
Leeds Local Offer website User testing

April 2024



Leeds
SEND
Local Offer

What is the Leeds Local Offer (SEND)?

The Leeds Local Offer provides information for children and young people with special educational needs and disabilities (SEND) and their parents or carers in a single place. It shows families what they can expect from a range of local agencies including education, health and social care.

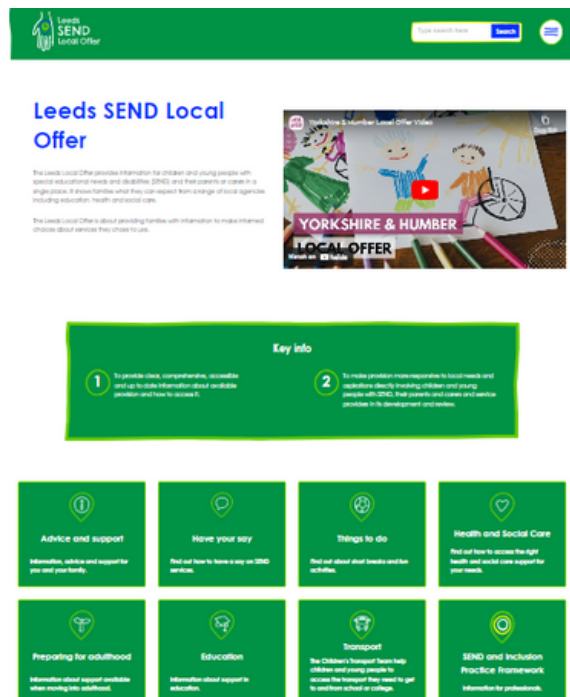
- education
- health and social care
- leisure activities
- support services
- Facebook group
- Leeds Local Offer Live annual market place event
- Monthly parent carer information drop in sessions



User testing

Following feedback from children, young people, parents, carers and professionals about the accessibility and navigation of the website the website was reviewed and a new website developed.

The new website was developed based on feedback over the last four years. The new website was launched 1 April 2024, the Leeds Parent Carer Forum and Leeds SEND Youth Council user tested the new website and provided feedback.



Feedback from the Leeds SEND Youth Council



Accessibility and navigation

- It was easy to navigate and broken down nicely into categories.
- Easy to find what you are looking for.
- It is clearly set out and easy to navigate.
- I felt like everything was really accessible and easy to find my way around.
- The website is very clearly set out in ways that numerous people of different abilities could access.
- Movement around the website is easy. It easy to find information.
- Black text on the white background causes visual stress.
- Main body of texts are not easy to read. Alternative font would be appropriate, and/or a coloured website background
- Easy to navigate and get a gain a general understanding without having to read lots of documents.
- It's a bit too colourful and gives headaches.
- The look in general of vibrant colours on tabs and back ground it feels very bright instead of some websites that are just playing black and white.
- The website had a good clear range of places which where clearly labelled into delegate category's to make it less confusing.
- Some font can appear quite small.

Content

- It was very detailed, and I found the information easy to understand.
- The website didn't always have a website to the areas just a social media which people who don't have social won't be able to access.
- Information isn't right for all the schools.
- Easy to find tabs for people who may struggle to see and understand small and hard writing.
- The website at times felt quite wordy which some people might struggle with.

General feedback

- The website feels very welcoming.
- It is great!
- Some of the information can feel a little patronising.
- The layout is nice to look at. It feels clean and professional, without being boring or overwhelming.
- In general it's good it definitely is accessible to all people
- The website was brightly coloured and felt like it was inclusive of everyone.

Feedback from the Leeds Parent Carer Forum



Accessibility and navigation

- Simple and easy to navigate.
- The links are very clear in the green tiles and how you access other tiles within that topic.
- I like the large clear tiles and the pictures used to give a clear summary of what each category is.
- The box to translate to alternative languages was clear once found but do wonder if this should be at the top as if the page came up in a different language I am not sure I would go to the bottom to see if I could change it.
- There is quite a lot of writing on some pages which can be of putting.
- The black writing on the white background is less clear than the tiles.
- I found the search box useful, the splitting of categories is good.
- Layout is great.
- Links are clear and distinctive.
- Like the use of videos.
- Search navigation easy to use.

Content

- Very informative.
- Like the fact there are lots of links to take you to additional websites or information within the writing. These are highlighted so easily seen.
- Some of the links like to the short breaks catalogue was good but then found the information hard to follow and had acronyms without the full meaning. Also important information was missing like ratios on some activities.
- Acronyms seem to be covered on the Leeds SEND local offer but when you follow some of the links they are still used without an explanation.

General feedback

- Google search is good, searched for Leeds Local Offer and it was top .
- Personal budgets - include in finance section.
- EHCPs - include on main education page.
- It would be useful if the Alternative provision section included a link to some of the different APs and ALPs within Leeds so parents know their options.
- It isn't clear on the Early Help page who can access the support.
- Short breaks statement - include in things to do section.
- Clusters - not showing as alphabetic. It'll be easier to find if they were.

You Said, We Did

| You Said | We Did |
|---|--|
| <p>Accessibility:</p> <ul style="list-style-type: none">• Alternative font• Coloured background• Increase font size | <p>We strive to make this website and its content as accessible as possible.</p> <p>We use the Web Content Accessibility Guidelines (WCAG) and we are working hard to achieve a goal of WCAG 2.2 AA accessible as our target for this website.</p> <p>Users to the website can use settings on their device to change the background and font sizes.</p> |
| <p>Ensure services includes web address as well as social media</p> | <p>All services list on the website have been asked to review their information and provide web addresses.</p> |
| <p>Information isn't correct for all schools</p> | <p>We have asked all schools to review their content on the website and provide an update.</p> |
| <p>Some of the information feels quite wordy</p> | <p>The content has been reviewed, and services have been asked to shorten information / break it down.</p> |
| <p>Updates to information on the website</p> <ul style="list-style-type: none">• Include personal budgets information under finance.• EHCP information to be accessed from the education top page.• Clusters to appear in alphabetical order.• Short breaks statement appear under things to do. | <p>The Leeds Local Offer website has been amended as suggested. You can now find:</p> <ul style="list-style-type: none">• Personal budgets information in the finance section.• Education Health and Care Plans information directly under education.• Cluster information in alphabetical order.• The short breaks statement and offer under things to do. |
| <p>Page content feedback</p> <ul style="list-style-type: none">• Early help• Short breaks• Alternative provision | <p>Feedback received about the Early Help, Short Breaks and Alternative Provision content has been fed back to the relevant service and will be updated in due course.</p> |