



## Selection of Local Offer feedback with responses

### September 2019 – August 2020

#### Feedback Gained Via the Local Offer

Local Offer website link to community directory

We were speaking about the Local Offer website and information on Monday at our Isle Find It steering group meeting. Isle Find It is the Local Community Directory and already lists all of the services available through the Local Offer. [www.islefindit.org.uk](http://www.islefindit.org.uk)

We wondered if Isle Find It could support the Local Offer in any way to keep information up to date for those who need it?

In particular, we could help with this Local organisations directory you have <https://www.iow.gov.uk/azservices/documents/2923-Voluntary.Community.Charity-Links.pdf>

I look forward to hearing from you to see if we can be of assistance,

Best regards,

#### **We did:**

We met with "Isle Find It" and agreed to work closely with them. We now link to their website via the Local Offer as a listing:

<https://www.iow.gov.uk/localoffer/View/The-Isle-of-Wight-Community-Directory>

#### **You Said:**

**Message for Service:** Growing Up 16 - 25

**Message Sent:** 02/12/2019, at 12:13

**Message:** Hi, My son, is finishing school on the mainland in the summer of 2020. He has CHARGE syndrome and has attended a specialist school, funded by Hampshire LA as his main residency address is currently in Hampshire. I am keen to explore the

possibility of him coming home to the island and attending the Isle of Wight college at Pathways, could you please let me know how I go about applying for a place and managing the switch from Hampshire LA to the Isle of Wight LA? many thanks  
Gemma Clarke

This person would prefer to be contacted by Email

We Did: Dear Ms ,

Thank you for contacting the Local Offer, I have passed your email onto the SEN Assessment and Review Team who will contact you shortly.

Best Wishes,

You said: Good Morning, My Son, is pending assessment for ASD by PSICON - we are due to receive an appointment within the next 8 weeks. I am looking into an EHCP and wanted to enquire how to initiate this process. Many Thanks,

We Did:

Thank you for contacting the Local Offer, information regarding the EHC Needs Assessment can be found on the Local Offer. I have included the link for the parents and young person guide. This will explain all the steps of the assessment.

<https://www.iow.gov.uk/azservices/documents/2908-Guidance-for-PCs-on-the-EHCP-Process-Local-Offer-copy-with-links.pdf>

Should you require any more information the Assessment and Review team can be contacted via email on [sen@iow.gov.uk](mailto:sen@iow.gov.uk) or 01983 823470.

Best Wishes,

You said:

### **Shared Lives**

If anyone is interested in finding out about Shared lives or understand more about how it works....

I have arranged a date with on

**Wednesday 18<sup>th</sup> of March at the Riverside, The Quay, Newport from 10am -7pm.**

We did: Many thanks for contacting us. We would be delighted to promote this event on the Local Offer calendar and Facebook page.

You Said:

Dear ,

I'm just getting in touch with you to introduce Solent NHS Trust and my colleagues from our Sexual Health Team, who will be working with the IoW NHS Trust from the 1 April in running Sexual Health services on the Isle of Wight. Andy Newman suggested that I contact you in regard to the **Local Offer** website that you co-ordinate.

We have a number of service changes taking place by the 1 April and we are extremely keen to reach the service users that view your pages. Would you please contact me at your earliest convenience, to enable us to understand how best to use the site.

We Did: Many thanks for contacting us. We would be delighted to promote this service we will be able to upload this information for you onto our Local Offer. We have two sections on the LO which can be found here:

<https://www.iow.gov.uk/localoffer/View/Local-Offer-Health-Care-Counselling/Under-25-Sexual-Health-Drop-in-Clinics-ages-13-to1> and here:

<https://www.iow.gov.uk/localoffer/View/Local-Offer-Health-Care-Counselling/Integrated-Sexual-Health-Service1>

Could you look through both areas and update as appropriate. Please send through as a Word document and please feel free to add links to your site and any pamphlets that we need to include. I would be happy to reduce the two areas to one if you think this would be appropriate.

You Said:

**Message for Service:** Local Offer - Special Educational Need Support Services

**Message Sent:** 16/03/2020, at 18:51

**Call Type:** -

**Caller:**

**Other Details:** -

**Message:** Hi, My daughter has recently been diagnosed with ASD and I need to apply for an ECHP. Could you please send me the relevant application form (or direct me to where it can be found online?), and advise how long the process is likely to take? Many thanks,

This person would prefer to be contacted by Email

We did: Thank you for contacting the Local Offer, information regarding the EHC Needs Assessment can be found on the Local Offer. I have included the link for the parents and young person guide. This will explain all the steps of the assessment.

<https://www.iow.gov.uk/azservices/documents/2908-Guidance-for-PCs-on-the-EHCP-Process-Local-Offer-copy-with-links.pdf>

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You said: My son left primary education after receiving lots of educational support, small group or one to one groups and continuous senco support. He transferred up to secondary school in

year 7, (from year6) and we was told he would receive the same or similar support, and thatvhis senco report had been sent over.

My son, has struggled since, now in year 8, and embarrassed to ask for help his behaviour has become a huge problem. he has no senco support, and no echp in place.

I am now desperately trying to secure support from new echp and senco due to medina forcing us into a school transfer or being expelled.

my son has dyslexia, short term memory recall problems, none statement asd. snd currently on waiting list for counciling.

Id be incredibly grateful for any advice and support youd be able to offer, im currently trying to out in an application for a echp but without the reports from school which theyv not yet sent im unable to do.

Many thanks

We did: Thank you for contacting the Local Offer, information regarding the EHC Needs Assessment can be found be on the Local Offer. I have included the link for the parents and young person guide. This will explain all the step of the assessment.

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