

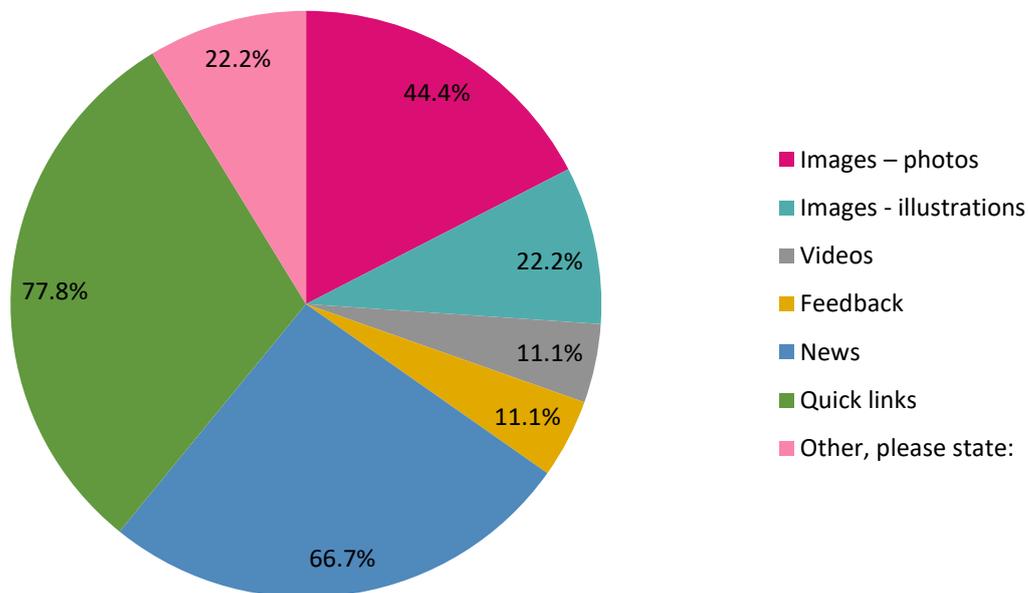
New SENDIASS website survey results

Questions 1 and 2 enquired about who was filling in the survey and whether they would use our website. The majority of people who completed our survey were parents or carers. 100% said they would use our website.

We asked survey respondents to view a sample of the Home page to answer questions 3 to 6:
<http://sendiass.1sixty.net/>

Q3: What would our home page need to contain to attract you?

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Multiple responses allowed for this question and combined percentages therefore exceed 100%.

The data shows quick links as the most popular feature, followed by news and images. Comments in other included '**info where I need it**', '**the truth**', '**not too fussy**' and '**an effective search feature**'.

Q4: Looking at the headings across the turquoise banner (navigation bar) would they help you find the information you need?

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The responses here show the vast majority found the navigation bar helpful.

Comments included '**Age related tabs for information would be better**' and '**Some of them cover very large areas e.g., Education. None of them help if I am looking for a specific thing such as Transport. But this is OK if the search works effectively.**'

Q5: Do you think the orange banner is eye-catching and helps to guide young people to their section?

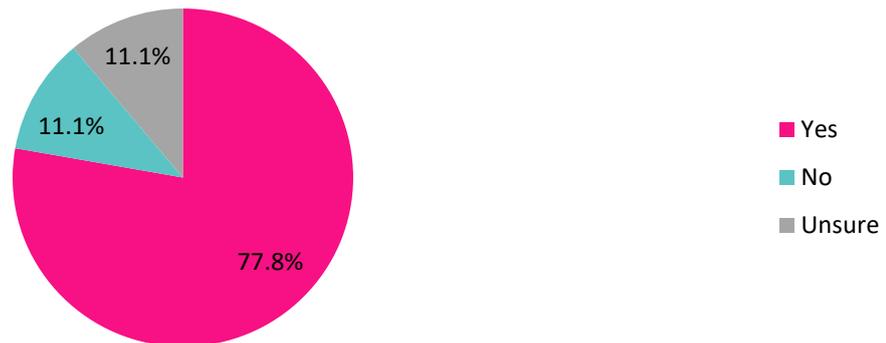
Do you think the orange banner is eye-catching and helps to guide young people to their section?



A mixed response here and some additional comments were: '**Black/grey writing on orange may be difficult to read for colour blind people**' '**I'm not a young person. I think it takes up a lot of space for little benefit - perhaps an animated button would be just as attractive**', '**too bright**' and '**I couldn't see an orange banner**'.

Q6: Would the 'Quick links' section across the bottom of a page help you to navigate the site or find what you need?

Would the 'Quick links' section across the bottom of a page help you to navigate the site or find what you need?



The majority like the 'quick links' feature at the bottom of every page. This links in with responses about what the Home page should contain. There was a comment that this might be best across the top of the page.

Q7: To answer this question please view: <http://sendiass.1sixty.net/back-to-school/>. Is the 'in this section' menu on the right-hand side of the page helpful?

To answer this question please view:
<http://sendiass.1sixty.net/back-to-school/>
Is the 'in this section' menu on the right-hand side of the page helpful?



Mostly, this was found to be useful though we had a comment: ***'Too many tabs to navigate, customer may lose interest in searching.'***

Q8: To answer this question please view: <http://sendiass.1sixty.net/education/>
Do you like the tiles option for information sections which have a lot of content?

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Do you like the tiles option for information sections
which have a lot of content?



Again, mostly positive responses about the tiles page option. Comments within the unsure category included '**Boxes are maybe 2 big, could be half the size and see more options at a time.**' And '**It looks a bit odd mixing and matching this approach with the other pages.**'

Q9: To answer this question please view: <http://sendiass.1sixty.net/education/>
We have a mix of plain colours, icons and photos on these tiles - just as examples. Which do you prefer?

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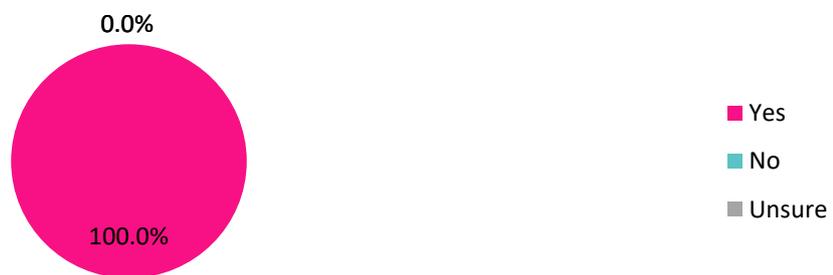


Highest proportion of respondents opted for icons or illustrations, with photos a close second.

Q10: To answer this question please view: [Frequently asked questions \(EHC plans\) – Suffolk SENDIASS \(1sixty.net\)](#)

Ignoring the right-hand side of the page, do you like this dropdown option for questions and answers?

To answer this question please view: Frequently asked questions (EHC plans) – Suffolk SENDIASS (1sixty.net)
Ignoring the right-hand side of the page, do you like this dropdown option for questions and answers?



100% liked the dropdown page style.

Q11: To answer this question please view: <http://sendiass.1sixty.net/contact-us/>

We are building a web form to make it easier for people to contact us. Would you prefer this option to phoning/texting/emailing?

To answer this question please view:
<http://sendiass.1sixty.net/contact-us/>
We are building a web form to make it easier for people to contact us. Would you prefer this...

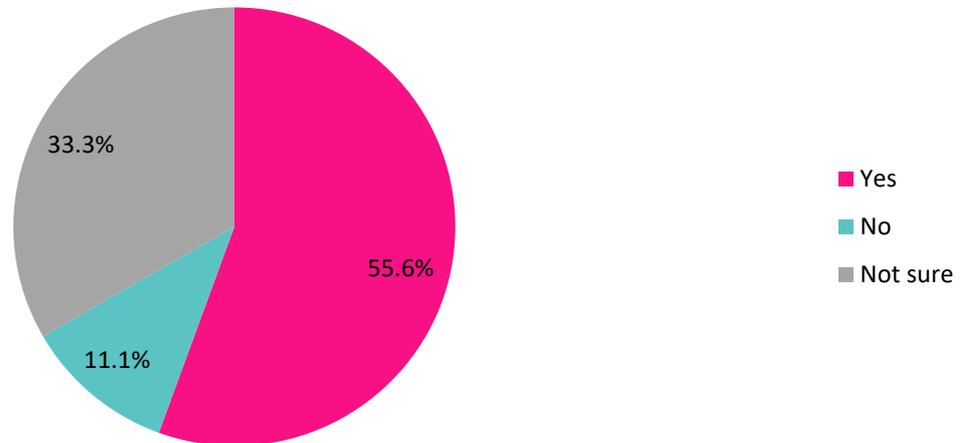


Most were in favour of this option. Comments included:

'I think the web message form should be at the top for quick access and then other contact option below.', *'as an option, but not the only choice'* and *'I would probably email as the form only asks for info I would put in an email.'*

Q12: Would you use a section dedicated for young people?

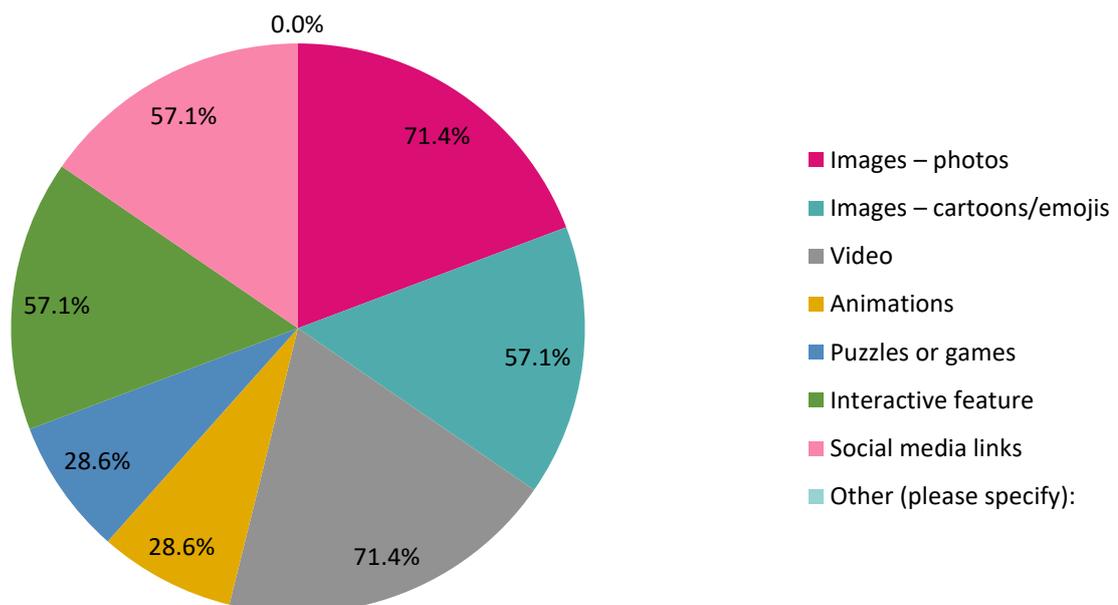
Would you use a section dedicated for young people?



The majority were in favour of a dedicated section for young people. Though the number responding 'unsure' is significant, the survey was completed mostly by parents and carers which may explain these responses.

Q13: If yes, what would you like to see in this section?

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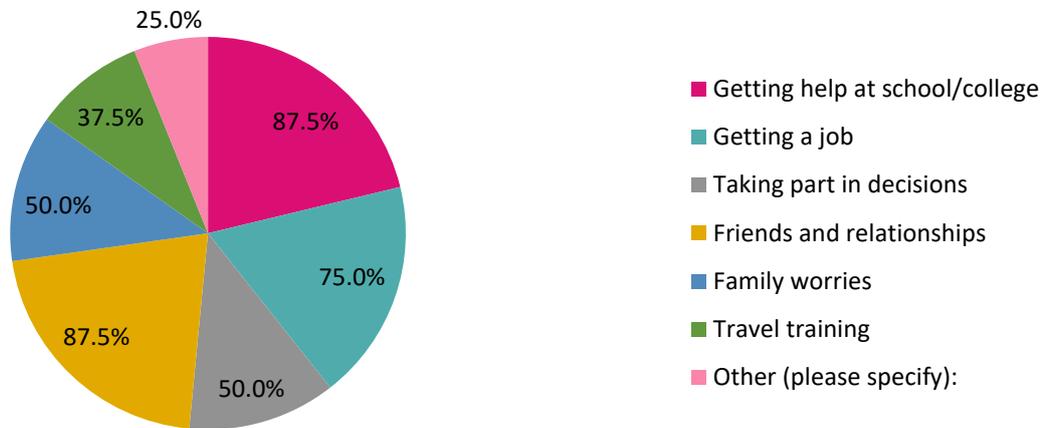


Multiple responses allowed for this question and combined percentages therefore exceed 100%.

Images and video unsurprisingly feature highly here.

Q14: What information would you like the section to include?

What information would you like the section to include?



Highest frequency of responses for getting help at school or college, getting a job and with family and relationships. Comments included *'links to further education post-secondary'* and *'where to get help after school/college come to an end.'*

Q15: If we could get funding to build an interactive feature what would be most useful?

Responses:

- A mood checker
- Career ideas
- Online chat
- Webchat feature

Q16: Do you have any further suggestions?

'Need to be clear on what Sendiass does and does not do - clear expectations and signposting where appropriate.'

Thank-you to everyone who took the time to complete this survey. Your views will input to discussions with our website developers. We will provide further updates as we move closer to the launch of our new website.