Consultation report
Written by the Participation team

Summary

During the May 2015 Champions meeting the SEND Champions said that they wanted to get feedback from more young people about the Local Offer website. We were then asked to also gather feedback regarding the latest Education, Health and Care plan template.

During June we arranged to visit five schools and run two focus groups to gather this feedback. We also invited all schools in the area to send feedback to us if they were unable to have us in to run a session. The schools we visited were Bedlesford, ST Phillips, Clarendon School and Holyfield School. We ran a focus group in both Moor Lane and York House. We were unable to run the session in Dysart School last minute but thankfully they were able to run the consultation themselves and send in additional feedback.

We gathered the feedback in the schools we visited by running consultation sessions designed by the Champions. For all but one of the sessions the Champions also ran the consultation which young people found very positive.

The sessions were run differently for each group as we needed to adapt to make sure we were able to gather meaningful feedback.

Overall we gathered feedback from 73 young people not including the SEND Champions themselves.

I'd like to say a special thanks to all the Schools who welcomed us and all who took part and especially those people who supported our visit and spent time arranging pupils and setting up rooms! And well done again to all the Champions who designed and ran the sessions.

I have created You Said/ We did forms for those of us involved in the SEND reforms to consider and respond to at future meetings. I would like us to discuss when we aim to have responses to the young people's feedback by so I can go back into the schools and feedback to the pupils on their feedback. I suggest the SEND implementation group on the 7th September is a good time to aim to discuss how the Sub groups are responding to this feedback.

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Local Offer

This is a summary of the feedback from young people regarding the Local Offer

We would like to be able to revisit the schools in October with an update on our progress regarding implementing their changes or an explanation as to why we were unable to or did not.

Results

Overall those who gave the Local Offer a score on how easy it is to use out of 5 rated it an average of 3.2

Overall those who gave the local offer an overall score out of 5 rated it an average of 3.5

Overall young people liked the information throughout, the home page, the navigation systems, the fact that you can enlarge the text, the young people's zone and the different channels you can use to get to the information.

Summarised in the next table are the points that ran throughout the consultation on the Local Offer that young people would like to change.

You said	We did/ We will
The theme that ran throughout the consultation in all the schools and during the focus group was that pupils wanted more pictures to make the site easier to use and more engaging. So to extend the use of pictures further then the home page and to have pictures of colleges by colleges, activities by activities and so on throughout the website itself	
That you'd like more video options as well as pictures	
That you'd like the text to be bigger or the option to enlarge the text more obvious	
That you found it was too word heavy and that the language was sometimes hard to understand	
That pictures are better than symbols	
That you would like more colour and more colour options	

Education, Health and Care Plans (section A)

This is a summary of the feedback from young people from the EHCP

We consulted regarding the EHCP during our consultation sessions by printing the example document as well as the 14+ section A and going through this with young people for comment

Results

Some young people found it difficult to comment on as it is quite wordy and hard to break down into sections. The main areas of feedback were around the wording itself, the layout and punctuation.

The most positive feedback was around how the young people could see that the information that would be held in the plan would be important.

Many of the young people commented that they felt overwhelmed when confronted with the plan for comment which showed the importance of preparation, explanation and support throughout the process

You said	We did or we will
That you found particular words and phrases hard to understand. These included: • Aspirations • Advocate • Paramount The wording needs to be simpler throughout the document to make sure young people can understand it.	
That you would rather the forms had words rather than symbols for instance 'or' instead of a '/' symbol	
That you want us to use the fonts with the correct 'a' not an 'a.'	
That you thought it looked complicated and confusing and that you wanted to know who would help you with the plan and more information about it	

That you would like to know how flexible it can be	
That you would like more pictures and colours throughout	

Summary

As is clear through the results in both areas, young people felt pictures, images and accessibility are the most important areas to focus on at this time. Young people often felt the information was good and the changes mostly positive, however attention to detail regarding wording and pictures is important.

I recommend that at the next Local Offer meeting we discuss some of the issues raised by the Young people and the same with the EHCP's. We could then discuss these at the SEND implementation group.

Detailed Consultation results:

Local Offer

ST Phillips:

	1	2	3	4	5	6	7	8	9	10	11	12	13	Average
Education	5,5	3,4	4,5				5,5	4,4	5,5					4.5
Work	5,4	3,4	5,5				5, 5	4,4	4,3					4.25
Activities										4	3	4	3	3.5
Therapy				3	3	4								
How easy to use?	5	4	5	3	3	4	5	4	4	4	2	3	5	4
Overall score	5	4	5	3	4	4	5	4	5	5	1	5	4	4
What is good	Photo's	Lots of information	Pictures to show you where to look	It is very interesting	It's simple	Finding the information	In can prepare you for the future	The website is good	The information	The layout	The pictures	I like some information	Pictures, young people's zone	

| What would you change | More photo's | More colleges | Nothing! | Nothing | Home page a little simpler and change colours and make it brighter | Nothing | More pictures of the colleges

Colours | Too wordy

More pictures, less writing | | More colours | More pictures | Different writing (simpler) | More pictures | |

EHCP

Comments and changes:

Overall: 6 good's, 4 bad's, 3 okay

Comments:

- What does aspirations mean?
- How can we add more photo's?
- Take out '/' and use 'or' instead
- What does 'looked after' mean? (my parents look after me but I'm not 'looked after?'
- What does 'SEN' stand for?

- **What does 'provision' mean?**

Holyfield: Local Offer

Holyfield	1	2	3	4	5	6	7	8
Education	4,3	5,5	5, 5	4, 4	4, 4			5,5
Work	3,3	3,3	4,5	3, 3	4, 4			1, 1
Activities						3	5	
Therapy								
How easy?	4	4	4	3	4	3	3	4
Overall score	4	4	4	3	3	3	4	3
What is good	Gave a wide range of useful tools that could help you in the future	You can change the colour which is good and find help	Very helpful to sixteen years old to find information	Most of the information is helpful but needs to be clearer		I like the pictures	It was quite easy because I just went down and it said	

			about colleges Colour contrast and easy to use Everything is really helpful				everything you needed	
What would you change	I struggled to find information about colleges, the information was bunched up and complicated I would make the wording simpler Give more information on jobs	Couldn't find any information on jobs Make the search bars more obvious	Add more colour	Information needs to stand out more	More information needed on jobs	Too many 'key' words The amount of words	Nothing, I think it is pretty good. It helps a lot of people	Couldn't find information about jobs

	9	10	11	12	13	14	15	16
Education	4,4	5,5	3,5	3,3	3, 4	2, 1	4, 4	4,4
Work	5,5	3,4	3,4	3,3	5, 4	2, 1	5, 4	1,1
Activities								
Therapy								
How easy?	5	4	5	3	4	1	4	3
Overall score	5	4	5	4	4	1	5	4

What is good	It has a lot if very useful information in it	The letters are big and bold (when you have made them bigger)	I like it	Pictures of people enjoying themselves and having fun It helps children	Good use of links so you can find the websites It has good advice about support and what to expect in the future	Good choices around child care	How you can access it easily The information that it gives you about colleges	It is easy to use It is easy to find the website
What would you change	It is nice to have more colour	It is good to have more colour and pictures	Nothing	Put more images to impress people e	I would change the fact that it has hardly any pictures and can be confusing to find out one particular thing about education or about early years and child care	I can't find the information, it is confusing More pictures, navigation, What jobs there are... mainly everything!	I wouldn't change it all	I would put more pictures in it I couldn't find information about work

	17	18	19	20	21	22	23	24	25	Average
Education	3, 4	1,1	2,2	2, 4	4, 3					3.5
Work	2, 2	1, 1		2, 5	3,4					3.00
Activities						3	4			4
Therapy								2		2
How easy?	3	2	3	3	3	3	4	3	4	3.5
Overall score	3	2	3	4	3	3	3	3	4	3.5
What is good	It offers a lot of information to do with	The titles are confusing and can't	It shows that people are trying to help	Very easy to find about colleges and you can find	It has lots of information but not the		I like it as it has Google		The range of links	

	transition and tells you about resources	find information		information on the website Quite easy and fun to use	right information		maps on it			
What would you change	I would make navigation easier and maybe have a section about navigation	Much bigger boxes Make things easier to find	Could not find information on further education or on work I would make it in alphabetical order on the home page	Maybe more links to information	How they explain it all to you	Make it less wordy	The search should be easier		Make it easier to use	

Holyfield: EHCP

Comments and changes:

Comments:

- More pictures and colours
- I don't understand what these mean
- Very wordy
- Not enough pictures

- Not sure how to use this
- Unsure about certain words meaning
- Who would help with this
- How is this explained?

Focus group Kingston	1	2	3	4	5	6	7	Average
Education	2, 5 Like being able to change the text size		3,3 Couldn't find the colleges I wanted to see	5, 1	4,4	5, 5	3,3	3.5
Work	1, 4 Too much writing Needs more photo's and symbols		1, 5 Too long to get to the link	5, 5	4,4	5, 5	3,3	3.75
Activities		1 Would need more pictures and symbols	4 Easy to find through home page	5		5	3	3.6
Therapy		4		5		5		4.5
How easy?	2	2	1	5	4	5	2	3
Overall score	2	2	2	5	4	5	2	3
What is good	Pictures Font being able to get bigger	Home page as it has pictures and looks fun	Too much to read	Good		Good		

		Easy to access						
What would you change	Would like more pictures Would like proper a throughout	Needs more pictures and symbols	More colourful background	no		No	Too many words so I can't understand it	

EHCP (Focus on section A)

Comments and changes:

Comments:

- Simpler language throughout
- Page displaying information on how to complete the plans
- Too wordy
- What support would you have?
- What does SEN mean
- Proper 'a'
- Good content and questions but would need support
- Flexible

Clarendon consultation-Write up

Date of the consultation: Friday 19th June

Who carry out the consultation: Michael (SEND Champion) and Annabel
How many young people are involved: 16 young people

Feedback from local offer website

Young people were invited to use the computers for the first 20 minutes of the session and then feedback. Here is what they came up with;

Recommend Improvements

Four young people mentioned that the website needed more images. The whole group was then ask if they prefer symbols or photos most young people said photos (14/16YP) 'Photo are better than symbols'

Even with the website opinion of making the text bigger, four young people still commented that the text was too small and one young person also said 'I didn't noticed the button to change the writing size as its to small'

One young person mentioned that the website had to much information and she couldn't understand most of it.

Three young people said that the website would be a lot better if its had audio on it. One group came up with a idea of when someone puts their computer mouse over a word the word would be read out. This would also be the same for a sentence or paragraph by someone highlighting the section which they would like to be read out and clicking a button that says read out loud.

'I wouldn't use this website'

Two young people said that the website was boring and rubbish.

'The local offer website is easy to use but its boring'

'I couldn't find what I was looking for and the website is different to use'

<u>Some suggests ideas to improve the website</u>

Include Game to engage young people

'I would look at the young people zone if there was information about football.'

More and better (clearer) Photos

The website would be better with videos and sign language

A button to enable people to access less or more information depending on how much they would like to read. With the most important information in bold writing in a different colour.

One young person suggests that we make the search box lager so its was more noticeable.

<u>What Young people like about the website</u>

The website is colourful – and 3 young people said they would like to keep the colour scheme the way it is.

Gives a lot of information on one website

Bedlesford School:

In Bedlesford we consulted by a voting system with eight young people giving choices between two options

Local Offer: Young people said that:

- **They wanted more pictures**

- Pages with photo's were better than ones without
- Pages with video's were better than ones without
- Colours are good but not too many
- Text needs to be bigger (or the option to change it clearer)
- Latest news is good
- Photo's are better than symbols
- Young people's zone is good

EHCP: Young people said that they wanted

- Better font
- More colourful
- More pictures
- Less symbols (such as the / sign)