

Suffolk SENDIASS

Young person survey 2023



Special Educational Needs
and Disability Information,
Advice & Support Service

sendiass
in Suffolk

Information Advice Support

Providing confidential and impartial information, advice and support to help children, parents and young people take part in decisions that affect their lives.



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Introduction

Our service can help young people and we wanted to find out the best ways to reach them.

We would like to thank our Advisory group and the parents/carers and young people who helped us with this.

Our survey for young people was live in February 2023.

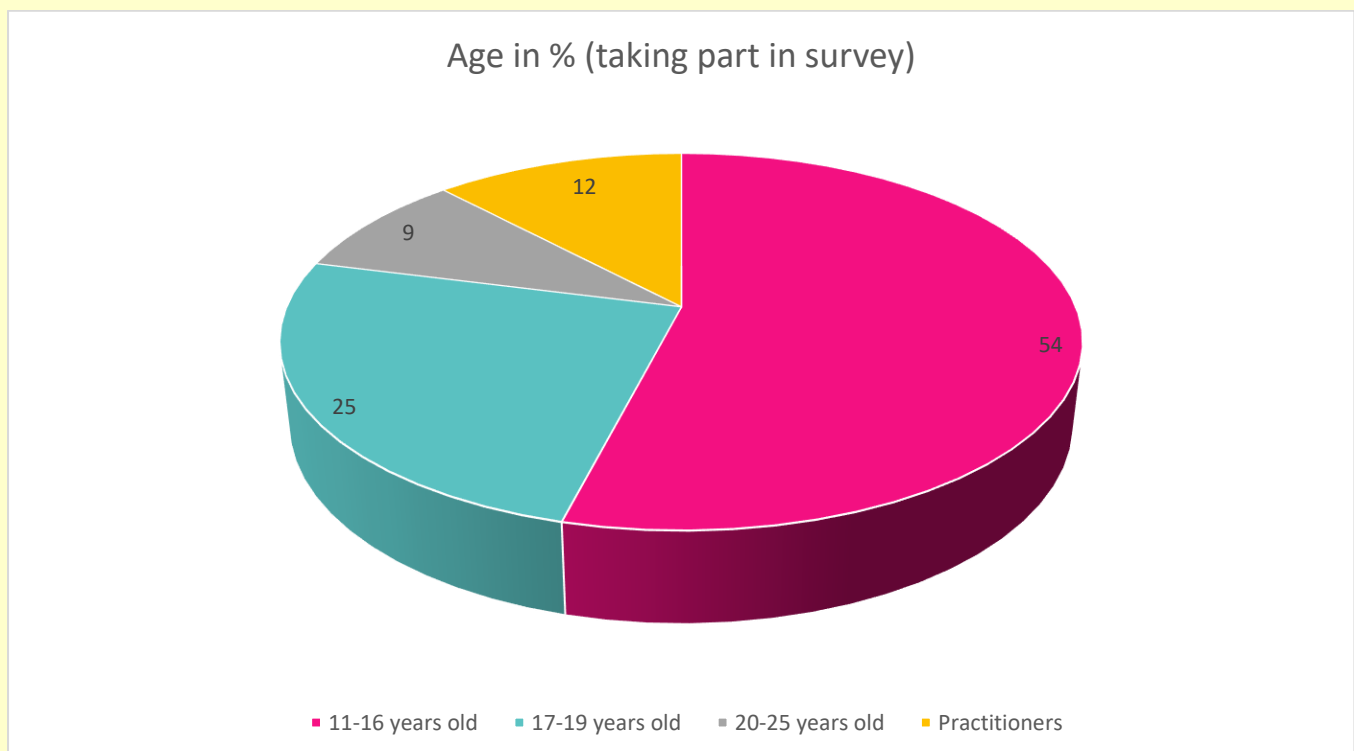
We had an Easy Read version available.

We met with groups of young people to introduce our service and supported them to take part in the survey.

We also ran a separate survey for practitioners.

129 people took part (**88%** of those were **young people**).

The chart here shows the % age range for the young people, and the % of practitioners who took part in the survey:



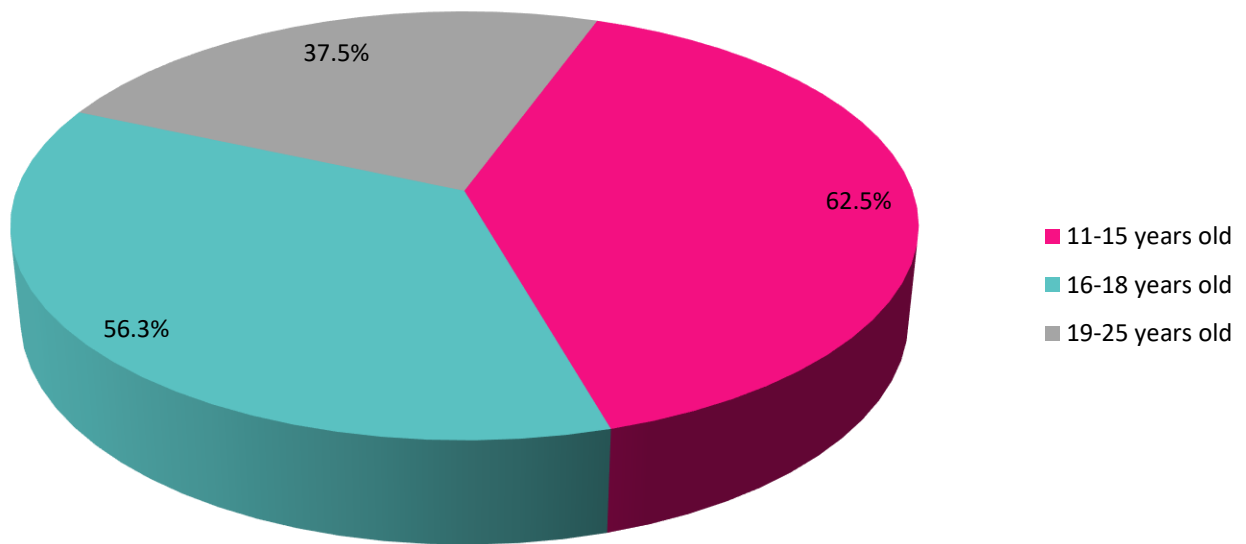
We asked practitioners to provide the age range of young people they work with.

Approximately **two-thirds** worked with **11-16** and **16-18**.

There were fewer within the **19-25 (37.5%)**

Some worked across age-ranges.

Please let us know what age range you support



Some worked across age ranges, therefore the total of the pie chart segments exceed 100%.

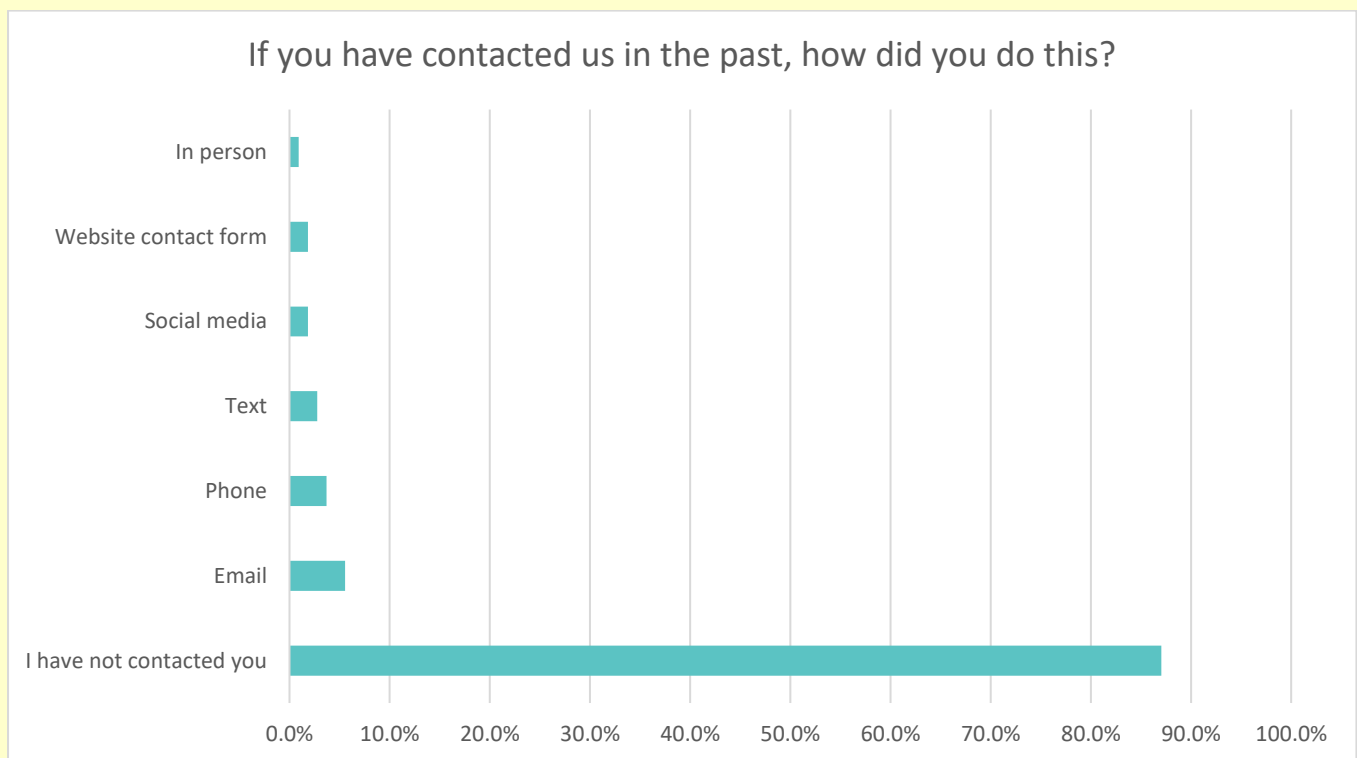
Question 1. Have you heard of SENDIASS?

76% of young people had **not heard of us**, however **87% of practitioners had**.

Question 2. If you have contacted us in the past, how did you do this?

87% responded that they **had not contacted us before**.

This is unsurprising given that 76% of young people told us they had not heard of us:



Other comments included:

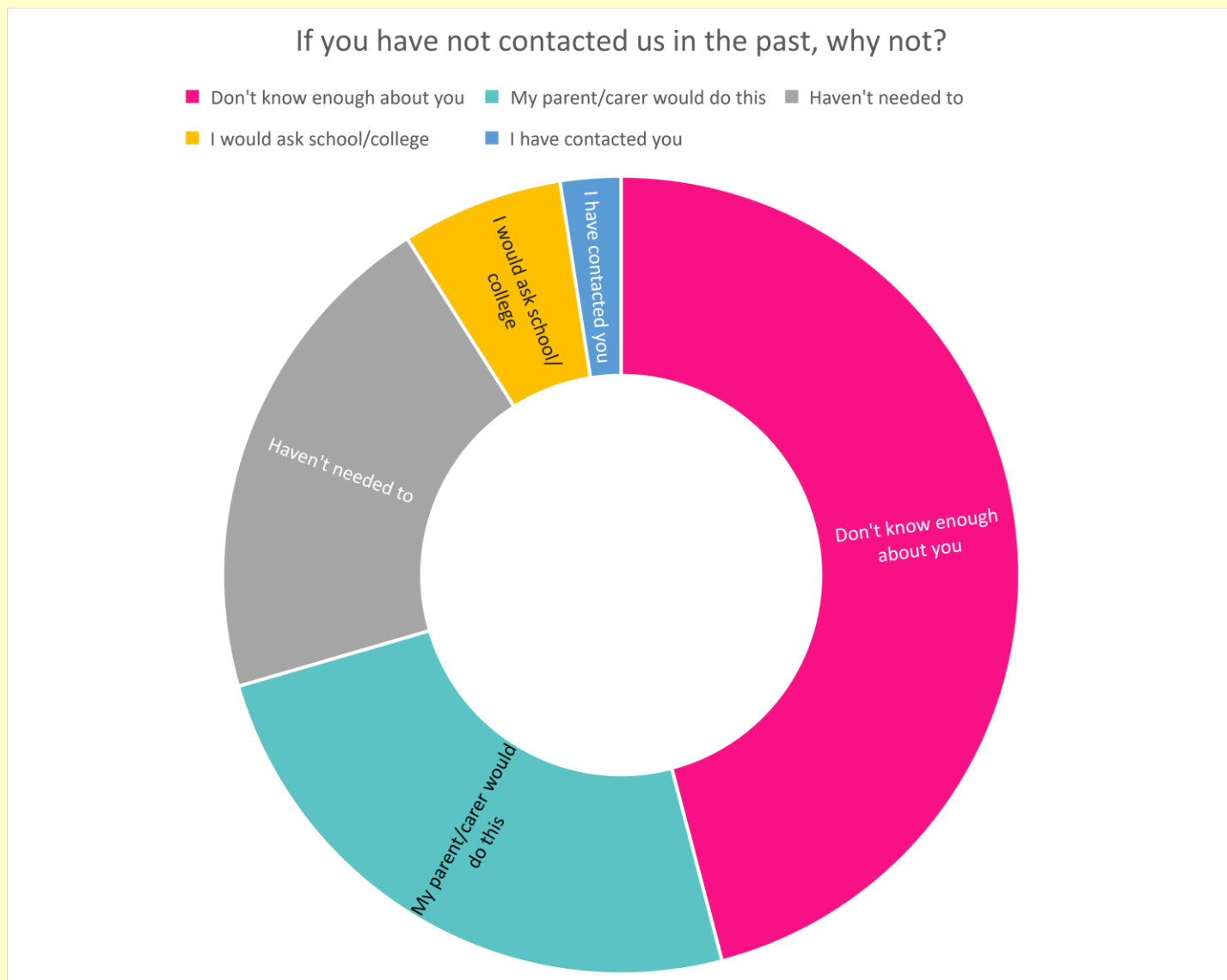
'Other than today, I do not heard it. so I want more word from schools about this SENDIASS because its would make me more understanding of my future.'

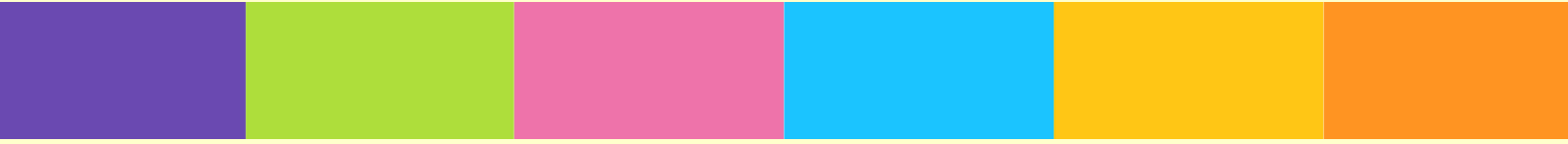
Question 3. If you have not contacted us in the past, why not?

More than half (50.5%) replied 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**.





We asked practitioners, 'Are you aware that we can support children and young people directly?'

About **half were aware**.

We also asked, 'Have you ever signposted young people to our service, if so, why or why not?'

93% said they hadn't.

Comments from practitioners:

'I've usually been working with the family and have signposted the parents/carers rather than the young person.'

'I've not really been aware (maybe not taken the time) of what services and support you actually offer. SEND (as a term) seems to be used much more within schools and not by families or young people.'

'I answered yes and no for question 2 because I was pretty sure you work with families, but I didn't know you work with young people themselves.'

'Often deal with things in house but reading about your service I would definitely do so in the future'.

'Directed parents, not students directly.'

'I have mainly signposted parents/carers as was not aware you did direct support with young people.'

'I learned of the existence of SENDIASS only recently, and, despite working with many young people with SEND, over many years, no one has ever mentioned any involvement with the service.'

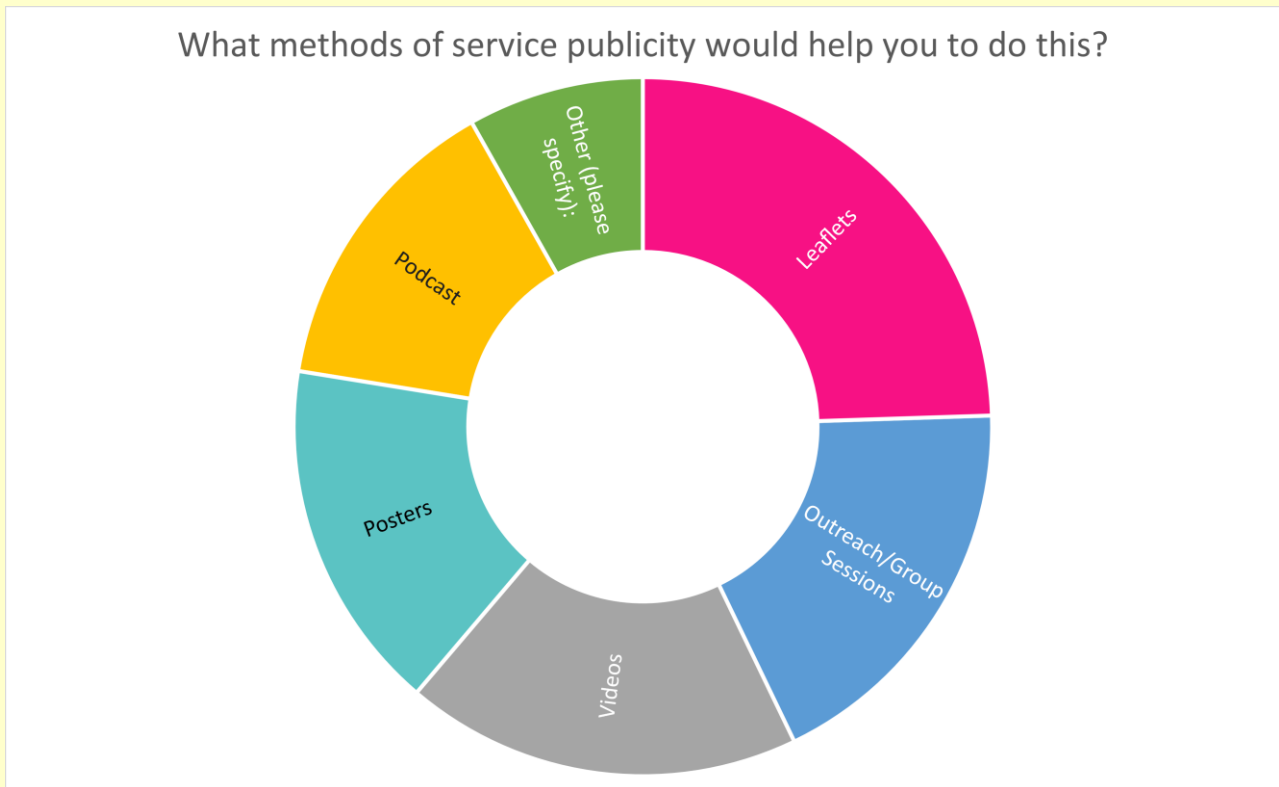
'Thought you just worked with parents.'

'I had never heard of you until now.'

We also wanted to find out from practitioners what would help them signpost young people to our service.

75% of practitioners responded that **'leaflets'** would be best.

More than half responded to say that **'Outreach/group sessions'** and **'videos'** would help.



'Other' comments included:

'Someone explaining face to face'

'Via school emails, school enrichment days, school fairs/information evenings for parents'

'Through conversation with teachers, mentors, other professionals working with the child highlighting the service providing them with the necessary contact sites/link/leaflets etc'

'Facebook'

'Social media, text messages'

'E flyer or through our newsletter'

'Advising schools directly of this service being open to young people to access as well as parents'.

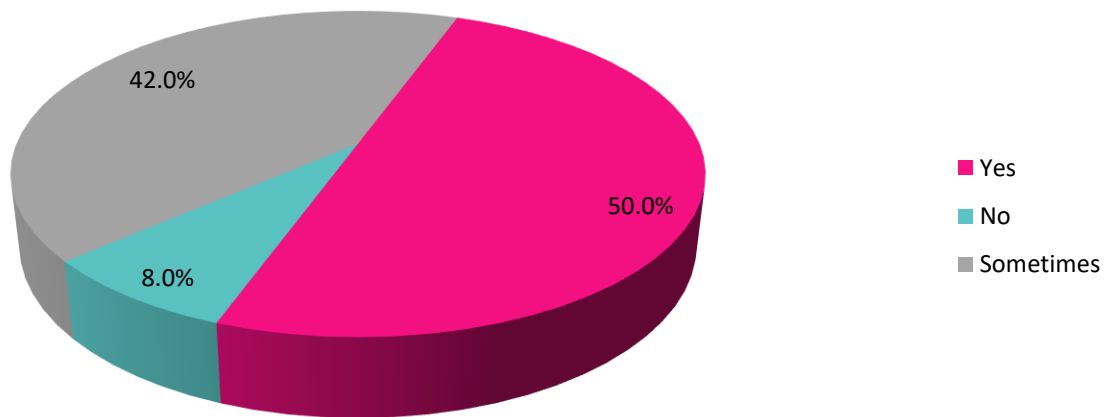
Question 4. Do you feel you can tell school or college staff what you need help with?

It was a mixed response, with **half saying yes** they could reach out to staff in their settings.

42% felt this was **only sometimes**.

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

Do you feel you can tell school or college staff what you need help with? (Please select one answer)



Question 5 (linked to question 4). What would make this easier?

Some of the responses were:

'Having someone present with me in the room of meeting / discussion. I am very black and white and sometimes need things explained to me in a certain way.'

'Staff smiling'

'Different ways to communicate with them'.

'Less strict more lively'

'A big wooden confession box'

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

'Schools can be a bit loud and in your face and a bit over the top, if they were calmer they would be more approachable Also sometimes I feel talked down to, I want to be spoken to as an adult.'

'More freedom.'

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'.

Question 6. Do you have questions about getting Education, Health or Social Care support?

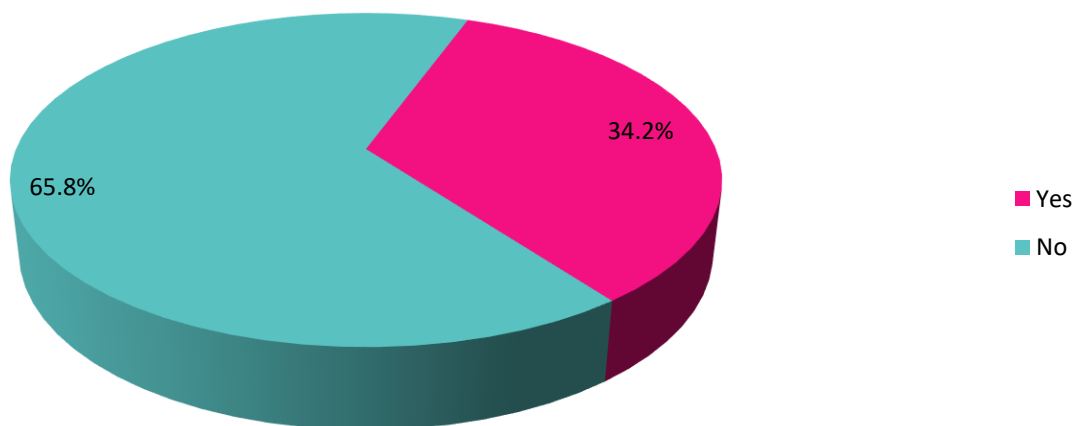
About **two-thirds** of young people said 'no'.

We know from our outreach to young people that many of the questions which are important to them link to 'education', 'health' and 'care'. This includes:

- leaving school or college
- preparing for adulthood
- independence

We need to think about the best ways as a service that we can help young people to share their views around what's important to them.

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



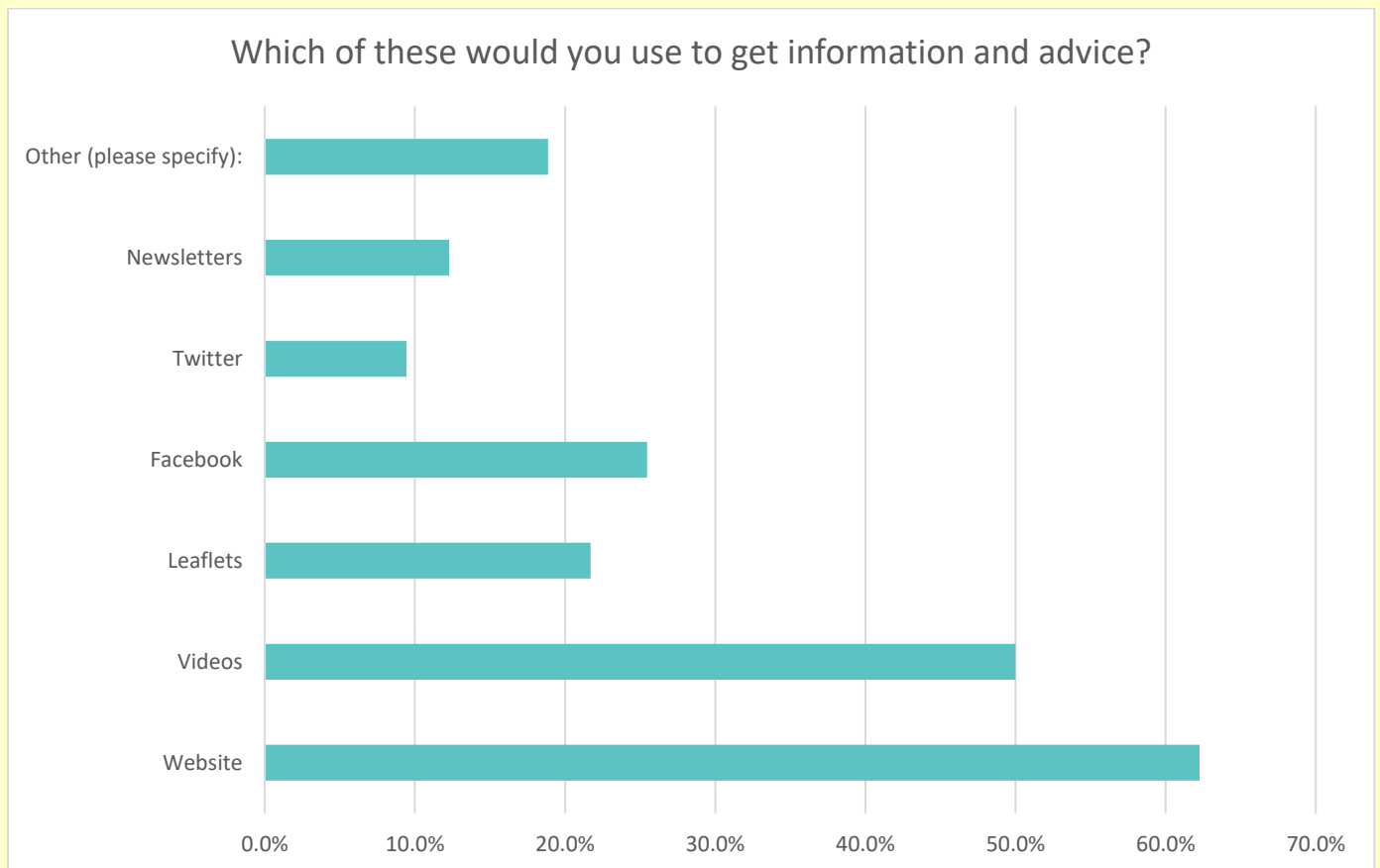
Question 7. Which of these would you use to get information and advice?

The highest percentage was for **'website'** (62.3%) which is something we are already focusing on.

Videos again are a popular choice with young people, and we will be keen to develop these as soon as possible.

Facebook seemed a popular platform with the young people completing our survey, which surprised us.

Leaflets seem popular too.



Other comments included:

'Google search, YouTube, asking people.'

'YouTube, App store, TikTok'

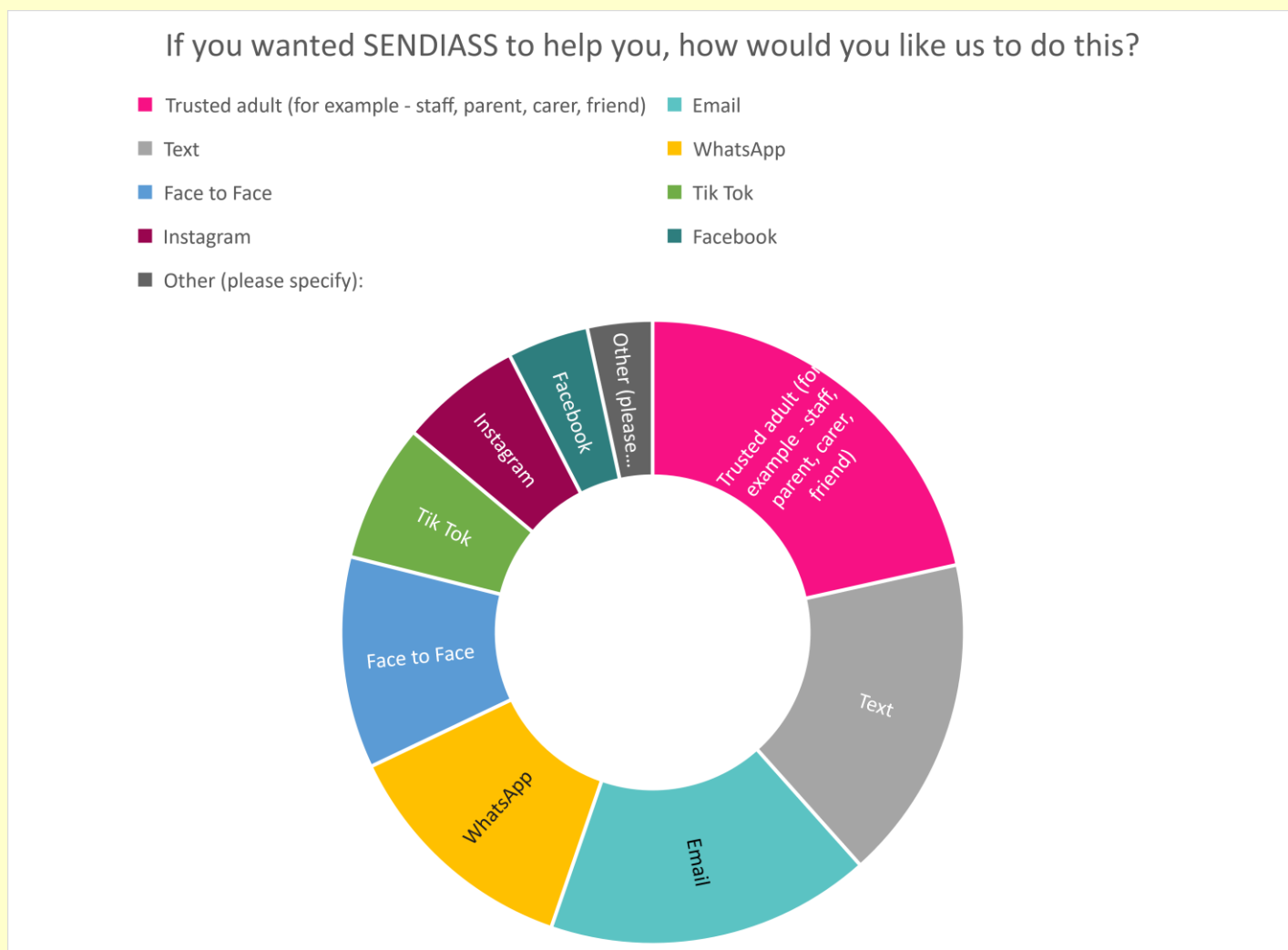
'YouTube'

'Snapchat'

Question 8. If you wanted SENDIASS to help you, how would you like us to do this?

45.9% responded that they would like this done through a **trusted adult or parent/carer**.

For those who would like help from us, **email, text, WhatsApp** and **Face to face** were the most popular choices.

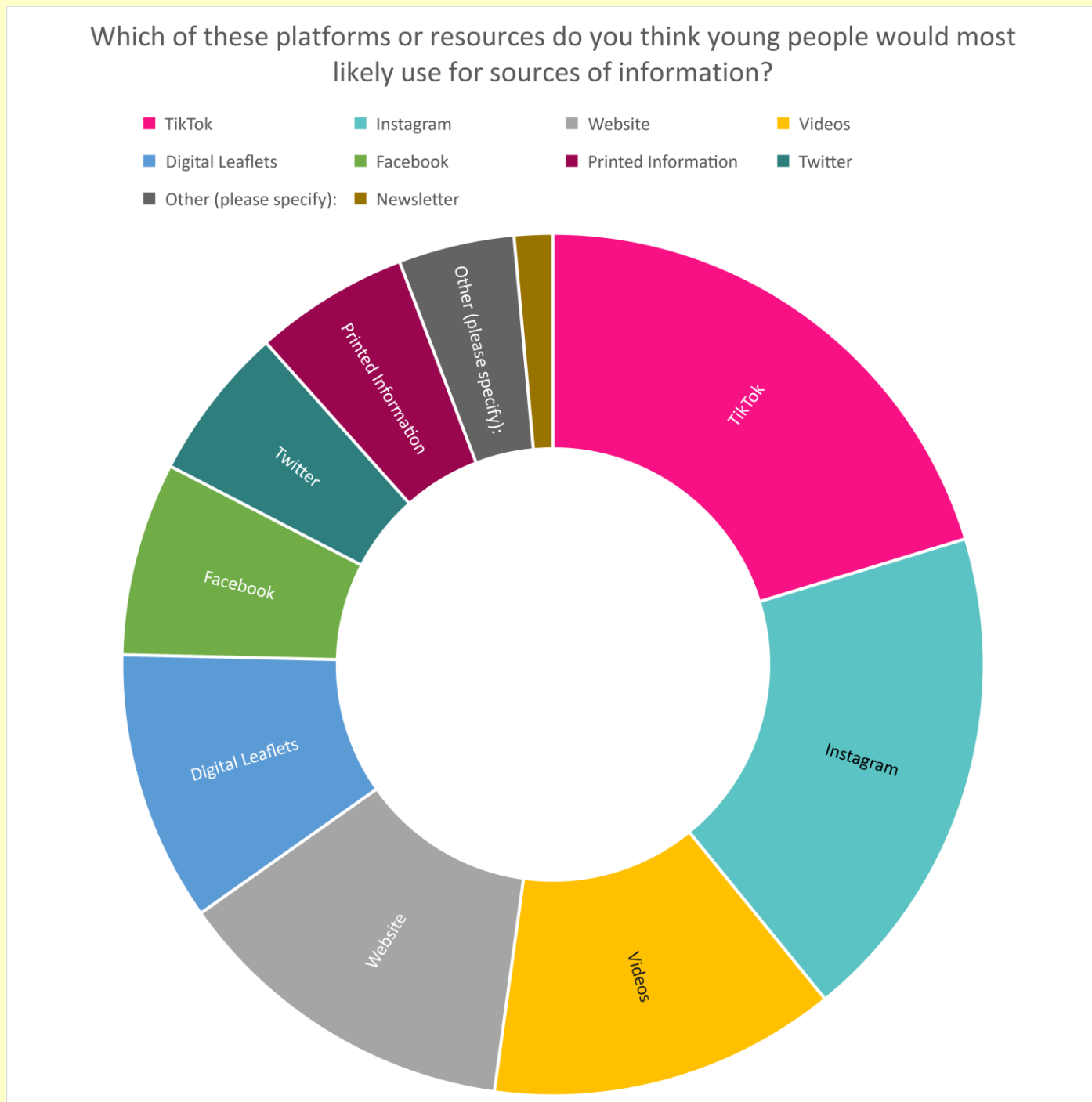


We asked practitioners how they felt young people would be most likely to contact us.

The highest responses were for:

- **Social media direct message**
- **Text**
- **WhatsApp**
- **In person**

We also asked practitioners which of these platforms or resources they thought young people would most likely use for sources of information:



The highest percentages were for **TikTok** and **Instagram**, which we know are very popular with young people.

Results for **videos**, **website** and **leaflets** match what young people said, and we are keen to develop videos and online content.

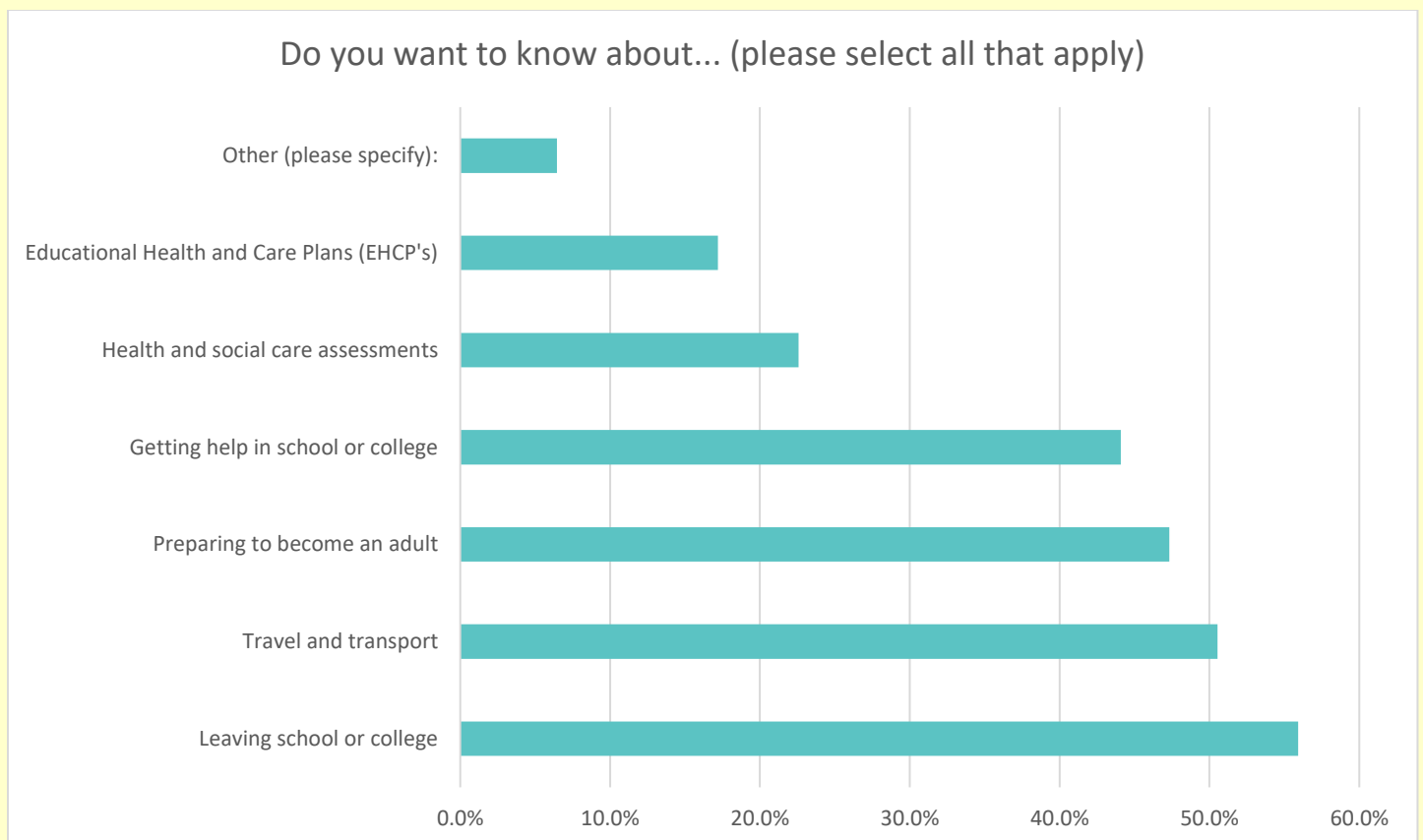
Question 9. We wanted to know more about what type of help or support young people would like information about.

We gave various examples, and the most popular topics were:

- **leaving school or college**
- **Travel and transport**
- **Preparing to become an adult**

EHC plans were very low priority for the young people completing our survey.

We feel this is an area we can work with young people to help them **understand the purpose of an EHC plan** and how it helps them prepare for what they want to achieve in the future.



'Other' comments included:

'mostly how to not be a outcast'

'bus tickets for collage'

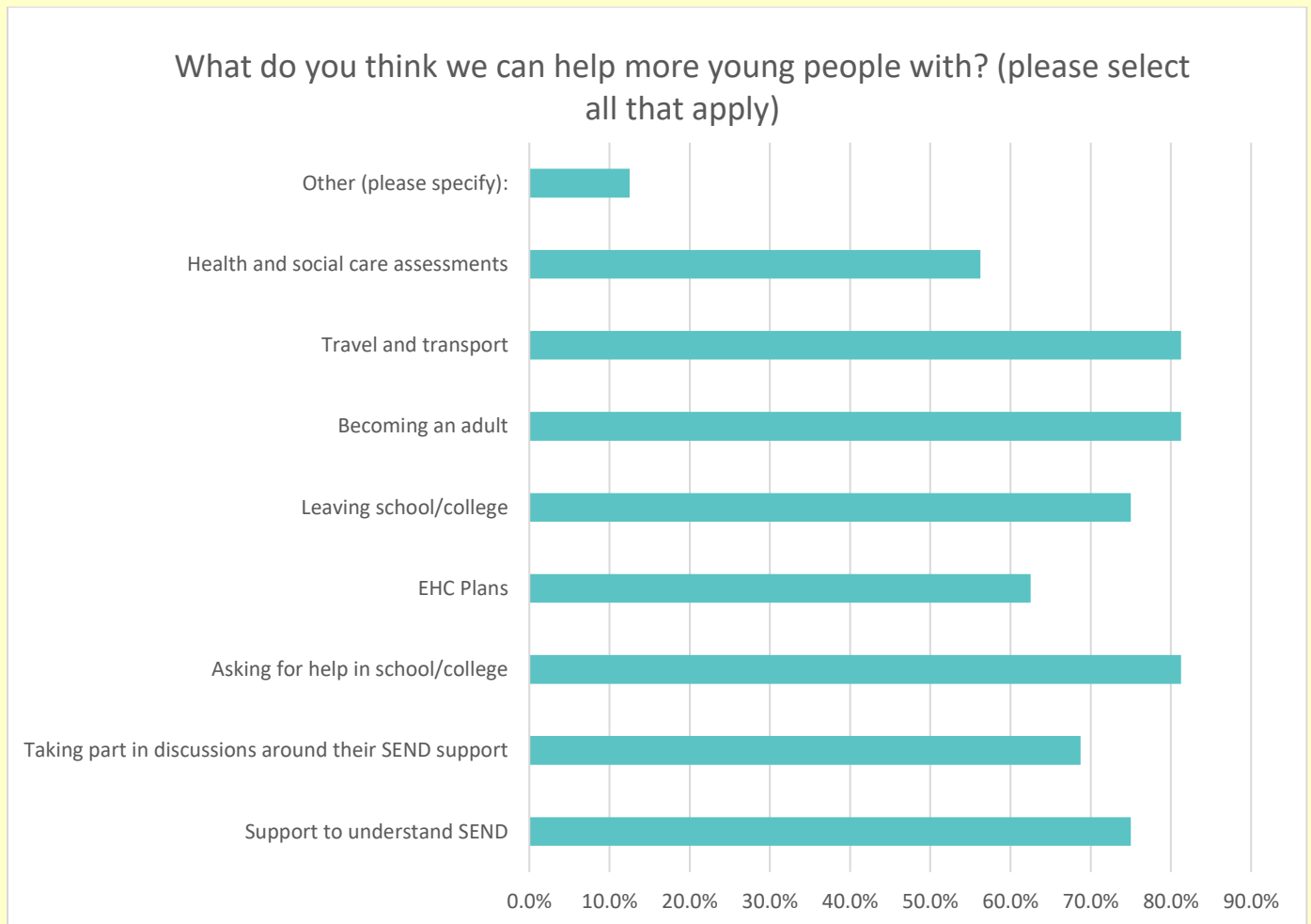
'college options'

'job options'

We asked practitioners the same question.

The top 3 responses were:

- **Asking for help in school/college**
- **Becoming an adult**
- **Travel and transport**



'Other' comments included by practitioners:

'Understanding inclusion and equality legislation but only what might directly impact them. Would have to be supported through any issues arising though.'

'How to get their SEND recognised and acknowledged'

'Developing your webpages and making Young Person friendly videos will hopefully help with these topics.'

We continued by asking practitioners - **What else could we do to encourage young people to access our service?**

Responses included:

‘Ask the young people’.

‘Get slightly older SEN young people to talk to the younger ones.’

‘Make sure schools and careers leads/advisors know they can refer direct.’

‘Make signposting to your service really really accessible for them.’

‘Visit Schools - assemblies, parent/carer evenings, careers events’.

‘Go into schools, do assemblies, let them see the people behind the service’

‘Promote it wider’.

‘Ensure practitioners like myself are aware of what you do, so we can signpost young people towards your service.’

‘Make it clear what you offer. Be present at school events/fairs etc’.

‘Provide info at schools, community groups, clubs, youth organisations and providing info to those working with young people. i would consider the police too as they are often coming into contact with young people as victims and offenders.’

‘Just being more visible, as at present your service is seen as a parent service for support with SEN.’

‘Young people need to know you are there for them too.’

‘MAKE IT FUN and easy to access’.

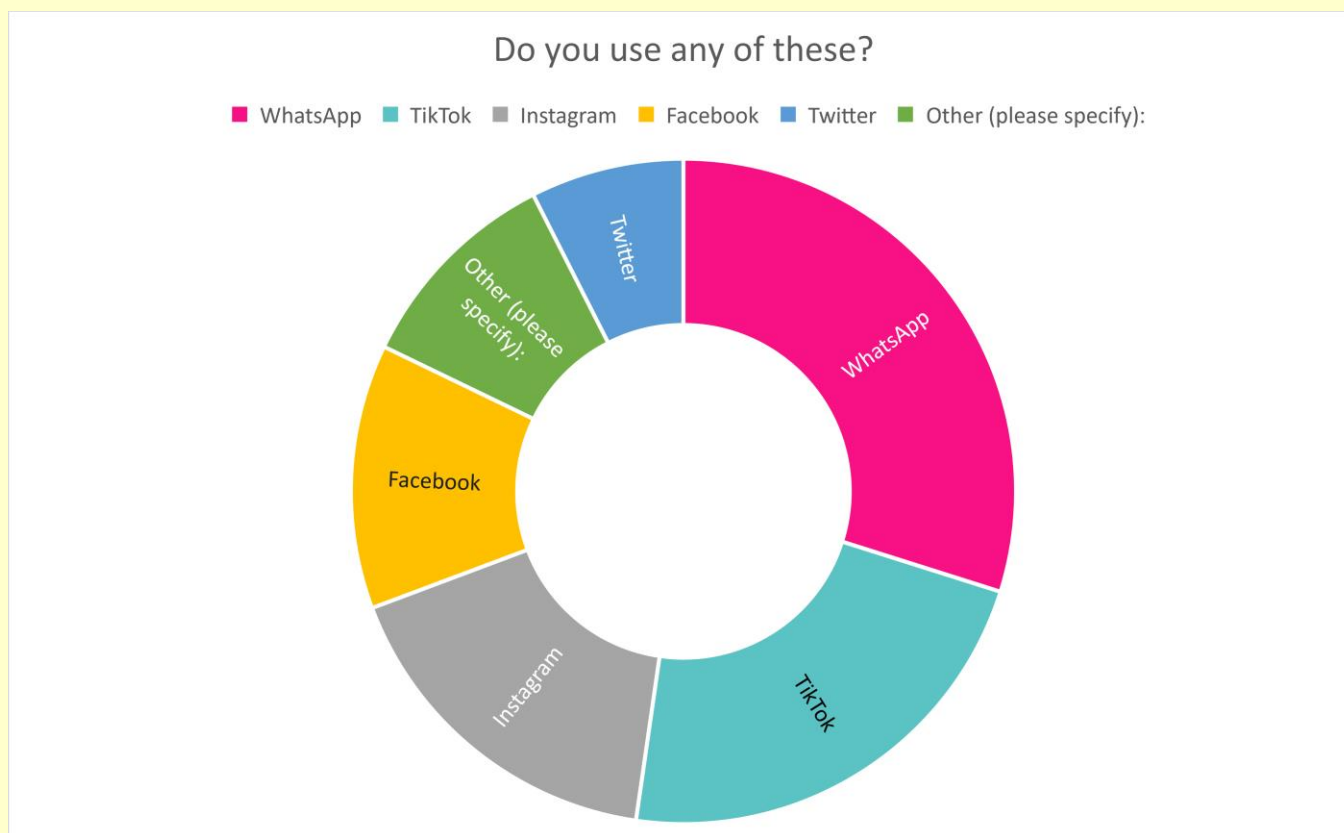
‘Being available at the place where young people hang out, McDonalds, community settings etc’

We are always open to offers and new opportunities and welcome these helpful suggestions.

Question 10. We wanted to know what social media platforms young people used:

We were not surprised to see **TikTok** as a popular choice although we do need to explore whether it is a platform that young people would use for SEND information, advice and support.

We can explore **WhatsApp** as a way for young people to communicate with us, and for us to share information.



'Other' responses included:

'message facetime'

'Snapchat'

'YouTube'

'Discord'

'text, WhatsApp, messenger'

'I don't like social media'.

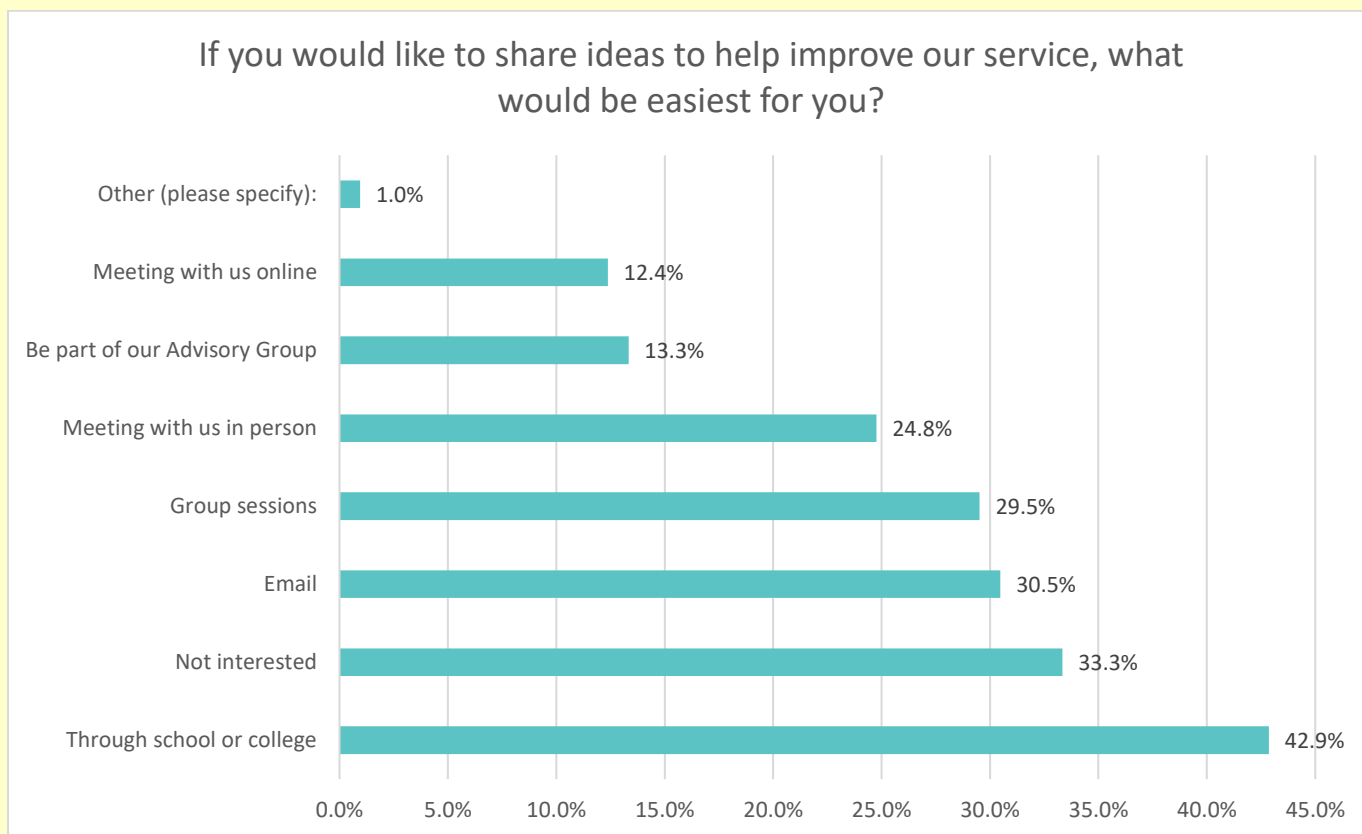
'no because i'm not allowed to go on these until i'm 18 in 2025'

Question 11. If you would like to share ideas to help improve our service, what would be easiest for you?

'Through school or college' seemed the popular choice followed by 'email' and 'group sessions'.

A third would not be interested.

If this was delivered in a fun session in school or college they may be more interested in taking part.



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

We also asked a similar question to practitioners - Would you be interested in helping us develop our service?

68% said **no** and we appreciate how busy everyone is in their own roles. We can explore ways we can make it easier for people to share their views and help shape our service.

The **31%** who would like to take part will be contacted with further information as to how they can become involved.

Summary and next steps

We would like to thank everyone who took part in our survey, and we really value all the views shared with us.

We need to do more to:

- raise awareness that we can support young people.
- explore ways young people can access the service.
- expand our range of information and resources.

We will now explore:

- ways to publicise how we can support young people.
- outreach to young people.
- further coproduction with young people on the topics which interest them.
- ways we can improve accessibility of service publicity and information.
- alternative options for young people to interact and get in touch with us.
- communication tools which will help us to work with young people.

Thank-you so much for taking the time to help us. 😊