



## Developing the young people’s section on the Leeds Local Offer website

<https://leedslocaloffer.org.uk/#!/directory/33996>

In November 2021; young people from the Powerhouse (West SILC post 16 provision) contacted the Leeds Local Offer to share their experience of using the website. From January to April 2022 students met with the Local Offer and SEND Voice and Influence Coordinator on a weekly basis to review the information on the young people’s section. A full redesign took place and students undertook a user testing section before the young people’s section was finalised on the 25<sup>th</sup> April 2022.

Below is a summary of the changes that were made to the young people’s section of the Leeds Local Offer directly from feedback and suggestions made by students from the Powerhouse.

Any sections / information removed from the young people’s section are still available in the parents / carers and professionals sections.

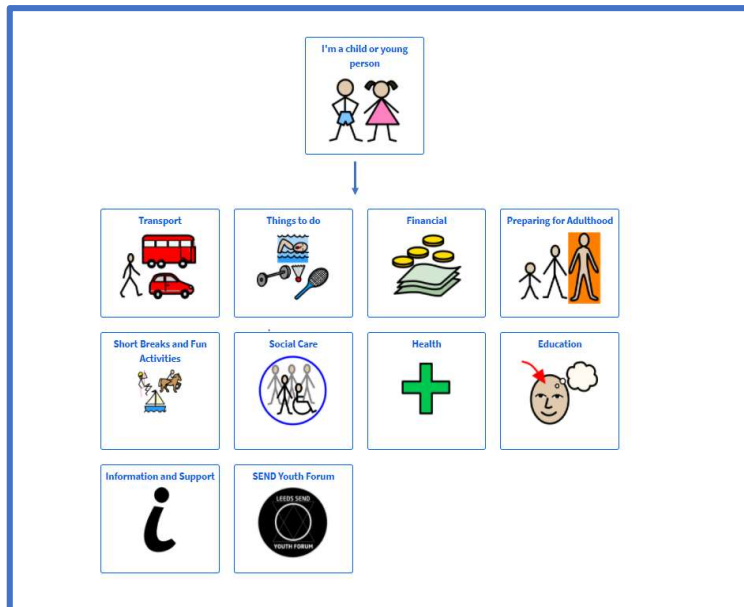
Feedback from students	Changes made
<p><b>Information about services</b> Each service listed on the website contained a short summary about the service, but it wasn’t always clear from the service title and summary what service was being offered and who the service was for.</p>	<p>Reviewed of all services listed on the website. The number of services listed on the website was reduced from 1,300 to just under 900. Each service summary was amended so the service title is clearer, summary information was edited to include disability, age, location and contact details.</p>
<p><b>Main website wording</b> Website directory – link to services on the front page.</p>	<p>Students highlighted that the word directory doesn’t mean anything to them, and it wasn’t clear this is where you went to find information. The word ‘directory’ on the front page of the website was changed to ‘services in Leeds’.</p>
<p><b>Images and symbols</b> Widgit symbols are used on each of the tile (section) headings. Students liked the use of the symbols but feedback that the symbols didn’t always make it clear what the tile / section was about.</p>	<p>All widgit symbols used on tiles were reviewed and changed.</p>
<p><b>Main section heading</b> Originally the young people’s section was titled: I’m a child or young person  Students feedback that this felt quite young, and young children would not be using the website, and this section should be aimed at 11 years plus young people.</p>	<p>The section heading has been changed to ‘I’m a young person’ and the widgit symbol used represents teenagers rather than younger children.</p>

Feedback from students	Changes made
<p><b>Transport</b></p> <p>Initially the transport had 5 sections within it. Students found the information confusing and not always useful. They found the section hard to navigate and find the information they were looking for.</p> <p>Students wanted information about:</p> <ul style="list-style-type: none"> <li>• taxis and private hire vehicles</li> <li>• bus and train timetables for travelling around Leeds</li> </ul>	<p>There are now three sections within Transport:</p> <ul style="list-style-type: none"> <li>- Independent Travel Training</li> <li>- Help with transport</li> <li>- Getting around</li> </ul> <p>The service information has been reviewed and condensed so that young people can find the information they are looking for.</p> <p>We have added links under 'getting around Leeds' about:</p> <ul style="list-style-type: none"> <li>- Bus and train timetables</li> <li>- Taxi's and private hire vehicles</li> </ul>
<p><b>Things to do</b></p> <p>This was one of the most important sections for young people, however the original section had 12 additional sections / groups of information within it and students found the sections confusing and difficult to navigate.</p> <p>Students feedback that they wanted to be able to search for activities / groups by postcode and this function wasn't available.</p>	<p>The 'things to do' section now has 5 main headings</p> <ul style="list-style-type: none"> <li>- Things to do in the school holidays</li> <li>- Places to visit</li> <li>- Sports and fun activities</li> <li>- Dance, music, theatre &amp; arts</li> <li>- Short breaks and fun activities</li> </ul> <p>All services within the things to do section are now searchable via postcode and the service titles also include information about what they do.</p> <p>Students reviewed all services within the things to do section and reallocated which of the five sections they would sit within.</p>
<p><b>Financial</b></p> <p>The finance section was quite confusing, and the information was aimed at parents and mainly about childcare funding.</p> <p>Students wanted financial information for when they run their own house etc.</p>	<p>The finance section now had three elements</p> <ul style="list-style-type: none"> <li>- Support with finances</li> <li>- Learning about finances</li> <li>- Student finances</li> </ul> <p>Students reduced the number of services included within the section and wanted information that was relevant to them in education and preparing for adulthood.</p> <p>A link has been added under 'learning about finances' to the NatWest free financial education programme (information for young people)</p>
<p><b>Preparing for adulthood</b></p> <p>This section has recently been developed and is in line with the preparing for adulthood agenda. Students liked the layout of information, however they feedback that there was a lot of information, and they weren't sure about the title 'preparing for adulthood'.</p>	<p>The title of the preparing for adulthood section has been changed to 'getting ready for adulthood' and there are less services listed. The service headings were made clearer, and descriptions reviewed so that young people were able to easily identify what the service offers and who it is for.</p>

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<p><b>Short Breaks and Fun Activities</b></p> <p>The term short breaks and fun activities was confusing for students, and they didn't fully understand what this meant.</p>	<p>The short breaks and fun activities information is now under 'things to do' and a short video and easy read information has been produced and included to explain what short breaks are.</p>
<p><b>Social Care</b></p> <p>Students didn't understand what information would be under the heading 'social care' and found that a lot of information wasn't relevant to them and aimed at foster carers / parents.</p>	<p>The section has been renamed 'children in care, carer leavers &amp; young carers (social care)'. Within this section the information has been reduced from 16 individual sections to 7 sections.</p> <ul style="list-style-type: none"> <li>- Children in care</li> <li>- Care leavers</li> <li>- Young carers</li> <li>- Social care transitions</li> <li>- Community equipment and adapting your home</li> <li>- Adult social care</li> <li>- Information and support</li> </ul> <p>All services were reviewed, and service headings changed so that at a glance young people can see what the service is about.</p>
<p><b>Health</b></p> <p>The health section is currently under review with health colleagues, young people and parents and carers.</p>	<p>No amendments made as a wider review is being undertaken.</p>
<p><b>Education</b></p> <p>The education section included information about childcare provision, nurseries, primary schools, secondary schools etc.</p> <p>Students found there was a lot of information that was irrelevant to teenagers and more for parents / carers.</p>	<p>The education section has been reduced from 9 sections down to 5 sections</p> <ul style="list-style-type: none"> <li>- Secondary schools</li> <li>- Elective home education</li> <li>- Specialist schools</li> <li>- Post 16</li> <li>- Transitions</li> </ul> <p>Students really focussed on the post 16 section, and the section headings and images have all been amended. The services within each section have been reviewed and reduced.</p>
<p><b>Information and support</b></p> <p>It wasn't obvious to students' what information they would find under this section.</p>	<p>The section has been removed and all services listed under information and support have been relocated within other sections.</p>
<p><b>Education, Health and Care Plans</b></p> <p>The information about EHCP's was within the education section, and students feedback this isn't where they would necessarily look for this information.</p>	<p>Education, Health and Care Plans now has its own section directly withing the young people's section on the website so that it is easily found by young people.</p> <p>All information with the section has been reviewed and students welcomed the new EHCP short video.</p>

Feedback from students	Changes made
<p><b>SEND Youth Forum</b></p> <p>The SEND Youth Forum section is being reviewed by members of the Leeds SEND Youth Forum.</p>	<p>No amendments made as a wider review is being undertaken by members of the Leeds SEND Youth Forum.</p>

Homepage prior to review:



Home page after review and developments:

