



## Leeds Local Offer Website User Testing March 2021

### What is the SEND Leeds Local Offer?

The Leeds Local Offer website (<http://www.leedslocaloffer.org.uk/>) is for those 0-25 years old with special educational needs and disabilities (SEND) and has been operational since 1 September 2014.

The Leeds Local Offer is not just a directory of services, it is the unique place where young people with SEND and their families can provide suggestions for improving services and for new services they need. Comments that come in through the website and to [llo@leeds.gov.uk](mailto:llo@leeds.gov.uk) can drive and influence service improvement.

Leeds City Council must respond to all feedback and comments received about the Local Offer on an annual basis, and outline what actions have been taken in response to the comments received.

### SEND Leeds Local Offer Redesign

The SEND Ofsted Inspection in 2016 highlighted

- Only a few of the parents to whom inspectors spoke were aware of the local offer. Those who know about the web-based information are involved in working with the local area to improve the website. Records show that very few parents use the independent advice and support service. Parents describe both feeling isolated and benefiting from the support networks created by schools and settings.
- Nearly all of the parents that inspectors spoke to during the inspection did not know of, or use, the Leeds local offer. This means that they miss out on key services or do not know where to get high-quality support. The feedback from a small number of parents in August 2016 is being acted on by leaders. Some parents, through the EPIC (empowering parents, improving choices) parents forum, remain involved in improving the offer.

The Local Authority received funding to develop the Leeds Local Offer website.

Three online surveys were developed to enable users to give their feedback and feed into the redesign of the website (September to October 2020).

- children and young people: 9 responses
- parents and carers: 83 responses
- professionals: 28 responses

November 2020 to February 2021 the Leeds Local Offer team worked with the website providers to undergo a full redesign of the website based on the feedback received.

### Leeds Local Offer website user testing

In March 2021 parents, carers and young people were invited to user test the Leeds Local Offer website before the relaunch in April 2021.

5 young people and 6 parents / carers took part in the user testing. The users were given different scenarios to work through and feedback on how easy they managed to find the information, how useful the information was, as well as being given the opportunity to provide feedback on the website itself.

## **Children & Young People Feedback**

### Finding the information

The information was generally found with ease, with young people feeding back

“The information is laid out perfectly”

“Clear range of options”

“Really like the pictures”

### General feedback

As part of the user testing young people were given the opportunity to feedback about their experience of using the website and providing feedback in general about the website:

- information about your stay in hospital is difficult to find
- text and images made it easy to understand and navigate
- Really like the icons it is much better than the old website
- It is very good

### Suggestions for improvements

- would be useful to have one document with all the different activities and groups on
- there needs to be a general section about groups where you can go to meet friends and not necessarily do an activity
- Need more information about dyspraxia

## **Parent & Carer Feedback**

### Finding the information

The information was generally found with ease, with the majority of parents using the directory (tiles) to find the information they were looking for.

“really easy to use and find what I need to”

“finding the information you need is easy and straight forward”

“the filters enable you to tailor the information you need”

“the pictures on the directory work really well and make it easier to find information”

### General feedback

As part of the user testing parents and carers were given the opportunity to feedback about their experience of using the website and providing feedback in general about the website:

“The website looks open and friendly love the picture”

“Search facility is clumsy and brings back to many results”

“The website overall is very easy to use”

“I think the redesign is very easy to navigate and the search bar and filters all been on the left of the page together makes it quick to find specific information that a person would be looking for”

“As a parent of a child with Autism I was not aware of so much information all contained in one place so I will be using your website in the future for any information I need”

## Suggestions for improvements

- When searching for activities would be good to be able to filter by date
- Community Equipment needs to be under social care as well as health
- In preparing for adulthood would be good to have an introduction section which provides an overview of the next steps
- The 'carers' section in social care needs to be split into young carers and foster carers
- More information needed on the website for foster carers
- Too much space on pages text could be bigger good use of colour. I would like a massive search site box with large information tabs

## Next Steps

Following the feedback we have made more amendments to the Leeds Local Offer website

You said	We did
Filter activities / groups by date	We are unable to do this directly on the website due to restrictions. However, we now have the Fun Activities and Short Breaks catalogue available on the website. The catalogue is a list of fun activities that have been commissioned by Leeds City Council and is available here: <a href="https://leedslocaloffer.org.uk/#!/model/page/service/33605">https://leedslocaloffer.org.uk/#!/model/page/service/33605</a>
One document listing activities available	We are unable to do this directly on the website due to restrictions. However, we now have the Fun Activities and Short Breaks catalogue available on the website. The catalogue is a list of fun activities that have been commissioned by Leeds City Council and is available here: <a href="https://leedslocaloffer.org.uk/#!/model/page/service/33605">https://leedslocaloffer.org.uk/#!/model/page/service/33605</a>
One section dedicated to groups where you can go to meet other people / make new friends	We have amended the 'things to do' section. This now breaks the activities / groups into the different categories <ul style="list-style-type: none"> <li>• Specialist Short Breaks</li> <li>• Social Groups</li> <li>• Voice and Influence Groups</li> <li>• Sports and Leisure Activities</li> <li>• Fun Based Activities</li> <li>• Dance, Music &amp; Theatre</li> <li>• Holidays</li> </ul>
An introductory section under preparing for adulthood	We are currently developing a video with young people and parents that explains what options young people have post 16, this will be produced alongside other videos once coronavirus restrictions enable us to film.  We are working with the preparing for adulthood lead to create a short introductory document that explains with preparing for adulthood is and what families can expect. Once we have the video and introduction document we will add a new tile titled 'introduction to preparing for adulthood' under the preparing for adulthood section on the Leeds Local Offer.
Separate the carers section under Social Care into young carers and foster carers	Under social care there is now a section for young carers and foster carers

More information on the website for foster carers	We have put a call out to colleagues for them to check the Foster Carers section on the Leeds Local Offer website and to ensure that all services are included.
Community Equipment section needs to be under social care as well as health	The community equipment information now appears under social care and health
More information about dyspraxia	We have created a section under health for dyspraxia.  We have also asked professionals in the city for more information about dyspraxia and support available in the city. We will add more links to services as we receive the information.
Make the text and search box bigger on the website	We have spoken to the website designers and the text size used on the website does meet the accessibility standards, should a user require larger text that is something that the user can do via their the settings on their own browser or by using the zoom / test size increase facility.

During the month of April 2021 we are starting the relaunch of the Leeds Local Offer website. We have lots of promotional leaflets, postcards and information documents for families without internet. We will be asking professionals including schools to share information about the Leeds Local Offer website with families they work with.

All our promotional material can be found on the Leeds Local Offer  
<https://leedslocaloffer.org.uk/#!/search/list?query=LLOFlyers&exact=1>

Parents and Carers are also invited to join the Leeds Local Offer facebook group. The facebook group is a way for us to update families about services but also for parents / carers to provide feedback about the Leeds Local Offer.