



Selection of Local Offer feedback with responses

You said: 02/03/15 : Health Care Targeted Support

Far too much information on one page

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. We are sorry to hear that you have not been impressed by your first visit. The Local Offer website is in continual development and your feedback helps us to improve.

We are aware that some of our pages contain a lot of information and we have agreed with our ICT team that we need to refresh our Local Offer and provide the following:

- Corporate look and feel
 - Moving the site to fit more with the existing 'WightChYPS' site makes the website less corporate.
- Font size
 - The font size within the new WightChyps/Local Offer frame work is already larger than the font size on the Isle of Wight Council website (iwight.com), but there is the ability to increase the font size further if required by the visitor.
- 'Square Corners'
 - Some feedback had been around the square nature of the corners on images, the new layout allows for more round images and blocks
- Need for more colour
 - The new design allows for this with coloured headings / pages and overall more coloured content and less whitespace
- Navigation options to get to information
 - Navigation is different on the new layout giving direct access to FAQ's / Related links and easier navigation between content. The existing point symbol functionality will continue to be available on the proposed new Local Offer site.

Through this upgrade we will be able to reduce the length of our pages and provide a more user friendly Local Offer. In particular the pages within Health Care will be split and we hope this will provide a more easily read page.

The upgrade will take place in April 2015 and I hope you will provide us with feedback on the new look and feel.

You said: 23/03/15: Local Offer email

Hi, We would like the details of our charity (Dyspraxia Foundation) to be displayed on your Local Offer website. Could you please advise us on the process involved, Hitchin, Hertfordshire, United Kingdom

We did:

Many thanks for contacting us; we would be delighted to add the Dyspraxia Foundation to our Local Offer. I am sure that many of our parents and carers will find your site very informative and useful. We ask all of our service providers to complete a short template with guidance note. This can be found on our Local offer, however, for ease I enclose the web link:

<https://www.iwight.com/Council/OtherServices/Local-Offer/What-is-Local-Offer1>

We will add your details within our Information Support and Advice area under services.

You said: 17/04/15: Secondary School SEN Offer

Where has the info about each of the IW schools Local Offers gone? Does it feature in this section somewhere? (May be not on this page though, as there is still quite a lot of info to digest in one go on here.) I just thought I would be able to spot it easily, but I didn't?

At least I've found the link to the Schools SEN Offer now!

We did:

Thank you for your feedback. We are continually striving to make our Local Offer more user friendly and noted your frustration at trying to find the Schools SEN Offer. Whilst all schools on the island have this information on their web sites we recognised that it was not easy to locate.

To help we have produced a list of all of our schools and added a link to their Special Education Needs information and included this as an Article link within "Age 5-11", "Age 11+" and "Special Educational Needs (SEN) Support Services. We have also made sure that our search engine within the Local Offer picks up these words.

We hope this makes it easier for you and others to find this information.

You said: 17/04/15: Educating at Home

Perhaps a few FAQs for this page? E.g. Who will be responsible for EP assessments if my child is home educated? (That type of thing?)

Who would be responsible for SaLT for my child, etc.? (Preferably without the acronyms!)

We did:

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The Educating at Home page on the Local Offer links you to the main Educating at Home section of the website where there is more information about Elective Home Education and a number of frequently asked questions (FAQs). This section of our website is reviewed every summer and we will update the information to include more FAQs on Special Educational Needs including speech and language therapy.

We try to make sure that all information on the Local Offer is clear but as you say sometime acronyms can sometimes be used. We have created a glossary/abbreviation section on the Local Offer to support parents/cares and young people and hope we have captured some commonly used terms.

You said: 17/04/15: SEND Personal Budget

Argh!!! The comments disappear if you change the star rating after you type something in this box!!!!

...Anyway, what I was typing earlier was...

Should this page have "SEND" written out in full somewhere? (just in case you aren't familiar with the term, and haven't read the Very Nice Glossary first.)

Also, I wasn't sure that the last paragraph is totally parent friendly (i.e. easy to understand in plain English), but I also didn't find what "extended support" meant after I followed the link (well, not before I lost the will to live on the Very Long Page on the other end of it, anyway!)

We did:

Sorry to hear about your frustrations in trying to feedback to us. We have emulated your experience and agree that this is a problem. We will endeavour to repair this fault and have added this to our upgrade which will take place in July 2015.

As you say the glossary does contain the acronym SEND but we will update this page and make it clearer. We have also reworded the last paragraph and hope this is now easier to read. The "Personal Budget" working group are working hard to revise the wording in the Personal Budget area on our website.

We have added an easy to read document for Personal Budgets and we expect the revised eligibility criteria to go on line by July 2015.

We hope you will continue to feedback to us and that the Local Offer provides the information you need.

You said: 22/04/15: Special Education for Primary School Children

not enough information about children without ehcp plans. how do schools access the outreach services? nobody seems to know they exist? what are the contact details? what do they do?

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. We are sorry to hear that you have not been impressed by your visit to the IW Local Offer. The Local Offer website is in continual development and your feedback helps us to improve.

We are adding articles and services to our Local Offer which now includes many services that children and young people can attend without having a statement or an Education Health Care Plan. Our Leisure Activities area has expanded and now includes the Isle of Wight Family Directory. The outreach services that schools can engage with have also expanded including speech and language support, sensory support and dyslexia. Our Health Care pages have also expanded showing you the support that is on offer on the island.

We are writing to all of our island schools updating them on the Local Offer and providing a leaflet which can be used with parents, carers, children and young people.

Alongside all of these services we have provided contact details and hope that the updated version of the Local Offer will help you find the services you require.

You said: 22/04/15: Paediatric Occupational Therapy Service

Complex language, too much jargon, no info on sensory OT service

We did:

Thank you for your feedback. The Local Offer is continually developing and your views are important in helping the Isle of Wight Council shape future services as well as the Local Offer website. We are sorry to hear that you have not been impressed by your first visit. The Local Offer website is in continual development and your feedback helps us to improve it.

This page is under review and will be rewritten and we hope this will make it easier to read, we thank you for bringing this to our attention. We have asked the NHS if they offer a sensory OT service on the island and understand from the IW Clinical Commissioning Group (CCG) that the Autism Diagnostic Research Centre (ADRC) are in the final stages of completing a pilot project which has provided sensory integration training to school staff and is looking at the need for sensory OT for children with a diagnosis of ASD.

For information we have also created a page on the Local Offer covering Sensory Support which is run through the Isle of Wight Council.

You said: 22/04/15: Sensory Support Team and Dyslexia

Poor section on dyslexia with no information on local available support. Link leads to a page for the SLD support team which refers to children being on school action plus, which no longer exists! What help is available for dyslexia, how do I access it, what is the referral process and eligibility????

We did:

Thank you for your feedback. The Local Offer is continually developing and your views are important in helping the Isle of Wight Council shape future services as well as the Local Offer website. We are sorry to hear that you have not been impressed by your first visit. The Local Offer website is in continual development and your feedback helps us to improve it.

We have now added a dedicated section on Dyslexia within the Sensory Support Team page with a number of Frequently Asked Questions (FAQ's) we have also added a link to the Hampshire Dyslexia Association who can also offer local support.

We have added a new article called "Autism, Dyslexia and Communication" which links into Autism Hampshire, this site also covers the Isle of Wight. Alongside this site we have also included service listings for "Dyslexia Assist (National Charity) and The Dyslexia SpLD Trust

You said: 08/05/15: Local Offer email

Hello I would like to apply to list our organisation as a provider of education. Please could you advise me on how best to do this on your website? Kind regards

We did:

Many thanks for your email. We have devised a template in which we ask all providers to complete which includes guidelines to support the process. You can access the template through this [link](#) or via our Local Offer pages. For ease we will send you a "Word" document attached to this email. Our Local Offer work stream meets monthly where we can discuss your application.

As a general rule we have tried to include all educational providers that are local, however, there are exceptions, e.g. when a provider can offer a specialism that is not provided for on the island. Please note, we may not consider placing a young person with a provider that has had a poor Ofsted rating i.e. Inadequate or Requires Improvement.

For parity, we have included on our Local Offer a link to The Association of National Specialist Colleges (NATSPEC) website and Section 41 Secretary of State approved list of providers. Where we only have one or two young people attending a specialist provider for the sake of anonymity for the parents/cares and young people, we find a general list the best way forward.

We look forward to hearing from you.

You said: 20/05/15: The Isle of Wight "Family Directory"

The email link doesn't appear to be working in the contact section on the left, but also it is slightly confusing having the contact info for County Hall in there and not the service in the article.

We did:

Thank you for your feedback, and we were sorry to hear of the problems you were encountering. We have recently updated our Local Offer and when transferring some of the hyperlinks from the old system to the new platform we found unfortunately that some did not work properly. We thought all had been repaired. Thank you for pointing this out to us and I can now confirm that this link is now working properly.

Whilst the page or service may have its own contact details of the service provider, the "Key Information" panel will have a key contact within the IW Council who should be able to help address any issues on the Local Offer. We need to know if you are experiencing any problems or issues with a service provider and therefore the Key Contact will ultimately link to an officer within the Council. However, we take on board your comments and will be looking at this on our next upgrade.

We hope you will continue to enjoy using the Local Offer.

You said: 24/05/15 : Listing Action for Children

spot on

We did:

Many thanks for your feedback and positive star rating for this page. We are delighted that the information was useful and hope you will continue to use the Local Offer. We would be interested to hear how well the service performs and would welcome your evaluation in this area as well.

For this reason we have reworded our feedback box to read as follows, "Please comment about the information, or if used , the service"

Your views are much appreciated.