

SEND Local Offer Website

Co-production meeting with
Speak Up Young People Forum and
Local Youth Groups

Date: 19th October 2023

Venue: The Vibe Youth Centre

Time: 6pm – 7pm

**Barking &
Dagenham**

SEND Statutory Service:

Gigi Kwong, Family Coproduction Lead

Customer Experience Team:

Paul Blake, Digital Content Designer

one borough; one community; no one left behind

That's what we know about our Young People:

2 Aspirations from Young People

- Apply for a job
- Get a house
- Try for a family
- To be an author
- Living on my own
- Work at Jacksons Café
- With my family
- To be socially independent
- To be on a football team
- Holiday with my friends
- Ambulance
- Spend time with families
- Boxing coach
- TV presenter
- Helping others youth work
- Be more independent
- Helpful around the house
- Future job role in a club

- TV job presenting**
- Be an instructor to teach bellboats kayaking
- Work at KFC
- Learn to play guitar
- Work at a theme park as an operator
- Music-related job
- Travel by myself independently**
- An instructor
- Go out independently to see friends
- Clean at home
- Support worker for disabled children
- Work at café or chicken shop
- Learn how to wash clothes in washing machine
- Learn how to iron
- Learn how to cook in ovens
- Learn sign language courses
- Want to earn wages

- Become better on computers
- Travel more
- Read more
- Live at home by self
- Study Religious Education
- Politics, joining political party, be a leader
- PE teacher - currently studying sports course at college
- PE teaching assistant
- Prime Minister
- I want to build a business and make lots of money
- to be rich and own helicopter, starting a tech company or bitcoin business
- I want to retire early with loads of money

High Aspirations

Introduction

Background

- The SEND Local Offer microsite serves as a hub of information, guidance, and support.
- Recent co-production meetings in September and early October with local Youth Groups: AbPhab, Future Youth Zone, BADYF, Speak Up Forum, Purple Penguin, DADB have however revealed some challenges with the microsites and opportunities for improvements.

Purpose

The purpose of this report is to share key challenges, valuable insights and suggestions gathered from young people with SEND of the microsite and provide actionable recommendations to create a more user centric platform.

Your Say about the design:

- 🗨️ *Not mobile friendly, crashes on the mobile*
- 🗨️ *“We need a search bar”*
- 🗨️ *No pictures, no symbols, no breaking up, no colours*
- 🗨️ *Need more bullet points, should be spaced out better*
- 🗨️ *Too much writing*
- 🗨️ *“The website makes you want to turn it off and not engage with it”*
- 🗨️ *“Can we design the website for them and make it better” [→ that’s why we have today’s event]*

Your Say about the content:

Preparing for Adulthood - what we need – Further Education, Employment and Training

- 🗨️ *Work experience and seeking job training*
- 🗨️ *Traineeships, supported internships and apprenticeships opportunities*
- 🗨️ *Bulletin about opportunities and support in training and employment*
- 🗨️ *PfA information booklets (Supporting adults' version and easy read)*
- 🗨️ *Early discussion between secondary and college for transition*
- 🗨️ *Traineeships, supported internships and apprenticeships in easy read/video format*
- 🗨️ *SEND Learning support and adjustment in mainstream colleges*
- 🗨️ *A list or a booklet with all options for post16 FE transfer (with SEND offer or provision)*

Your Say about the content:

Preparing for Adulthood - what we need - Staying Safe and Healthy

- 🗨️ *Social care support and health transition information*
- 🗨️ *Safety apps (e.g. emergency SOS service, stalking, hate crime, helplines)*
- 🗨️ *Information about different health conditions/diagnosis development*
- 🗨️ *Issues raised around mental health, sexual health, alcohol and drugs, relationship*

Your Say about the content:

Preparing for Adulthood - what we need – Things to do, Getting around, Money Matter

- 🗨️ *Things to do – we like our youth groups!!!*
- 🗨️ *Financial support - too high cost for carers*
- 🗨️ *Independent travel training*
- 🗨️ *Travel schemes for independent travel*
- 🗨️ *Travel assistance (e.g. for shopping)*
- 🗨️ *List of benefits, grants, funding options*
- 🗨️ *Travel assistance for complex physical disability*
- 🗨️ *Public transport and have freedom pass*

Action: Our Beta Website Solution

Mobile friendly, search bar added

The Home Page

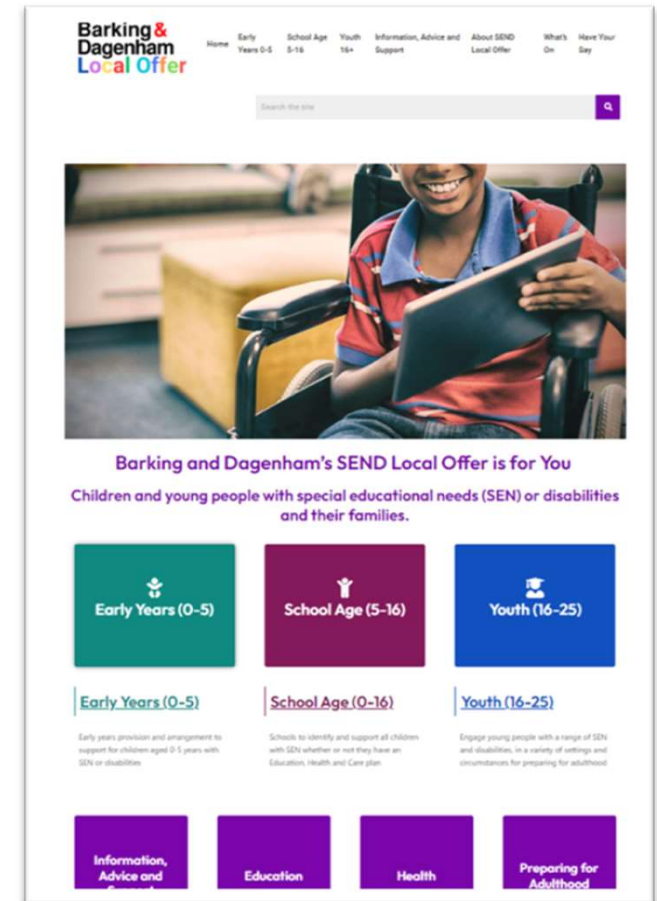
- Colourful
- Clear Layout and easy to navigate
- Engaging
- Use of photos and videos throughout of SEND individuals

Accessibility

- Users can easily change the site's language to their needs.
- Currently has the top ten spoken languages in the borough but can add as many as needed.
- Accessibility tools selectable by the user to enhance their experience.

Content segmented by colour

Engaging content using images and colour



Action: Our Young People/PfA Subpage Solution

To respond Young People's voice about the content of Preparing for Adulthood, we've added the following information on the Young People ages 16-25 subpages:

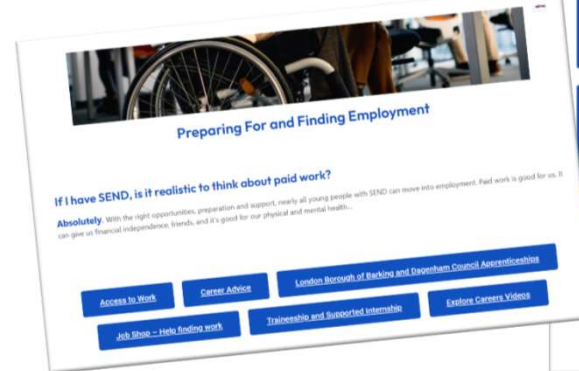
- Further Education
- EHC Needs Assessment and Plan
- Preparing for and finding employment
- Participating in community
- Staying healthy

Weekly Job Shop Vacancy Bulletin added,
Traineeship, supported internship information added,
Travel assistance and Benefit information added,
Relationship building and staying safe information added...

We've also used photos, videos, images and easy-read Version to present most of the content.



Youth (16+)



Action: with Speak Up Young People Forum

- Usability testing started at Speak Up Young People Forum (Speak Up) on 19th October. Speak Up were invited to provide feedback about the functionality, navigation, accessibility, layout and design
- The website's logo, the Young People Subpage's name and icon are only temporary. Speak Up is currently designing them and will confirm the designs very soon.