

Isles of Scilly Local Offer – You Said, We Did, Feedback 2021

During 2021 the Family Information Assistants attended digital accessibility training. A digital accessibility audit for the Local Offer website was set up and completed, and a digital accessibility action plan was worked on throughout the rest of the year.

A Local Offer review took place in March 2021 and several engagement events held with Parent Carers and young people. A report was written, and the action plan generated was worked on throughout the year.

Several Local Offer Newsletters were sent to Parent Carers with links added to the Local Offer website.

A Local Offer Quality Assurance document was set up and an audit on the Isles of Scilly Local Offer was completed.

Table of You Said, We Did, Feedback 2021

You Said	We Did	Expected impact
Informed that FIA website has links to Cornwall Local offer and no link to the Isles of Scilly Local Offer	We contacted FIA with information and link to Local Offer Scilly website	This has given parent carers the option to search information specific to the Isles of Scilly
Sent an updated hospital Passport document	We updated information and document for download on LO Scilly website	Ensured that Parent Carers had the most up to date information
An enquiry about annual health checks and if these were carried out by the local GP service	We ensured that this was discussed locally in relevant meetings	Awareness raised of the importance of Annual Health Checks for people with SEND
Informed of missing information on Local Offer website – Money Matter – Disability Access Fund	We worked with the Council of the Isles of Scilly Data Assistant to update information and add Disability Access Fund form	Up to date and accurate information included on the Local Offer
A request from an organisation to add information about their service	We updated the Support for Parent Carers information	Up to date and accurate information included on the Local Offer
You told us those parents who have children in Year 5 and above are thrilled with the offer and variety of summer SEND activities put on by the local authority. Those with younger children have queried	The SEND summer activities programme was planned with feedback from an activities wish list supplied by Parent Carers Forum and information received at the Short Break	We will try to offer opportunities for a wider range of age groups to take part in SEND activities

<p>what the offer is for those children?</p>	<p>engagement event held February 2020 Consultation with young people in May 2021</p> <p>We recognise there was a lack of summer SEND activities offered to children in Year 4 and below. We plan on offering activities to younger children in the future where possible.</p>	
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