



# SENDIASS 2023 Survey Results

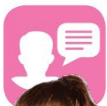




**Suffolk SENDIASS stands for:**

**S**pecial  
**E**ducational  
**N**eeds  
**D**isability  
**I**nformation  
**A**dvice  
**S**upport  
**S**ervice

Information    Advice    Support



**We offer information, advice and support to children and young people.**



**Early in 2023, we did a survey to find out the best ways we can reach young people and staff.**



**This is an easy-read leaflet that explains the results of what we found out.**

**sendiass**

We asked:

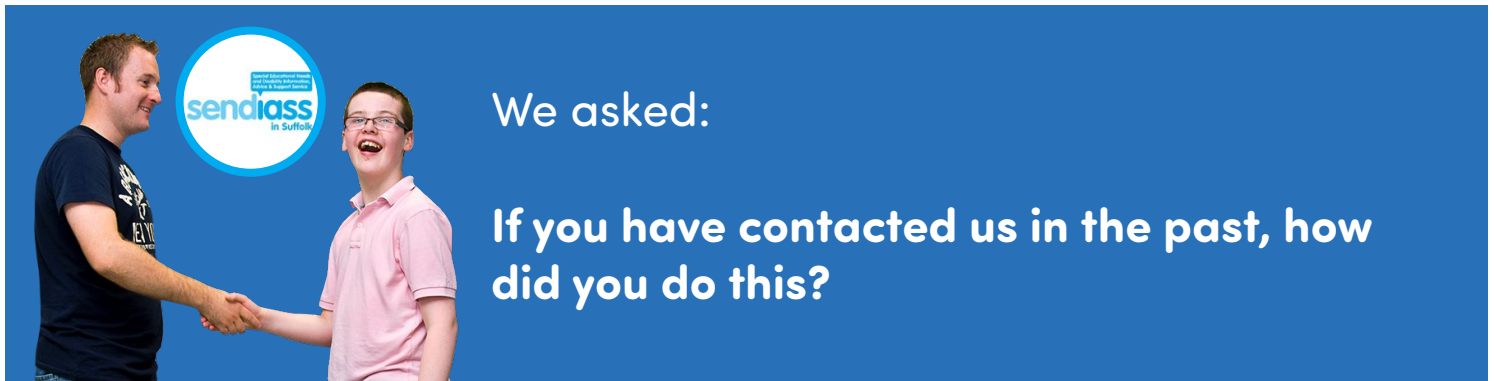
**Have you heard of SENDIASS?**



**76% of young people had not heard of us.**



**87% of staff working with young people had heard of us.**

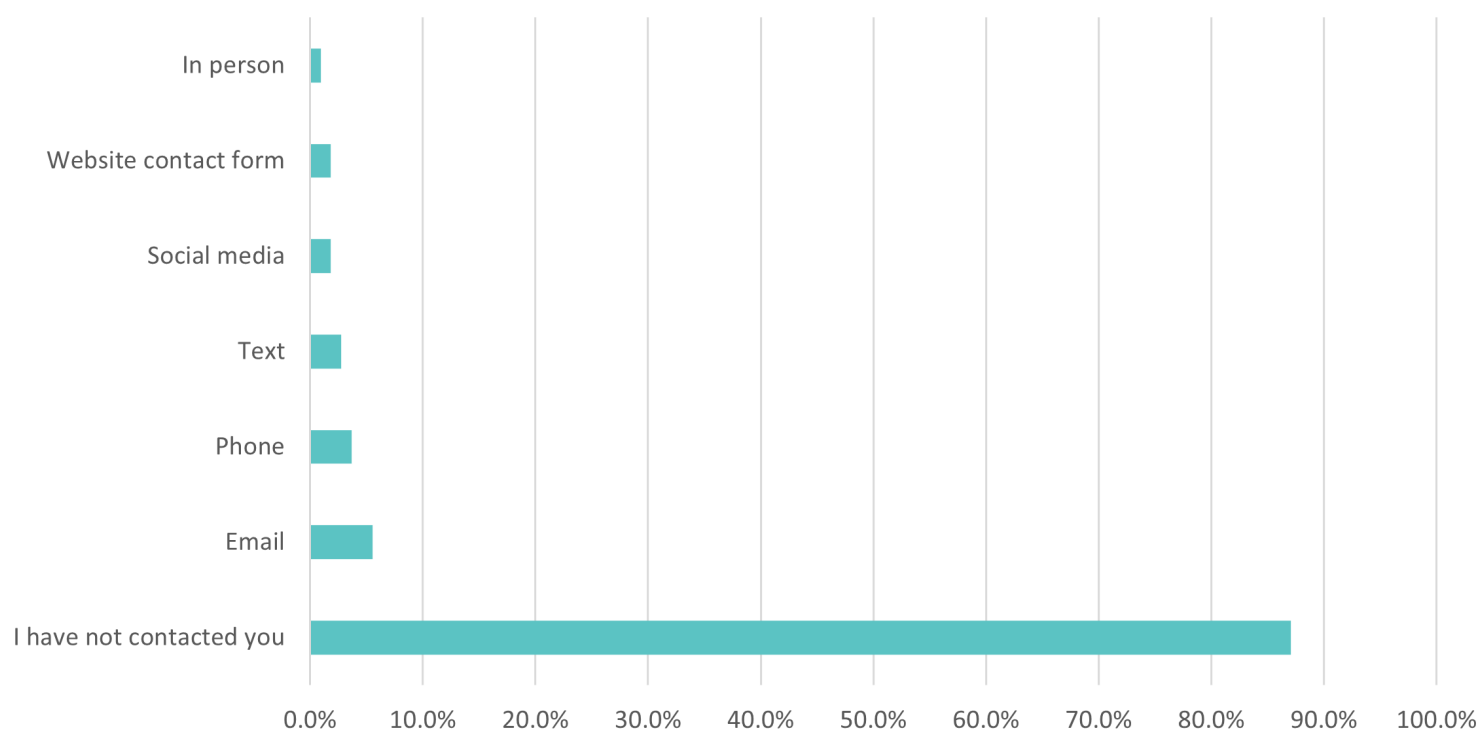


“ This is what a young person said:

**Other than today, I do not heard it. so I want more word from schools about this SENDIASS because its would make me more understanding of my future.**

”

## If you have contacted us in the past, how did you do this?



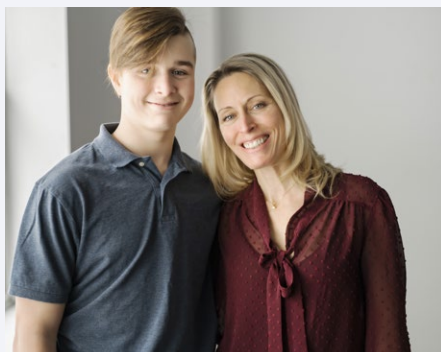


We asked:

**If you have not contacted us in the past,  
why not?**



**More than half (50.5%) said that they did  
not know enough about us.**



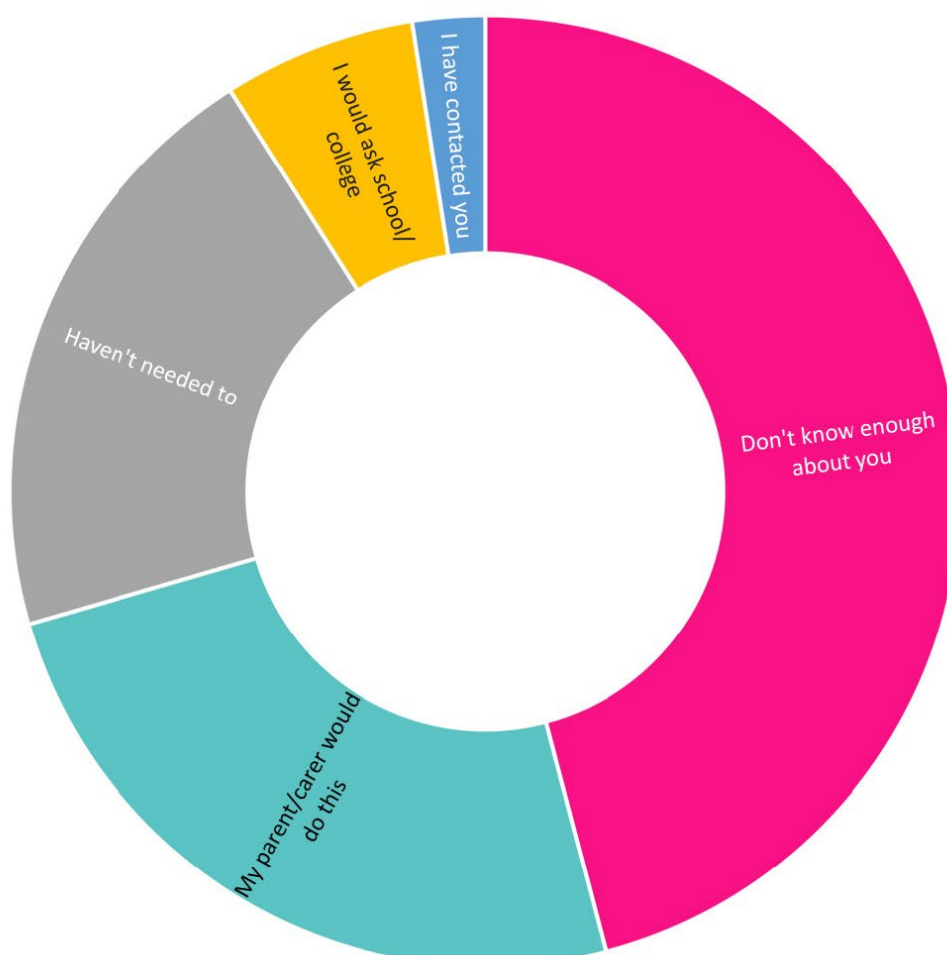
**27% said their parent or carer would do  
this for them.**



**22.5% felt they haven't needed to.**

## If you have not contacted us in the past, why not?

- Don't know enough about you
- My parent/carer would do this
- Haven't needed to
- I would ask school/college
- I have contacted you







We asked:

**Do you feel you can tell school or college staff what you need help with?**



**It was a mixed response.**

**Half of the young people said yes they could reach out to staff.**



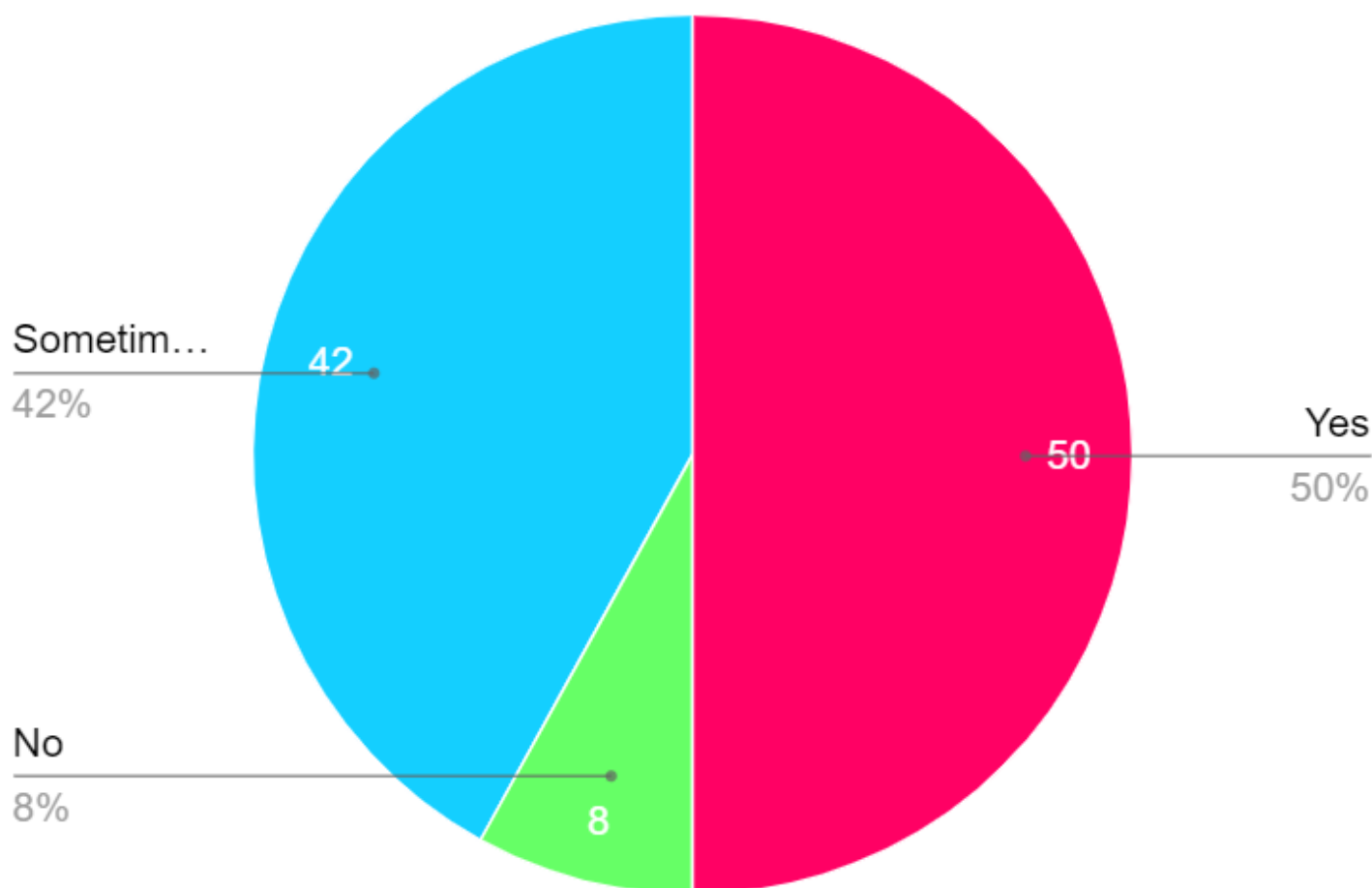
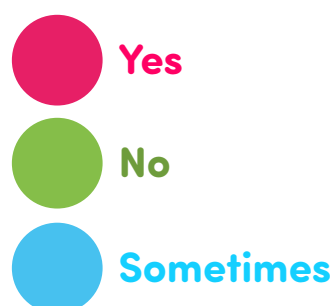
**42% felt that it was only sometimes that they could reach out to staff.**



**8% didn't feel they could speak to staff about what they needed help with.**



## Do you feel you can tell school or college staff what you need help with?





We asked:

**What would make this easier?**



**Here are some of the things young people said:**



**'Staff smiling'**



**'Not having anxiety when I try to say what I need help with'**




**Some young people shared their experiences:**

**I think this is a great school they give you the right amount of support and the teachers always listen. Other schools I have been to the teachers didn't listen or treat me like they really cared. listening to me and giving me the right support is important.**

**If they wouldn't be so open to other people about it and single me out.**


**If they gave me better advice.**

**Wellbeing training more understanding and knowledge of what I was through. Mental health is still a issue when you have a disability or a SEND need.**




We asked:

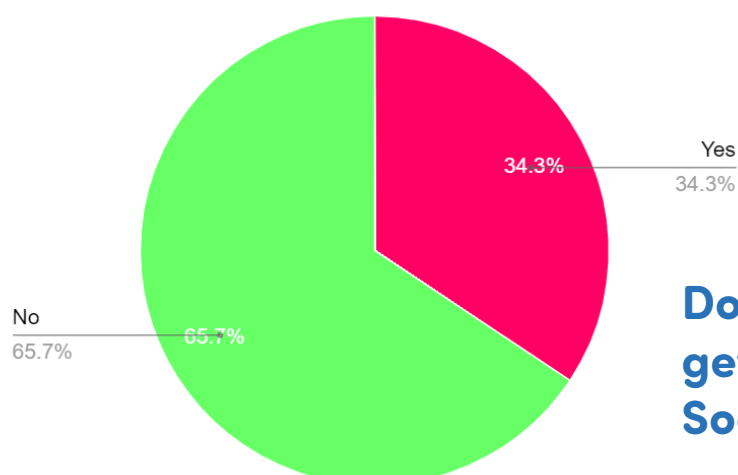
**Do you have questions about getting Education, Health or Social Care support?**



**About two-thirds of young people said 'no'.**



**SENDIASS can help young people to share their views.**



**Do you have questions about getting Education, Health or Social Care support?**



### Information

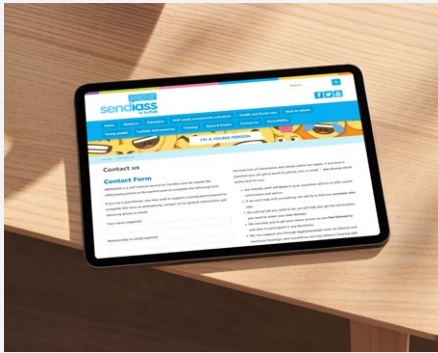


### Advice

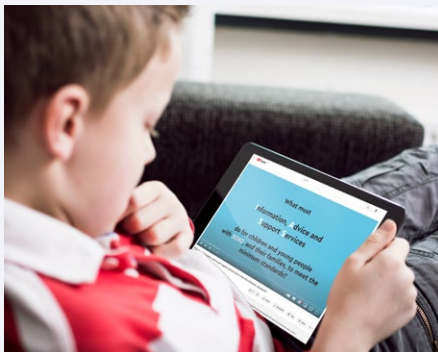


We asked:

**What would you use to get information and advice about education, health or social care?**



**Many young people said 'website' (62.3%). This is something we are already focusing on.**



**50% of people said videos.**

**We want to develop videos as soon as possible.**



**25% of people said Facebook.**

**This surprised us as we had not realised Facebook was popular with some young people.**



**21% said Leaflets.**



**Other comments included:**



**'Google search,  
YouTube, asking people.'**



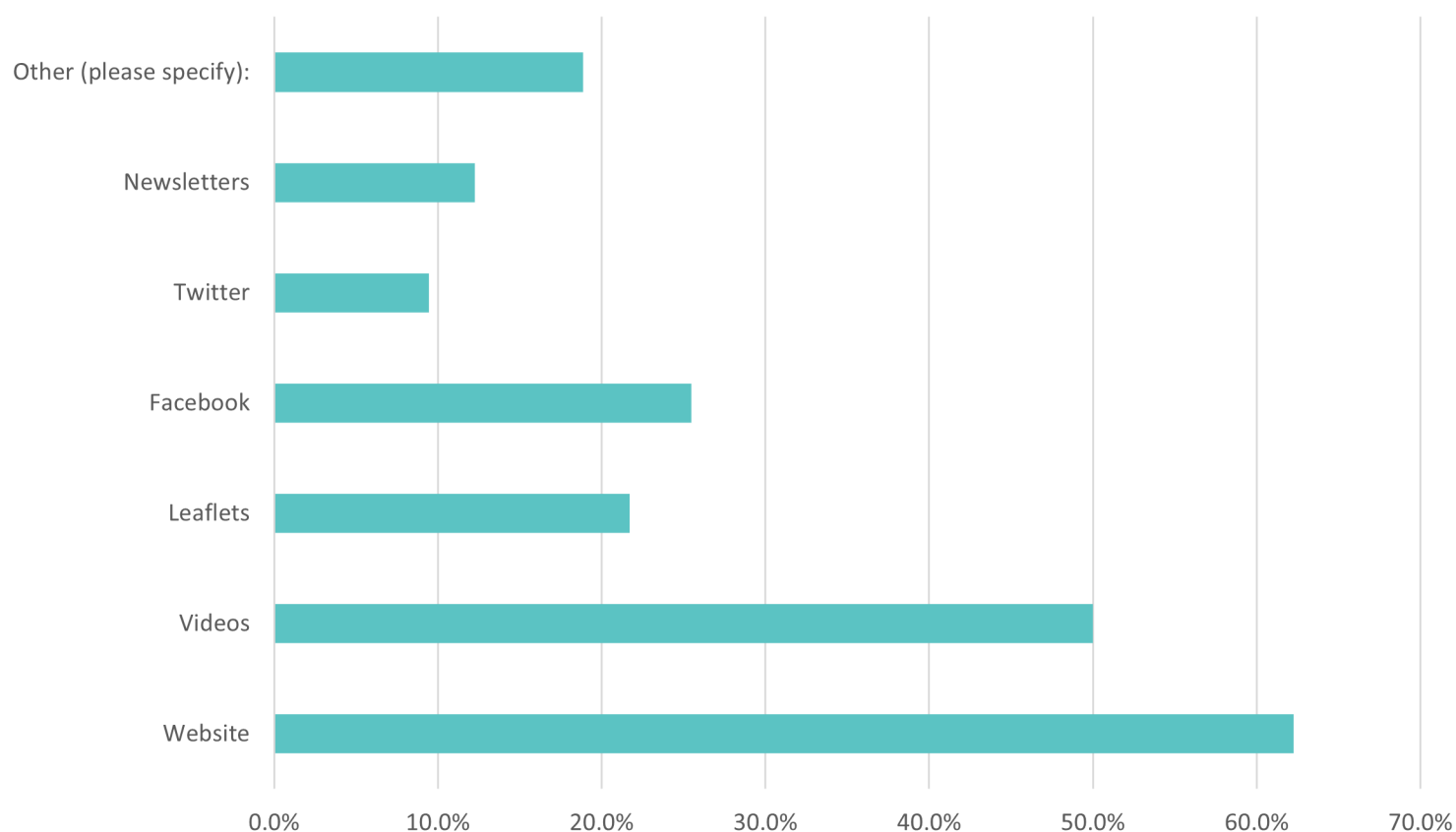
**'YouTube, App store,  
TikTok'**



**'YouTube'**



## What would you use to get information and advice about education, health or social care?





We asked:

**If you wanted SENDIASS to help you,  
how would you like us to do this?**



**50% of young people said they would like  
SENDIASS to help them through an adult  
or parent/carer they trust.**

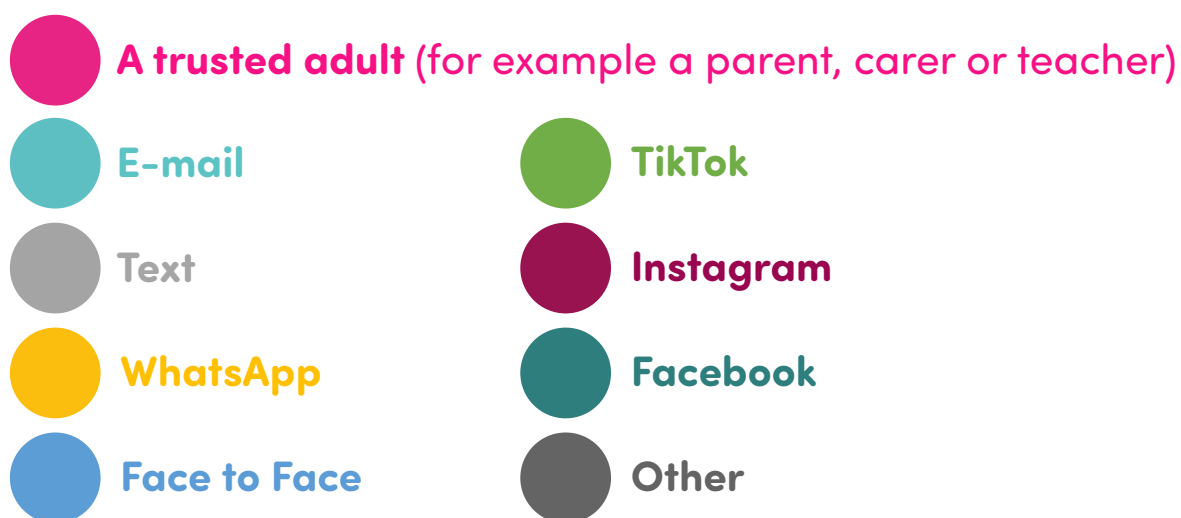


**E-mail, text and WhatsApp were the  
most popular choices.**



**Face to face was quite popular too.**

## If you wanted SENDIASS to help you, how would you like us to do this?



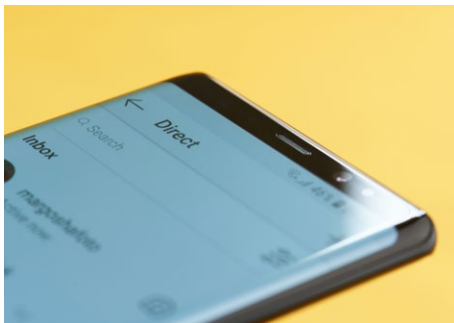


We asked staff:

How they felt young people would like to contact us.



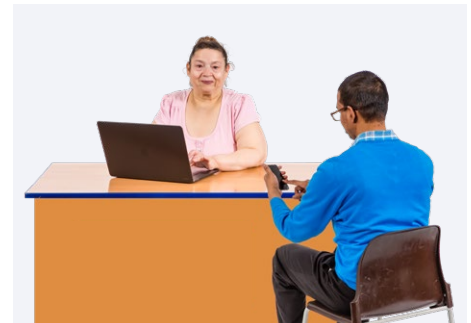
Staff felt that most young people would like to contact us by:



**Social media  
direct message**



**Text and  
WhatsApp**



**Face to face**



We asked staff:

How they thought young people would like to find information about SENDIASS.



**The most popular were TikTok and Instagram.**



**Both young people and staff wanted to use websites, videos and leaflets for information about SENDIASS.**

**We are keen to develop videos and online information.**



**We asked:**

**What type of help or support young people would like information about.**

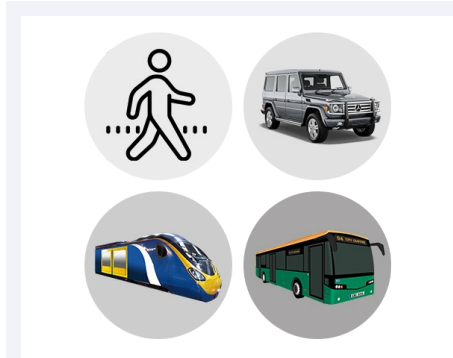
### Examples

- 1
- 2
- 3
- 4

**We gave various examples, and the most popular choices were:**



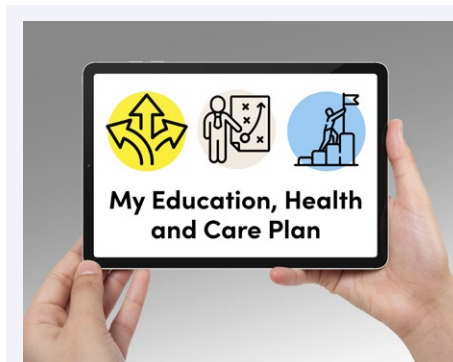
**Leaving school or college.**



**Travel and transport.**



**Preparing to become an adult.**



**Very few young people asked about Education, Health and Care plans.**





**We will work with young people to help them understand the purpose of an Education, Health and Care plan.**



**Education, Health and Care plans help young people prepare for what they want to achieve in the future.**



**Other comments from young people included:**



**'job options.'**



**'college options.'**

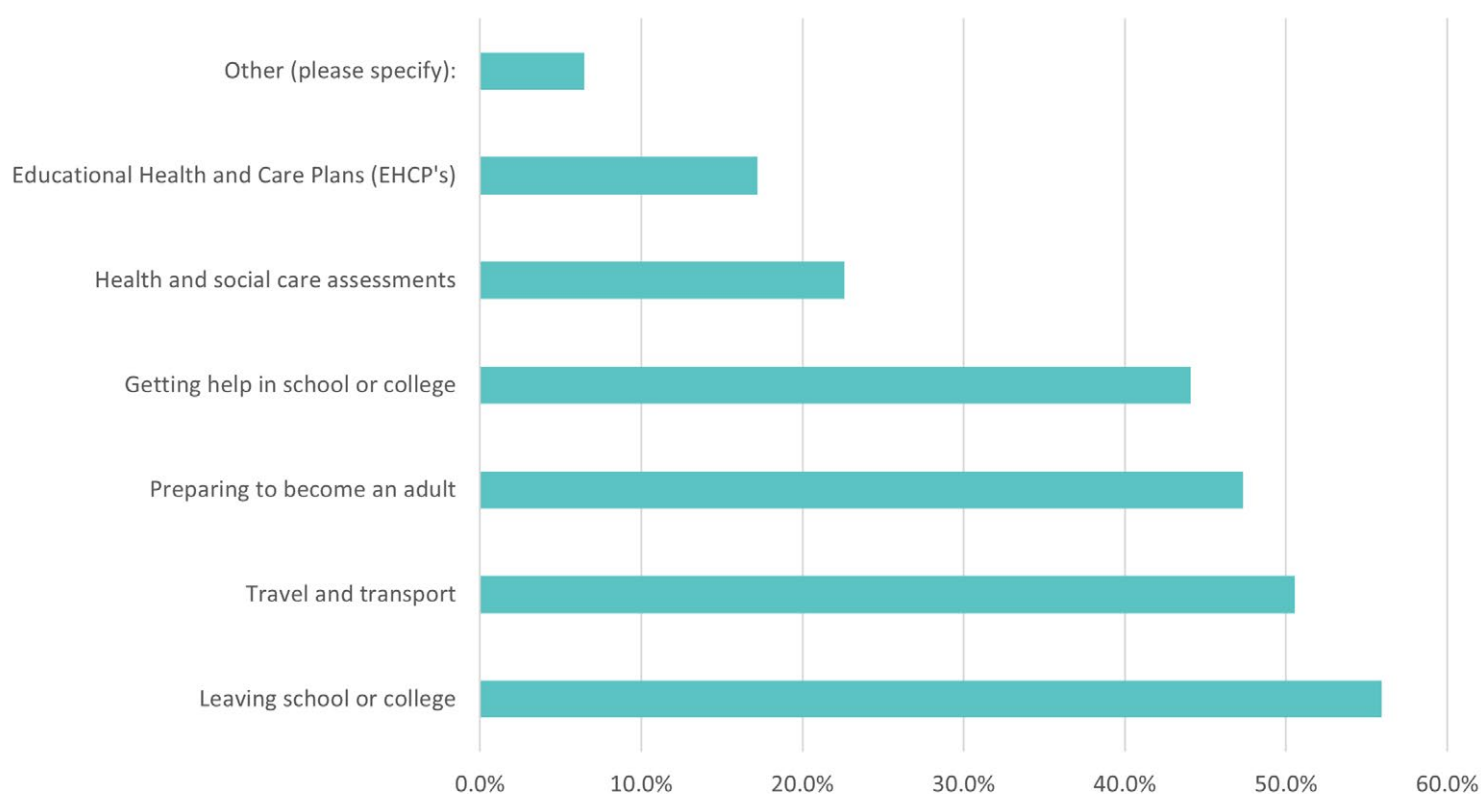


**'mostly how to not be a outcast.'**



**'travel and transport'**

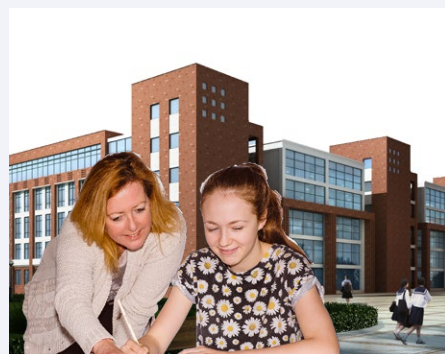
## What type of help or support would you like information about?





We also asked staff:  
**What type of help or support young people would like information about.**

**The top responses were:**



**Asking for help in school/college.**



**Becoming an adult.**



We asked:

**What social media platforms young people used:**



**We were not surprised to see TikTok as a popular choice.**



**We need to explore if young people will use TikTok for SENDIASS information, advice and support.**



**We will explore WhatsApp for communicating and sharing information.**





### Other responses included:



**'message  
facetime'**



**Snapchat**



**YouTube**



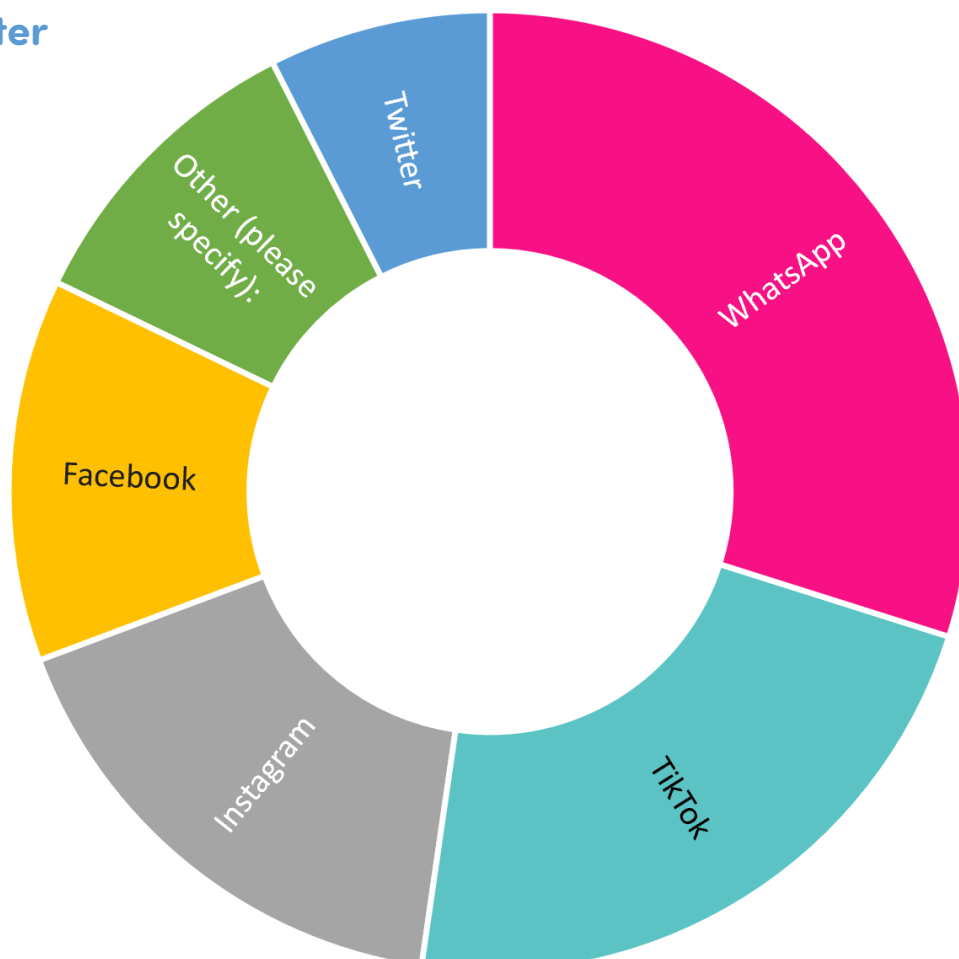
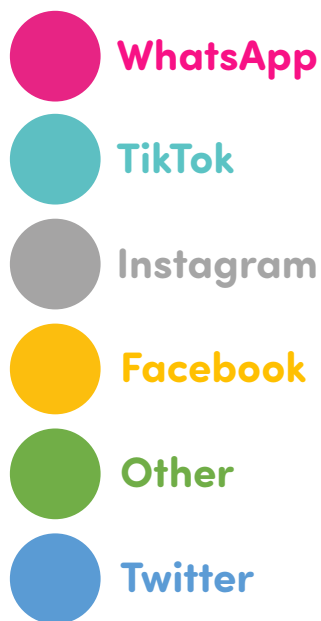
**'I don't like social  
media'.**



**'no because i'm not allowed to  
go on these until i'm 18 in 2025'**



## What social media platforms do you use?





We asked:

**If you would like to share ideas to help improve our service, what would be easiest for you?**



**Over 40% of people said:**

**'Through school or college'.**



**Just over 30% of people said:**

**'e-mail'.**



**Just over 30% of people said they would not be interested.**



**Perhaps a fun session in school or college will encourage more young people to help improve our service.**

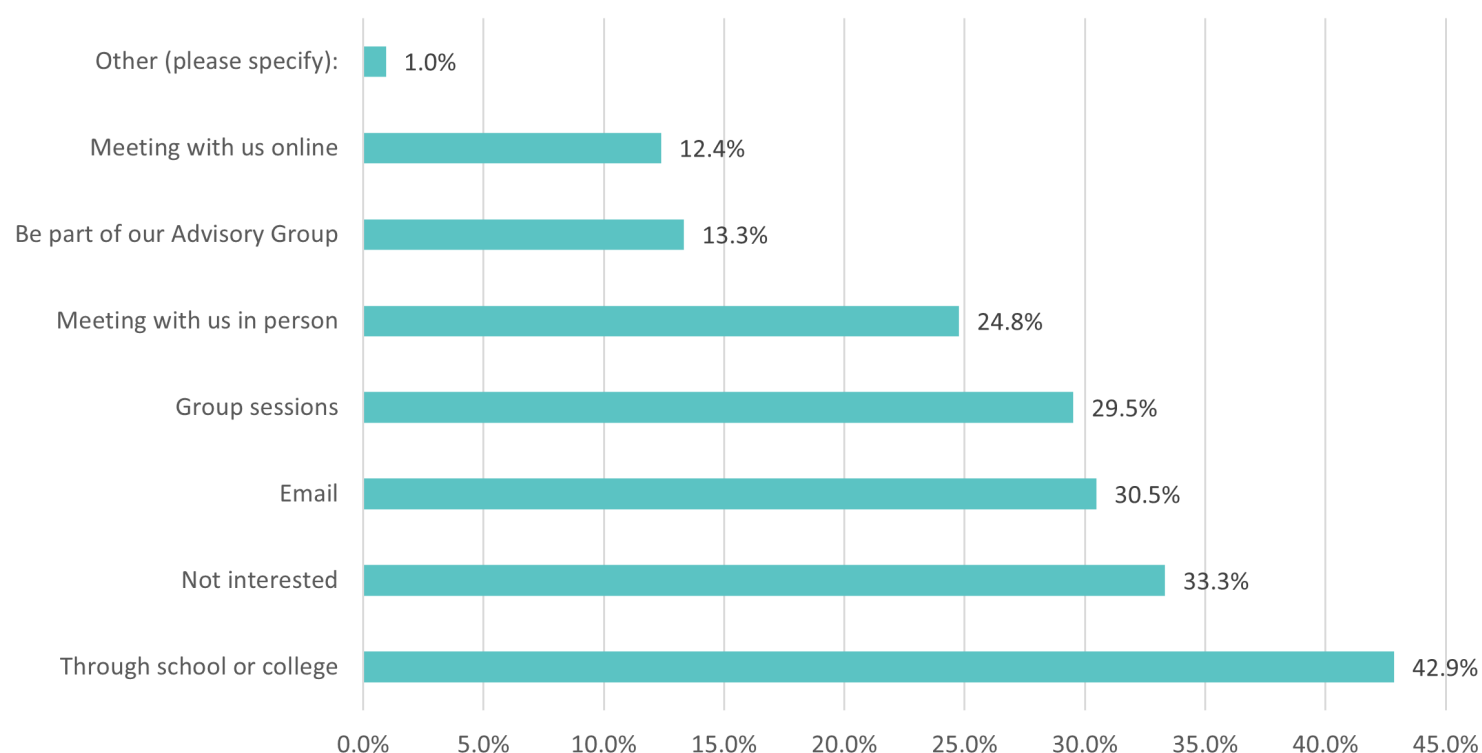


**Advisory Group**

**It was really encouraging that some young people were interested in getting to know more about our Advisory Group and we will be contacting them.**



# If you would like to share ideas to help improve our service, what would be easiest for you?





We also asked a similar question to staff.

**Would you be interested in helping us to develop our service?**



**68% of staff said no.**

**That is fine as we understand how busy everyone is.**



**We will think about ways we can make it easier for people to share their views and help shape our service.**



**31% of staff said yes, they would like to help develop our service.**

**We will contact them with more information about how they can get involved.**

# Summary and next steps



**We would like to thank everyone who took part in our survey.**

**We really value all the views shared with us.**



**We need to do more to:**

Information   Advice   Support



**Raise awareness that we support young people.**







**Make it easier for people to find us.**



**Information**

**Support**

**Create more information and resources  
for young people.**



**We will now explore:**



**Advertising the ways we support  
young people.**





**Going out to where young people are.  
For example, to schools.**



**Working with young people on the topics  
which interest them.**



**Making our information easier to find  
and understand.**



**different** ways

**Different ways for young people to get  
in touch and interact with us.**





**Improving how we communicate with young people.**





**A co-production group worked together to make this easy-read document.**

**We created this document as people who are:**

“Passionate, approachable and dedicated”

“Chilled, relaxed, kind, helpful, committed and caring”

“Supportive and kind with a good eye for detail”

“Kind, generous, funny, caring and committed”



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