



Leeds SENDIASS

Special Educational Needs and Disabilities Information Advice Support Service

SENDIASS Consultation March 2021

SENDIASS is a dedicated service providing free, confidential and impartial **information advice and support** for children and young people aged 0-25 who have or may have special educational needs and/or a disability and for their parents and carers.

- Watch a short video on You Tube from the Council for Disabled Children about **SENDIASS** which explains more about what SENDIASS do. Click on the links below or copy and paste these into your browser. You can switch captions on in the video by clicking on the icon next to settings.
<https://youtu.be/o1Rflfa15jk>
- Find out lots more about all the information SENDIASS provide by visiting the young people section on the Leeds SENDIASS website at: <https://sendiass.leeds.gov.uk/children-and-young-people>

Young people Website consultation

- SENDIASS have been developing a young people section on the Leeds SENDIASS website, you can visit it here: <https://sendiass.leeds.gov.uk/children-and-young-people>
- We asked young people what they thought about the design of the website in our consultation

Website tiles and photographs

- Like the colour and general design layout
- Pages are colourful and easy to navigate

Website information formats

- Videos would be better in a drop down box and nested information tables
- Like the video
- Everything is categorised

Support apps, tools or links young people want including in the tile and on SENDIASS Facebook and Instagram pages

- Include software links to facebook and instagram pages
- Would like more information on colleges i.e. virtual walk round, specific options for further education students who will not attend a mainstream college

'Education Health and Care Plan' information

- Would like more video content
- Too much information that needs breaking down
- Bigger font size
- Use colour backgrounds to aid with reading
- When accessing website on mobile phones the screen is too small to navigate
- Family is not computer literate so wouldn't be able to access the information

Other feedback

- Site not easy to follow for EAL students with a learning disability
- Not many symbols to help navigation
- Information is easy to find

We also offered young people and settings a digital method to feedback views 7 Young people also used our digital consultation tool, the website feedback button to answer 3 questions and make a comment about the pages viewed the responses were:

Was the page useful?

- 6 young people said yes
- 1 young person said no

Did you find what you were looking for?

- 5 young people said yes
- 2 young people said no

Was the information easy to find?

- 5 young people said yes
- 2 young people said no

Further comments

- The home page was colourful, the video is very information. As English is my second language I struggled to understand the content of the video
- The video is quite long to watch
- No information for SILC students moving onto college
- No direct link to funding for transport after 16 years old
- A lot of writing
- The legal section is-daunting
- Easy to navigate and understand
- Immersive reader or similar technology would be useful

Parent Carer evaluation form

We made an extended service evaluation form available for parents and carers to complete during the Leeds Local Offer consultation.

Parents were asked to rate each question from 0 to 4.

How easy was it to get in touch with SENDIASS?

On average parents found it fairly to easy to get in touch, the average rating was 3.

How quickly did SENDIASS respond?

On average parents found SENDIASS responded quickly, the average rating was 3.5.

How well did SENDIASS understand your questions / concerns?

On average parents feedback that SENDIASS fully understood their questions / concerns, the average rating was 4.

How neutral / unbiased were SENDIASS?

On average parents feedback that SENDIASS were very neutral / unbiased, the average rating was 4.

What difference did the information and advice given to you make?

On average parents found the information and advice to have made a difference for them, the average rating was 3.5.

How satisfied were you with the service?

On average parents were very satisfied with the service they received, the average rating was 4.

How likely are you to recommend SENDIASS to other families?

On average parents were extremely likely to recommend the service to other families, the average rating was 4.

Was there anything SENDIASS could have done better?

- Quick response time
- Sometimes difficult to get hold of i.e. leaving a message with postcode area and phone number can be frustrating when you need to speak to someone

How SENDIASS made a difference:

- I feel that my child's needs are better understood than they were x 2
- I now have a better relationship with my child's school or setting
- I have a greater understanding of the SEND Code of Practice and the arrangements that should be made for children and young people with SEN
- I feel more involved in decisions about my child's education x 2
- I feel my child has benefitted as a result of the service being involved

How did you hear about SENDIASS?

- Leaflets
- Parent / Friend
- The Leeds Local Offer website

What next?

We are working on the ideas you have shared so that we can further develop the service to better meet your needs.

We will be incorporating changes to develop the website in response to the comments young people made, we are also in the process of developing the telephone advice system, training and webinars to reach more service users.

Thank you for all the feedback we have received during the consultations.