



Selection of Local Offer feedback with responses
September 2021 – August 2022

Feedback Gained Via the Local Offer

You said:

Good Morning,
Is this the correct email for information regarding registered childminders.
Thank you

We did:

Thank you for contacting the Local Offer. If you go to the Local Offer Website <https://www.iow.gov.uk/localoffer> you will see a button labelled "Childcare Directory" this holds a list of Child Minders. You can narrow the search to an area if that helps.

We hope this was helpful

Many thanks

You said:

I failed to secure an EHCP assessment for my daughter earlier this year. She has now received an autism diagnosis and changed her school, but her needs are still failing to be met. I have been advised to request an assessment for EHCP. Are you able to help please? My daughter is **** and is on roll at ***** School.

We Did:

Thank you for contacting the Local Offer, please follow the link on our Local Offer [Local Offer \(iow.gov.uk\)](https://www.iow.gov.uk) to "EHC-Hub/Requesting a Needs Assessment" right hand corner 5th chevron down. Then please click on the "Request a needs Assessment".

You said:

Hi

A friend has given us this email address. We live in Totland and are looking for a live out nanny M-W 9-5. Do you know how we might go about finding someone?

Thanks,

We Did: Thank you for contacting the Local Offer. We have a Childcare Directory that can be found on the opening page of our Local Offer [Local Offer \(iow.gov.uk\)](http://www.iow.gov.uk). This may be able to assist you in your requirements.

Many thanks

You Said:

Message for Service: Local Offer - Pre-school

Message Sent: 30/11/2021, at 11:21

Call Type: -

Caller: *****

Address: *****,

Tel:

Email:

Other Details: -

Message: I am enquiring about the pre school at St Helens and their Local Offer. Could you please let me know more information.

This person would prefer to be contacted by Email

We Did: Thank you for contacting the Local Offer. Most of our pre-schools have an SEN information page on their websites. St Helens has theirs which can be found here:

[2953-St-Helens-SEN-Offer.pdf \(iow.gov.uk\)](http://www.iow.gov.uk)

All SEN pre school information can be found on our Local Offer here:

<https://www.iow.gov.uk/localoffer/View/Pre-school/Early-Years-Provision-and-SEN-Information>

I hope this is useful

You Said:

Dear Sir / Madam,

We would like to provide updated information on your Local Offer website about the National Deaf Children's Society.

Please can you let us know:

- If NDCS information is available on your Local Offer website?

- If there is an existing NDCS login you can share with us?
- The process for us to update existing details about NDCS
- Is there ability to upload NDCS documents to the Local Offer website?
- The process for us adding details about NDCS if there is no information currently on your local offer website.

I look forward to hearing from you.

We Did:

Thank you for your email. I can confirm we have details about the NDCS on our Local Offer, which can be found here <https://www.iow.gov.uk/localoffer/View>

If you put in the Search engine "NDCS" it will take you to the Service. You may wish to have your own listing and we encourage you to "Apply to be listed" (top right hand side) you can then set out the page as you wish with NDCS documents.

Hope this is useful

You Said:

Message for Service: Local Offer - Health Care

Message Sent: 02/03/2022, at 09:47

Call Type: -

Caller:

Address:

Tel:

Email:

Other Details: -

Message: Good morning. Two of my children were referred to panel to be considered for autism screening. Sadly the request was denied. I have not been sent any of the supporting documentation but have a couple of questions regarding this, I hope you can help? We wish to appeal the decision, how long do we have to do this? We have supporting evidence as I believe only a parental questionnaire was supplied, where do we send this evidence to appeal? If the cases are still denied and sent elsewhere how long do we have to wait before reapplication? Many thanks Jenny

This person would prefer to be contacted by Email

We Did:

I have alerted the CCG to your request. Matthew Powell is our Clinical Commissioning Officer so I hope he is able to respond to your question.

Thank you for using the Local Offer.

Many thanks

You Said:

Hi.

I am emailing from strengthening families on behalf of one of the families I support. I am after some information on transport options for a young boy with SEN. The situation is that he is due to start school in September and is currently finalising his EHCP. He has requested to go to Medina House school but has been told there are no places this year so they have offered him a place at their nursery. The family are concerned they will not be able to get him there and back as they have other children in two different schools so have asked if I can explore if there is any funded transport options. I realise this is not usual to provide transport to a nursery but I wondered if it would be different as this child is of school age but cannot start this year as there are no suitable places for him. I called transport and they said you contact you.

Thanks in advance,

We Did:

Thank you for contacting the Local Offer . There are two pages worth looking at regarding transport:

<https://www.iow.gov.uk/localoffer/View/Pre-school/School-Transport3> This is for pre school but may be applicable especially the petrol allowance

<https://www.iow.gov.uk/localoffer/View/Local-Offer-Age-5-11/School-Transport> here you can find the online form :

Special educational needs and disability (SEND) Transport Request form

If you wish to request transport for a child with SEND who is attending school or college please request a SEND transport form by contacting the SEN Assessment and Review Team, Thompson House, Sandy Lane, Newport, Isle of Wight, PO30 5NA

To complete the transport application form, [click here](#).

The best way forward would be to contact the Case Work Officer for the child for advice on this.

I hope this has helped.

Many thanks

You said:

Good afternoon,

We are 2 qualified primary school teachers who have set up a tutoring business in Arreton on the Isle of Wight. We offer bespoke learning for each child covering the core subjects of Maths, English, Reading and Phonics as well as outdoor learning, cookery and beach school. The children we tutor often find it difficult to achieve in the school environment. They may suffer from anxiety, behavioural issues or have SEN. Equally, they may have some gaps to fill due to lost learning during covid. We support children age between 4 and 12.

I am writing to enquire if there is any possibility of being used as a school resource for off site learning for those schools that do not have the on site facilities. Any information on how this could be achieved would be greatly appreciated.

Many thanks

We did:

Thank you for your email, to the Local Offer. We would be delighted in adding you to our "Approved Provider List". This is not only shared within the Council but with parents /carers and our local schools. I enclose the link below:

<https://procontract.due-north.com/Advert?advertId=a0828d4c-45c8-ea11-8104-005056b64545&p=08800155-5442-e511-80ed-000c29c9ba21>

Many thanks

You said:

Local Offer

16/03/2022, at 16:36

Hi there, If someone could send me an email with information on how we access the service in regards to arranging tests/referrals? I've tried to look via the website but it isn't clear at all where we actually go to get the ball rolling. We already have the schools SENCO involved but some of the things, she is unaware as to where we go to access the referrals. Thanks Connie

This person would prefer to be contacted by Email

We did:

Thank you for your email, I hope we understand what you are asking for and assume you are asking for an assessment of needs for your child. This is found on our EHC Hub page which can be found on the front page of the Local Offer top right "EHC-Hub/Requesting a Needs Assessment"

For ease I have pasted the link below:

[Education, Health and Care Hub \(iow.gov.uk\)](https://www.iow.gov.uk/education-health-and-care-hub)

There is no need to log on just click on the "Request a needs assessment" under the log in portal. I am concerned that a school SENCO does not know this. Please ask the SENCO to contact the SEN team for some training in this area.

I hope this has helped.

Many thanks

You said:

Hello there, I am writing this request for the staff, resident's and family members at [REDACTED] Activity Coordinator, a request amongst residents, who appreciate our dedicated Carers and other 'front line' staff members. To ask for a member of the Isle of Wight Mental Health team to visit Highfield. To spend just an hour of their time, to give channels of support, advice and guidance for part of the 'Mental Health Awareness Week'. Many staff member's are still finding it hard since working all through COVID. Like myself and a couple of other staff members who suffer with a disorder or disorders. It would be appreciated if someone could deliver help, support, advice within an hour talk during the afternoon at Highfield. With gratefulness during this 'Mental Health Awareness Week'. Thank you kindly. Miss Dee Cooper (Activities Coordinator).

We did:

Thank you for your email to the Local Offer. I will pass this on to our Designated Clinical Officer Matthew Powell copied into this email who I am sure will be better placed at contacting the right person in the Mental Health Team.

Many thanks again and I hope a visit can be organised.

You said:

Message from iwight.com Website

Message for Service: Local Offer

Message Sent: 06/06/2022, at 09:44

Message: To the concerned, I submitted a form for the Local Offer page for Guide Dogs to be updated in February 2022, but the listing still hasn't been updated. Could you please advise me on the best way to get this changed? Many thanks, Francesca Rolle, Services Marketing Officer, Guide Dogs

This person would prefer to be contacted by Email

We did:

Dear

I am sorry that your Listing is not showing on our Local Offer. I have checked and Guide Dogs Childrens Services was approved by us on 02/03/2022. I have copied in our IT colleagues to help resolve this.

Thank you for bringing this to our attention and I hope we can resolve this ASAP

Many thanks