blind has very limited information when you click on it. Contact details and an external website link, but the 'blurb' is very limited.</p> <p>On page 2 of search results for “independent living” there is information about adult services and an assessment of need.</p> |   |  |  |
| <p>Would like to work but accepts it may be difficult to get a job.</p>                                  | <p>Searched “finding work” and the only link to come up was Action For Blind People. Detailed information about what they can help with, including support for finding housing and for finding and training for work. Contact information easy to find.</p> <p>Council housing information details also available.</p>  | <p>Easy to find, less than a minute, used the search function and got a result.</p> |  | <p>Simple and easy to find from the search option.</p> |

### Parent Carer Forum Feedback

- Same format as above but only up to 1 year left for him to be able to receive short breaks services
- Eligible for gateway Plus card
- Lego, Cooking, Skateboarding and Social Club, Vectis Radio, Warrior Fun and Fitness and Water fun – only things available for up to 19 years
- But no mention of help with HI and VI or attendees with no sight at all and the support that is available? Just mention of wheelchair accessibility and hoist etc. This may put families off.

- Easily found the Short Breaks Statement - <https://www.iow.gov.uk/azservices/documents/2832-4222CS-Short-Breaks-service-statement-FINAL.pdf>
- I would imagine this family would be qualify for specialist support via the short breaks respite service as the young man is registered blind and would require a substantial amount of support etc? However, this would be under adult services due to age now?

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| <b>Name</b>            | Imran  |
| <b>Age</b>             | 2 years old  |
| <b>Key information</b> | <ul style="list-style-type: none"> <li>• Profound bilateral hearing loss detected at neonatal screening.</li> <li>• Youngest of 4 children, oldest is 7 years old. Other siblings are 4 and 6 years old. All siblings are in the local mainstream school.</li> <li>• Current routine: has regular contact with Hearing Impairment service advice from a Teacher of the Deaf.</li> <li>• On a 6 week cycle of portage.</li> </ul> |

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| <p><b>An EY setting with extended hours to allow Mum to work and drop older children who all attend out of school activities delivered at their primary school.</b></p> | <p>Clear information on the page – age range, opening hours, cost of session. Name and contact information on “front page” but you have to click back to it from the information page. 37 ASC settings, including child minders and childcare settings. Could limit by area and ASC option.</p> | <p>Three clicks (0-4, childcare and early education, CHYPS link), followed through to <a href="https://www.iow.gov.uk/localoffer#">https://www.iow.gov.uk/localoffer#</a> which gave me link to CHYPS child care directory. From there clicked ASC on left side (search options) took approx. 6 minutes to find this information. Easy language but there was very limited information about the settings.</p>  | <p>The 3 ASC settings I looked at finished between 5 and 7pm. There is no way of knowing whether they have SEND experience or any extended information about the setting.</p>   | <p>I tried the search bar - typed "after school" into the search bar, then age 2 from the drop down option and the SEND category, however error occurred. Could see that there were 105 entries but they appeared to be activities rather than EY settings.</p>                       |
| <p><b>Looking forward to reception, ideally would want Imran in the same school as his siblings.</b></p>  | <p>Information about transitioning into school and what to expect. Transition and school admissions information. Information that “you need to remember that school places are allocated on a catchment basis so will be determined by the area in which you live.”</p>                         | <p>0-4, moving into school, external link for list of schools and extended SEND offer. 5-11, starting primary school. Good information about starting primary school applying etc. External link to schools list - <a href="https://www.iow.gov.uk/Residents/Schools-and-Learning/Schools/About0">https://www.iow.gov.uk/Residents/Schools-and-Learning/Schools/About0</a> <a href="https://www.iow.gov.uk/localoffer">https://www.iow.gov.uk/localoffer</a> Initially took me about 10 minutes to find information about schools. Left it and came back to it and found school lists within a couple of minutes – 2/3 clicks</p> | <p>School Admissions link wasn't working on “starting primary school” page. School settings aren't listed on the LO page but are linked through a couple of different pages</p> | <p>Initially found it very difficult to find information about school settings.</p>   |
| <p><b>No other family members have a hearing impairment, Mum would like Imran verbal but family would also like opportunity to develop basic</b></p>                    | <p>SONUS offer BSL courses, contact telephone number and external link for further information. Searched "Deaf" and 11 services came up, including activities, groups and charities.</p>  | <p>Learning and Development button - no information. 1 minute to find SONUS - searched for "sign language", clicked on services tab and found SONUS. Easy to read information, very limited information on the IOW LO page, further information available by following the external link.</p>   | <p>On LO page, searched Speech and Language and was given lots of information about the LA service, how to refer and contact information.</p>                                   | <p>No results when searching for BSL, even though it is mentioned in the SONUS page – expand keyword searches? When searching “sign language” the results don't, initially, appear to match - <a href="https://www.iow.gov.uk/localoffer#">https://www.iow.gov.uk/localoffer#</a></p> |



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| British Sign Language. |  |  | STA information also available through this search. |  |
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### Parent Carer Forum Feedback

- Eligible for Gateway Plus card
- Limited activities available due to age (2 years)
- Lizzies fun forest, Sensory activities, Splat Messy Play,

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| <b>Name</b>  | Joe  |
| <b>Age</b>   | 16 years old   |
| <b>Needs</b> | <ul style="list-style-type: none"> <li>• Recent diagnosis of high functioning autism.</li> <li>• Difficulties with social communication and social interaction.</li> <li>• Difficulties with anxiety in social settings, including changes in everyday life and educational settings.</li> <li>• Literacy skills.</li> <li>• Joe is an only child and currently lives at home with his Mum and Dad.</li> <li>• Current provision: Joe is expected to achieve 'good' GCSEs in Science, Maths and ICT. He has a buddy at school and support for English.</li> <li>• Joe does not have an EHCP but has received support for literacy at SEN Support level.</li> </ul> |

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|  | <p><i>above?</i></p> <ul style="list-style-type: none"> <li><i>Was the information limited or was there a wider range of resource/support available?</i></li> </ul>   | <ul style="list-style-type: none"> <li><i>How long did it take you to find it?</i></li> <li><i>Was it in a logical place?</i></li> <li><i>Was the language used accessible to parents and young people?</i></li> </ul>  |  |  |
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| <p><b>Joe and his parents would like him to achieve a qualification which will lead him to full-time employment.</b></p> | <p><b><u>How can we help?</u></b></p> <p><b><u>Growing up 16-25</u></b></p> <p>Pathways document (SEND specific) and pathways document from another LA links. Clear, brief information about the steps that are taken at different ages. Transition pathway to further education.</p> <p>Information about bursaries for training and further education.</p> <p><b><u>Starting Post 16 education</u></b></p> <p>Information about Post 16 provider's sixth form, further education colleges and for training,</p> | <p>Information was easy to find. There is a button on the front page for 16-25 and there was information and links, as well as services available in there. Spent about 3 minutes navigating through the different pages to find the information. 3 clicks or less.</p> <p>Good level of information available about Post 16 options.</p> | <p>Links to each of the colleges. I didn't navigate through these to ascertain their acceptance process.</p> |  |

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|   | <p>apprenticeships and study programmes.</p> <p>Includes links to 2 trainee videos on You Tube apprenticeship page. Both a couple of minutes long, not the most &amp;child friendly&amp; but a good resource as an alternative to additional reading.</p> <p>Also links to 3 close LA's as this is a small LA so give further information for decision making purposes.</p> <p>SEND information for colleges is available</p> |   |  |   |
| <p><b>His parents would like him to have a good understanding of money and finances and how to use a bank account. They would like Joe to be more independent with shopping tasks, travel and communication. It is important to Joe's parents that as he gets</b></p> | <p>Searched &amp;money&amp; found a charity PFEG that help teach young people about their money. Contact information provided.</p> <p>Searched "living independently" and 1 result for finding</p>  | <p>Searched money, clicked services, found PFEG. Less than 1 minute</p> | <p>The preparation for adulthood link contains a lot of information. Seems quite long, although set out in a sensible reading order.</p> | <p>Have the information more broken down.</p> |

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| <p><b>older he is able to live within his community, cook meals for himself and be able to socialise.</b></p>  | <p>somewhere to live came up.</p> |   |  |  |
| <p><b>Joe wants to review what is on offer to him and be involved in any decisions. His mum is helping him find out what is on offer to him.</b></p> |                                   | <p>It's easy to find information. Easy to navigate site, and Joe could access the information with support from his mum. The language is clear and easy to understand.</p> <p>Has the options to increase text size, dyslexic font (changes between 2 fonts) and point symbols.</p> <p>Increases the accessibility.</p> |  |  |

Parent Carer Forum feedback

- Eligible for Gateway Plus Card
- Activities available for Joe - Bodster, Creative Teens, Cricket, Gamers Club, Lego, Ready Steady Cook, Scallywags, Skateboarding, Social Club, Water Fun, Vectis Radio, Warrior Fitness and Fun (nothing autism specific as group only goes up to 11 years and for girls), Youth Club (up to 16 years).