

Consultation Feedback - Website Dec 2021 – Feb 2022



Purpose of Consultation

Plymouth Information, Advice and Support service provides information advice and support to children, young people and their families around SEND. We want to ensure that our website is accessible for all, providing the information that is needed. We asked for feedback on our website via Facebook during December 2021 – February 2022.

Feedback

- We received 21 responses. 20 had used the website page
- Of the 20 who had used the page 100% found what they were looking for.
- How accessible was the information you found? 20%(4) found it very easy, 75%(15) easy and 1(5%) difficult to access.
- How easy was the information to find? Very easy 25%(5) Fairly easy 70%(14), difficult 5%(1)
- How useful was the information you were looking for/ Very useful 45%(9), Fairly useful 55%(11)
- If you didn't find what you were looking for can you tell us what this was?
 - Information about groups to support child with SEN.
 - Parenting programmes - when full direct people to other provision
 - Information on alternative provision both local and everything that is available
 - Some of the information is out of date

We asked for suggestion on how we can improve the website. You told us:

- The landing page has lots of writing which can put people off
- More Easy Read video links
- Information on parenting programmes available across the city

We asked what information you would like on the website. You told us:

- More information for post 16 children
- Information on how to request a young carers assessment
- Information on broader range of local services
- More for Young people 18+
- Links to other services and POD
- Info on parent led groups and forums
- A sharing board where parents/carers can post support information and share best practice
- Little more information about who you are and the structure of the team.
- Information on all schools in the area not just special schools
- Webinars
- Sometimes you don't know what you need until you find or see it. Maybe something to prompt/signpost for those who are unsure
- Updated links
- More links to other services or signposts
- Details of the type of support PIAS offer/when we can access this /contact names, details.
- Information on the EHCP process, annual reviews, reasonable adjustments, plans/support plans in school

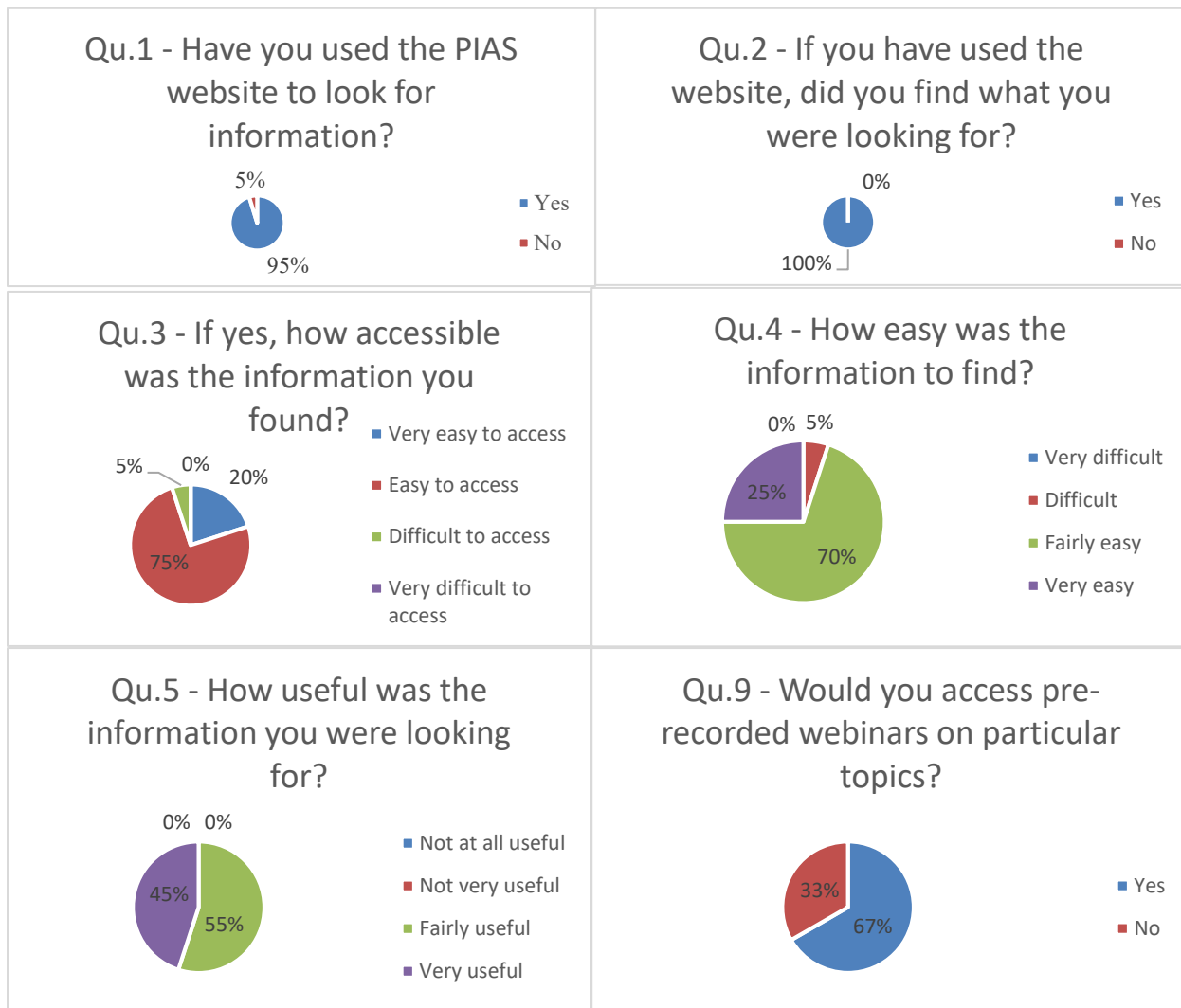
We asked if you would access pre-recorded webinars on particular topics. You told us:

- 67% (14) yes you would access pre - recorded webinars
- 33% (7) no you wouldn't access pre-recorded webinars

What next?

We are currently working through your suggestions and will update you on progress.

Summary sheet of data.



Helen Huntley
PIAS Team Manager
22/02/2022