



Selection of Local Offer feedback with responses

September 2015 – August 2016

You said: 10/07/15 : How we can help: Health Care

The NHS CCG has

- a. no OT service for children who are affected by sensory problems
- b. commissioned a mainland service to assess ASD without ensuring that their contract adequately insists on appointments being available on the island - and the ADRC are bullying families into travelling to the mainland by ignoring them when they point out that there are significant difficulties with transporting disabled children there for appointments. Shabby!

From: [REDACTED]

Sent: 04 August 2015 21:18

To: Briggs, Andrew

Subject: Provision On the Isle Of Wight

Good Morning

I wonder if I can take a few moments of your time to bring to your attention the lack of occupational therapists on the Isle Of Wight for children. My son was diagnosed with high functioning Autism last September. He is currently being assessed for an EHCP . An OT assessment would provide clarity into the daily challenges faced within the school environment. I've spoken to Adult Island OT s and it would appear there are no OT s available for child assessments ? I'll have to pay a private mainland OT anything from £ 200 for a sensory integration assessment and /or up to £700 for a full assessment. I feel this in a huge gap in the provision on the Isle Of Wight. Who can I bring this to the attention of ?

Secondly for sometime I have used the Short Breaks to facilitate activities for my son during the Summer holiday, due to his Autism he generally doesn't like group activities hence tree climbing and UKSA have worked well . Unfortunately UKSA have withdrawn their provision. I contacted them direct and they offer a week long block for £255 !! Isle Of Wight Adventure now offers 2.5 hours for £25 which is quite expensive. I have spoken to Little Canada who offer 2 activities and lunch for £16 which is good value for money and all the activities are in one place. This PGL centre based in Wootton is also very well staffed. I genuinely think this is a great opportunity that the Isle Of Wight Council could tap into. I am unable to book it as an individual for my son as there is a minimum group booking of 12. They already work with the Phoenix Project which supports adults with learning disabilities / Autism.

I look forward to hearing your thoughts.

Regards

[REDACTED]

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 the service offered on the island around Occupational Therapy (OT) and sensory integration have not met your expectations.

The IW NHS Trust Occupational Therapy service delivers holistic assessments for children as part of the Education Health Care Plan (EHCP) who have a physical disability or significant physical impairment as well as those with a diagnosis of ASD. In terms of ASD the OT service delivers intervention to meet needs identified on the health section of the EHCP and not needs identified on the education section. For children with a physical disability or significant physical impairment the OT service delivers holistic intervention to meet the needs identified on both the health and/or the education section of the children's EHCP. This is despite the fact that the 0-25 SEND code of practice states "Therapy services MUST be treated as Special Educational Provision where they educate or train a child or young person".

The NHS Trust Paediatric Occupational Therapy Service (which is solely Health funded) does not provide sensory integration assessments or intervention because this work falls outside the service remit and falls within the remit of special educational provision. However, the Clinical Commissioning Group (CCG) have commissioned a pilot project to evaluate the use of sensory integration (SI) and we have just received the final evaluation report and will be discussing the findings with our colleagues in education about how we commission this going forward. Please be assured that this is a high priority for the CCG.

Note : On the 1st November 2015 through the Clinical Commissioning Group a newly commissioned OT service for children with Autism Spectrum Disorder was introduced on the island. Further details can be found on the Local Offer [here](#): The working group is looking at further models across the country i.e. Oxford

We also acknowledge the issues you mention around our "Short Breaks" programme. We endeavour to provide for all young people and the variety of programmes has increased over the years. We know that the costs can be quite high and we try where we can to keep these costs down to a minimum. We continually strive to find alternative summer programmes for our children and young people and have been in contact with new providers for next year. You may also be aware of "The Isle of Wight Family Directory" which offers a number of local activities and events for island parents and visiting families. It is updated three times a year - winter, spring and summer. Hard copies are distributed to playgroups, toddler groups, nurseries, Island schools, libraries, local attractions and businesses.

Click [here](#) to view the Family Directory website.

The Isle of Wight Family Directory can be viewed on line [here](#).

We are also adding more and more activities onto the Local Offer and hope that we can address the issues you have raised.

The Local Offer website is in continual development and your feedback helps us to improve. We thank you for bringing these areas to our attention.

You said: 21/09/15

Message from iweight.com Website

Message for Service: Local Offer

Message Sent: 21/09/2015, at 16:26

Message: Dear Sir or Madam I am contacting you on behalf of [REDACTED]. The School is a [REDACTED], but working with children aged 5-13 from all over the UK. We provide specialist therapeutic care, treatment, education and family support to severely emotionally troubled children. These are children who have suffered early trauma, neglect and abuse, and their behaviours are often very high risk, chaotic, aggressive and/or sexualised. We are currently updating our records and also trying to ensure that our information is being included in the Local Offer for all suitable Local Authorities. Therefore, could you please confirm: - who is the most appropriate contact for us to have on our database, to receive regular news and updates in respect of [REDACTED]; and - what the procedure is for getting information on our School and services included in your Local Offer and on your website. Many thanks Kind regards

This person would prefer to be contacted by Email

We did:

Thank you for your email. Please feel free to email any newsletters etc. to myself.

All of our local providers are on our Local Offer. We have also added any providers that we have used in the last few years that are off island. We also provide a link for parents and carers to the institutions on the approved list of specialist providers (Section 41 of the Children and Families Act) and also at post 16 to the NATSPEC site.

Many thanks

You said: 01/11/15

Dear Local Offer,

We would like to invite you all to an open day in aid of Children in Need.

This was an idea of one of our service users who has also created the poster attached.

I have attached a flyer explaining a bit about ourselves, the poster and a map showing how to find us.

We would love as many people as possible to come along and help us raise money for Children in Need.

If you have any questions please email me or phone on the number below.

Thank you for your time and we look forward to seeing you soon.

Kind Regards

We did:

Many thanks for your email and letting us know of the activities you are providing for the island.

We hope that your event is well attended and that you raise a lot of money for "Children in Need". We will be delighted to add your service to our Local Offer and hope that this also promotes the charity work that you are doing. We are also adding an "Events Calendar" to our Local offer to enable you to promote your activities in the future.

If we can be of further help please contact us.

Thanks again,

You said: :02/11/15

Message

for Local Offer

Service:

Message:

Hello, I'm writing to enquire about the possibility of linking to 2 DWP led websites, www.sortingoutseparation.org.uk and www.cmoptions.org via your Local Offer page on your own website. Both websites aim to support separated families. I'd be grateful if you could email me a 'word' version of your request form and advise how I submit this request. Regards, Simon.

This person would prefer to be contacted by Email

We did:

Dear [REDACTED],

Many thanks for your email; we will add these sites to our Local Offer. There is no need for you to complete anything.

Thank you for making us aware of these sites.

You said: 01/10/15

why were FAQ's on the finding somewhere to live page about education? also there does not seem to be a link to find out about eligibility for claiming rent and how to do this. e.g. If a young adult needs to leave home, rent a flat but needs a carer 24/7 where can I find that info? and is this possible as it would meet this individual's needs in a far better way than residential homes? but where do I find the info please

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 about your experience on using our Local Offer.

The section that you are referring to is called "Growing up 16-25" and contains all the relevant FAQ's to that area which includes education. We understand this may be confusing and will review our processes in this area. We also note your comments about the lack of information on eligibility around housing benefits and carers. We will update this page to provide further information around these needs

Thank you for taking the time to rate this page, your comments have helped us to further develop this area

You said: 30/09/15

The working on this transport information is far too lengthy. The policy documents and the statement are 15 and 7 pages long. There needs to be an easy to understand summary of transport options/criteria for each circumstance. Perhaps a visual pathway for each post-16 transport criteria.

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; however your feedback helps us to improve.

We have reviewed the transport pages and where we can have reduced them down. We have also agreed to work on an easy to read document which highlights the key parts of the policy. As soon as this has been approved we will upload this onto the Local Offer pages.

We are also looking at converting a number of our policies and strategies into an easy read formats. We have started to do this with our "Isle of Wight Multi Agency Transition Protocol", click her to [view](#).

We are continually striving to produce a better service and welcome your feedback

Many thanks

You said: 05/01/2016

From: [REDACTED]
Sent: 05 January 2016 11:02
To: Family Information Zone
Subject: Directory of Local Services

Hi Catherine

I've recently learnt about Local Offer and, given that JDRF support people with a long term health condition (i.e. type 1 diabetes), I'm wondering whether it would be possible to add JDRF to your local directory of services.

Can you let me know what I should do next to progress this further?

Kind regards

We did:

Dear [REDACTED]

Many thanks for your email; we will add this site to our Local Offer. There is no need for you to complete anything.

We are getting a number of interested groups wanting to be part of our Local Offer and therefore we are working on a process to provide outside organisations the ability to "add your service". Once this is up and running you will be able to edit your entry so that your page and links can be kept up to date.

Thank you for making us aware of this useful site.

You said: 29/2/2016

***** CRM System Message Service *****

Message from iwight.com Website

Message

for Service: Local Offer - Accommodation

Message Sent: 29/02/2016, at 14:08

Call Type: -

Caller: [REDACTED]

Address: [REDACTED], Ryde, Isle of Wight, United Kingdom, PO33 4EX

Email: [REDACTED]

Other Details: -

Message: I am interested to find out if the option of 'shared ownership' is available to those with ASC/learning difficulties looking for independent living as a housing option. Organisations such as <http://www.advanceuk.org/> <http://www.mysafehome.info/> <https://www.keyring.org/Home> are supporting independent living nationally, but the IoW does not seem to be included.

This person would prefer to be contacted by Email

We did:

From: Stanley, Martyn

Sent: 01 March 2016 15:21

To: [REDACTED]

Cc: Briggs, Andrew

Subject: FW: Message to Service from iwight.com Website

Dear [REDACTED]

Your enquiry below has been passed to me for reply.

Colleagues in the Council's Housing Strategy and Enabling team have advised that the only scheme that specifically operates for people with disabilities is the HOLD scheme , http://england.shelter.org.uk/get_advice/Buying_and_selling/home_ownership_schemes/home_ownership_for_people_with_a_long-term_disability_hold

Currently the scheme does not operate on the IOW.

On the last occasion the possibility was investigated with them they said there was no funding that could accessed for the IOW.

Kind regards

Martyn Stanley | Senior Housing Officer | Housing and Family Support Team
Isle of Wight Council | County Hall | Newport | Isle of Wight PO30 1UD
Tel: (01983) 823040 | Fax: (01983) 823050
Email: martyn.stanley@iow.gov.uk | Web: www.iwight.com/housing

You said: 11/03/16

FOI request:

Q7 Whether information on services provided for children and young people with cerebral palsy is explicitly stated in Isle of Wight Council's Local Offer. If not, what plans Isle of Wight Council has to review their Local Offer to include this information.

We did:

The IW Local Offer does contain links to Cerebral Palsy under the heading [Information on SEN \(Special Education Needs\) Conditions](#), [Respite Care –Children](#) and [Dyspraxia Foundation](#).

We are constantly updating and reviewing what is on our Local Offer and will be reviewing this area as to what specific support groups are available locally for our parents and carers.

You said: 8/4/16

***** CRM System Message Service *****

Message from iwight.com Website

Message

for Growing Up 16 - 25

Service:

Message Sent: 08/04/2016, at 16:56

Call Type: -

Caller: Jackeline Torres

Email: jackeline@neuvoo.com

Other

Details: -

Hi, This is Jackeline Torres from neuvoo.co.uk. Just wondering whether you got my previous email about adding neuvoo.co.uk to your website? We are a rapidly growing search and aggregation site for job listings. That means we list jobs from other job boards and directly from employers too. We currently have over 800.000 jobs listed in the UK, and users can search by category and/or location. In any case please do let me know if you think adding the

Message: link (<http://neuvoo.co.uk/jobs/?k=&l=Isle+of+Wight%2C+United+Kingdom>) here (<http://https://iwight.com/Council/OtherServices/Local-Offer-Growing-Up-16-25/Transition>) would be possible. We would certainly appreciate it and I believe neuvoo.co.uk is a great resource for your visitors. Many thanks for your time. Best regards, Jackeline Torres Neuvoo

This person would prefer to be contacted by Email

If this message should have gone to a different service please forward on accordingly. If it is not for you and you do not know who should have received it please send the details to Customer Services (customer.services@iow.gov.uk) so they can deal with it.

We did:

Dear Jackeline

Many thanks for your email; we will add this site to our Local Offer. There is no need for you to complete anything. It will go under our article "Preparation for Adulthood" under the On-Line Job Vacancies (<https://www.iwight.com/localoffer/View/Local-Offer-Growing-Up-16-25/Transition>)

We are getting a number of interested groups wanting to be part of our Local Offer and therefore we are working on a process to provide outside organisations the ability to "add your service". Once this is up and running you will be able to edit your entry so that your page and links can be kept up to date

Thank you for making us aware of this useful site.

You said:

***** CRM System Message Service *****
Message from iwight.com Website

Message

for Local Offer

Service:

Message

Sent: 29/04/2016, at 13:22

Call Type: -

Caller: Chris Simonite

Email: connect@dearalbert.co.uk

**Other
Details:** -

Message:

I wonder how to go about adding our service, Dear Albert, to your local send offer? We offer a national free drug and alcohol helpline, staffed by qualified counsellors, which support users with SEND needs (short and long term) through the challenging process of overcoming substance misuse problems. We have developed a cartoon character to communicate important client and family related recovery messages. We also have a social media peer network with over 1000 recovered service users to support people new to recovery.

This person would prefer to be contacted by Email

If this message should have gone to a different service please forward on accordingly. If it is not for you and you do not know who should have received it please send the details to Customer Services (customer.services@iow.gov.uk) so they can deal with it.

Call was logged with call # iw16/4/59081

We did:

Dear Sir/Madam,

Many thanks for your email; we will add this site to our Local Offer. There is no need for you to complete anything. It will go in as a listing under our "Health Care" tab.

We are getting a number of interested groups wanting to be part of our Local Offer and therefore we are working on a process to provide outside organisations the ability to "add your service". Once this is up and running you will be able to edit your entry so that your page and links can be kept up to date.

Thank you for bringing this to our attention.