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 -<u>https://www.iow.gov.uk/Residents/Care-and-Support/Short-Breaks/Children-and-Young-People-Participation/Young-Inspectors-Application</u>
- 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

Name	Crystal
Age	10 years old, Year 5
Key information	 Downs diagnosis, moderate learning difficulties and accessing mainstream provision with advice from special school. Some heart issues, generally mobile but occasional need for wheelchairs. Socially immature but with good friendship groups.

Looking for <i>Guidance on the</i> <i>points below</i>	 What information could you find? 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? Was the information limited or was there a wider range of resource/support available? 	 How easy was this information to find? Where did you find the information and how did you get there? If possible, please paste the hyperlink. Was it easy to navigate through to the information? How long did it take you to find it? Was it in a logical place? Was the language used accessible to parents and young people? 	Was there any information you couldn't find?	Is there anything that could improve the information you found or how it was found?
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Transfer to high	List of schools on the IOW.	Age 11+, Starting Secondary school,	There was no "what to	The links to the school
school.	On SEND school page there was a brief outline of each of the special secondary schools. 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	Special Education for Secondary School Children. External link to school list. Approx. 2 minutes 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.	expect" type document or page, like there is for the transfer to primary 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.
Extending social activities – Brownies club at local school folded leaving a gap and the nearest Brownies club is a couple of miles away.	18 leisure activities listed The Short Breaks leaflet is great, clear information about the activities, who to contact, when/where the activity is and the cost. Lots of choice for different activities – although only 1 after school activity for 10 year olds to access.	Leisure activities; Short breaks, <u>https://www.iow.gov.uk/Residents/Care-and-Support/Short-Breaks</u> , 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 Short Breaks, What's on (activities and events), download the short break activity guide.	No continuing activities on the Community Events page. Leisure activities – lots of different directories with activities	

Travel training.		13 page document, page 12
		states that ITT is available for
		14-16 year olds not for
		primary age

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 <u>https://www.iow.gov.uk/Residents/Care-and-Support/Short-Breaks/Short-Breaks-Gateway-Card/Gateway-Card-Benefits</u>
- Enrolment process https://www.iow.gov.uk/Residents/Care-and-Support/Short-Breaks/Short-Breaks1/Enrolment-Process
- Facilities available, some use of wheelchair etc <u>https://www.iow.gov.uk/Residents/Care-and-Support/Short-Breaks/Short-Breaks-Facilities/Facilities-available</u>
- 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

Name	Alexis
Age	18 years old
Key information	Visual Impairment (VI) and registered blind

Looking for Guidance on the points below	 What information could you find? 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? Was the information limited or was there a wider range of resource/support available? 	 How easy was this information to find? Where did you find the information and how did you get there? If possible, please paste the hyperlink. Was it easy to navigate through to the information? How long did it take you to find it? Was it in a logical place? Was the language used accessible to parents and young people? 	Was there any information you couldn't find?	Is there anything that could improve the information you found or how it was found?
Alexis has been at residential school out of area. She wants to come back to home area	Searched "visual impairment" and only 3 articles came up - almost a duplicate, STA's. No services available to support	Didn't use any clicks to find information as there was information resulting from the search function.		Link the VI and Blind results so that they all show up no matter what you search?

following A levels. Ideally wants to live independently as her mum has remarried and moved towns.	 VI. However, searched "blind" and 0 articles but 7 services available. 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. On page 2 of search results for "independent living" there is information about adult services and an assessment of need. 		
Would like to work but accepts it may be difficult to get a job.	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. Council housing information details also available.	Easy to find, less than a minute, used the search function and got a result.	Simple and easy to find from the search option.

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?

Name	Imran
Age	2 years old
Key information	 Profound bilateral hearing loss detected at neonatal screening. 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. Current routine: has regular contact with Hearing Impairment service advice from a Teacher of the Deaf. On a 6 week cycle of portage.

Looking for <i>Guidance on the</i> <i>points below</i>	 What information could you find? 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? Was the information limited or was there a wider range of resource/support available? 	 How easy was this information to find? Where did you find the information and how did you get there? If possible, please paste the hyperlink. Was it easy to navigate through to the information? How long did it take you to find it? Was it in a logical place? Was the language used accessible to parents and young people? 	Was there any information you couldn't find?	Is there anything that could improve the information you found or how it was found?
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members have a hearingcontact telephone number informationinformationsearched Speech and Language and wasBSL, even though it is mentioned in the SONUSimpairment, Muminformation."sign language", clicked on services tab andgiven lots ofpage – expand keyword	No other family	SONUS offer BSL courses,		On LO page,	No results when searching for
impairment, Mum information. "sign language", clicked on services tab and given lots of page – expand keyword	members have a	contact telephone number	information	searched Speech and	BSL, even though it is
impairment, Muminformation."sign language", clicked on services tab andgiven lots ofpage – expand keyword	hearing	and external link for further	1 minute to find SONUS - searched for	Language and was	mentioned in the SONUS
	impairment, Mum	information.	"sign language", clicked on services tab and	given lots of	page – expand keyword
would like Imran Searched "Deaf" and 11 found SONUS information about searches?	would like Imran	Searched "Deaf" and 11		information about	searches?
verbal but family services came up, including Easy to read information, very limited the LA service, how When searching "sign	verbal but family	services came up, including	Easy to read information, very limited	the LA service, how	When searching "sign
would also like activities, groups and information on the IOW LO page, further to refer and contact language" the results don't,	•				
opportunity to charities. information available by following the information. initially, appear to match -	opportunity to			information.	
develop basic external link. <u>https://www.iow.gov.uk/loca</u>	•• •		, .		
loffer#	•				

British Sign		STA information also	
Language.		available through	
		this search.	

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,

Name	Joe
Age	16 years old
Needs	 Recent diagnosis of high functioning autism. Difficulties with social communication and social interaction. Difficulties with anxiety in social settings, including changes in everyday life and educational settings. Literacy skills. Joe is an only child and currently lives at home with his Mum and Dad. Current provision: Joe is expected to achieve 'good' GCSEs in Science, Maths and ICT. He has a buddy at school and support for English. Joe does not have an EHCP but has received support for literacy at SEN Support level.

J	 What information could you find? What information could you find in relation to what the child or young person and their family are looking for, considering their needs identified 	 How easy was this information to find? Where did you find the information and how did you get there? If possible, please paste the hyperlink. Was it easy to navigate through to the information? 	Was there any information you couldn't find?	Is there anything that could improve the information you found or how it was found?
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	above? • Was the information limited or was there a wider range of resource/support available?	 How long did it take you to find it? Was it in a logical place? Was the language used accessible to parents and young people? 		
Joe and his parents would like him to achieve a qualification which will lead him to full-time employment.	How can we help? Growing up 16-25 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. Information about bursaries for training and further education. Starting Post 16 education Information about Post 16 provider's sixth form, further education colleges and for training,	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. Good level of information available about Post 16 options.	Links to each of the colleges. I didn't navigate through these to ascertain their acceptance process.	

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

older he is able to live within his community, cook meals for himself and be able to socialise.	somewhere to live came up.		
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.		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. Has the options to increase text size, dyslexic font (changes between 2 fonts) and point symbols. Increases the accessibility.	

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).