



# THE LOCAL OFFER PARENT CARER CONSULTATION WORKSHOP FEEDBACK

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## BACKGROUND

Parents Voice IW recently held a consultation workshop for local parent carers who were unable to actively participate in the Special Education Needs and Disability (SEND) Local Offer reform task group. This was created to enable additional parent carers to contribute to the development of the Isle of Wight Local Offer and to provide feedback to the IW Local Authority working group, on some of the key questions to be addressed as part of the phase 1 Offer. It was also an opportunity to further enhance the co-production work currently being undertaken.

The day was attended by local parent carers, 4 of whom are actively participating in the Local offer task group, with the remaining having various levels of awareness and knowledge on the offer and the requirements under SEND reform. The day consisted of the following; a briefing of the local offer and the legislation which currently sits around it, the principles behind the local offer, other area Local Offer examples, how things are being shaped on the island and the workshop requirements for the day.

There was a good representation at the workshop with parent carers of children and young people aged 3-25 with a wide variety of needs, attending.

Parent Carers were involved in some lengthy group discussion as well as breaking away into age group sections to look at the IW Local offer suggested headings. This report captures and collates some of the key findings from the day.

## THE ISLE OF WIGHT LOCAL OFFER GENERAL FEEDBACK

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### LOCAL OFFER PAGE RECOMMENDATIONS AND QUESTIONS

As a whole group the workshop looked at a number of examples of other area Local Offers and used this to identify some of the strengths and weaknesses within each. Those attending broke away into age related working groups and looked at the essential key headings and the content which they felt would be most beneficial within each.

Everyone involved was clear that they wanted the local offer information to be contained within the local offer website and Local Offer users should only be directed to links outside of this when looking for more indepth or policy specific information. Any Local Offers for particular schools/services should be held on the local offer website in order to make the information more user friendly and easier to navigate through.

Parent Carers also fed back on the look of the website and all those attending said they would prefer something which was welcoming and didn't look "corporate" or was a copy of iwight.com, which historically they had found difficult to use with lots of broken links and out of date information. The ideal would be to have the local offer held on a stand-alone site. This could also allow service providers/contributors to the local offer, to have their own logins in order to manager their pages.

### The Local Offer Home page

- An obvious image/icon/picture which asks the question along the lines of " I am concerned over my child/young persons learning or development" . This would take any parent carer who was unsure of where to go , to the first steps on where to go if you have a concern. This could be broken into brief summary areas for each age group. The support options would have highlighted links in them.
- A clear contact number for assigned organisation/s to support a parent with information, advice and support on the Local Offer etc i.e FIZ/Parent Partnership/ Independent Supporters.
- A suggestions list of some of the most frequently used areas - i.e getting an assessment, starting school etc with highlighted links.
- A link to a guide on how to use the local offer
- Clear link to complaints/"what if I don't agree" guide page.
- Applying for an EHCP /Personal budget and link to info on eligibility and an overview of the process and how to access for the first time.

### All pages within the local offer

- A "Rate this page" facility which opens up a comments box with an attached star rating. This would then send instant feedback to whoever was responsible for maintaining that particular page and also raise attention to any information which may be irrelevant or out of date.
- A search facility which identifies content by key word. Also the option of a questions search facility for those who are unsure of where to begin and what provision is out there ( similar to the hampshire Offer).
- "People who were interested in that were also interested in this ..." suggestions bar.
- Top tip/parent carer tip if relevant to the service.
- A link to info on financial support and family life ( this would contain info on where to go if you are at crisis point and services offering SEND family support).
- A frequently asked questions section for each heading.

### Additional features / points on the local offer

- A scrap book or favourites list where information on a particular service/education setting could be saved once chosen, then printed out.
- It should be made clear that everything within the local offer is to support those with SEND and should have this as a prominent feature within their service description pages.
- It would be better to have the local offer as a website which was less " corporate looking" than the iweight.com site and ideally as a "stand alone site" where local offer contributors could have their own logins.
- Favoured the idea of semantic technology with all pages interlinking and offering alternative suggestions/links to prominent key words within each page.
- Those attending wanted the local offer information to remain within the local offer and to not keep being sent out to external websites/links
- A terminology page which has acronym busters on it and unravels the web of "professional speech" and abbreviations.
- Make it "fit for purpose" and forward thinking.

## LOCAL OFFER AGE RELATED HEADINGS FEEDBACK

### 0-5 YEARS (BEFORE SCHOOL)

Local Offer Heading	Additional info
Childrens Centres	List of CC linking to information and CC Local offer description page. What do childrens centres offer particularly with regards to SEND.
Health visitors	How health visitors support those with a disability or identified need. Who they are etc.
Specialist Early years support	Portage service EY support for those with SEND
Starting school	
Homestart	How they support those with SEND
Childcare Settings inc nurseries, childminders, pre-schools etc	To outline how they meet the needs of any CYP with SEND. What childcare they offer for those with SEND
Overview of SEND support for those within this age range/how can we help? Where do I begin to find support within this age range?	

### 5-11 YEARS (STARTING PRIMARY SCHOOL)

Local Offer Heading	Additional Info
Overview of SEND support for those within this age range/how can we help? Where do I begin to find support within this age range?	
Starting school and choosing a school	This would then lead to the primary school links to local offers (which would be held on the Local offer and not sent to an external website unless you were looking for more indepth information. Links to school SEN policies would be really good!) . Including a guide to “who’s who” in school – overview of what a SENCO is and the role of the head teacher etc. Working with schools to support transition.

Local Offer Heading	Additional Info
Moving from mainstream school to a special school and vice versa.	List of special schools and eligibility criteria. How to apply for a special school. What happens if you don't get the school of your choice? Working with schools on transition.
Moving on from Early years services	What is on offer when you leave the early years support services? Including contact details.
Family life / support outside of school	A link to services offering support to wider family life such as any outreach services, parenting support, SEND support groups, I'm at crisis point where do I go?
School transport	Options, contact details as well as eligibility criteria. How to apply etc – link to external transport policy. EASY TO USE AND UNDERSTAND GUIDE TO SCHOOL TRANSPORT.

### 11-16 YEARS (STARTING SECONDARY SCHOOL)

Local Offer Heading	Additional Information
Starting Secondary school	Guide to starting secondary school for those with SEND. School options with links to secondary schools on the Isle of Wight. Choosing a school & Applying for a place and what happens if I don't get my choice. Who's who in secondary school.
Transition	Working with schools to plan transition. Useful tips. Contacts for support with transition.
Secondary special schools	List of special schools and eligibility criteria to include special school local offer.
Family life/support outside of school	As in other age range. To include any advocacy support, health advice, Specialist health services ( CAMHS, OT, PHYSIO, ED PSYCH ) , Parenting support, Early support links.
School transport	As above

Local Offer Heading	Additional Information
Overview of SEND support for those within this age range/how can we help? Where do I begin to find support within this age range?	

### 16+ (GROWING UP AND LEAVING SCHOOLS)

Local Offer Heading	Additional Info
Overview of SEND support for those within this age range/how can we help? Where do I begin to find support within this age range?	
Transition	Support with transition into adulthood and links to the varying options. Adult social care transitions team, education transition support. Who do I speak to? When do Adult services start? A parent friendly guide for parent carers on what happens and support available for them.
Continuing Education, learning and training.	Options for Young people within this age range. Training providers and their local offers. Guide to choosing where to go. IW College and other providers local offer.
Getting into employment	Options of employment. Where do I go to discuss employment and hoe do these services support me as an individual with SEND? Info on job centre plus, no barriers any in-school support and their eligibility criteria.
Developing my independence – My life on the Isle of Wight.	Services offering support for those within this age range and their local offers. Independent living – getting my own place. Managing my money and financial support. What happens if I can't get a job and don't want to finish education/training – alternative experiences/options?  HOUSING SUPPORT.

Local Offer Heading	Additional Info
	Support with public transport and travel. Finding support – Personal Assitant etc.
Social and Leisure opportunities for those 16+	SEND social and leisure opportunities ( Way forward, blue sky arts, haylands farm etc), dance groups, cinema, Advice and tips when accessing school/leisure opportunities i.e carer discounts etc