

CYP Local Offer Consultation

FAMILY VOICE PETERBOROUGH

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Family Voice report on the voice of the child in the new Child Local Offer website

1. Introduction

Local Offer is a setting it out or a place where Families and Young Persons can find the information about education, care and health provision in the area who have special or additional educational need , and that may have a EHCP or not. The code of practice 2015 sets some publication requisites that this information must fulfil:

- The provision/services offered or publicised must be accessible and available in the community
- Information must be clear , comprehensive, accessible and up-to-date
- To have an ongoing engagement and participation process with young person and parent carers to ensure development and review of provision

With this in mind Peterborough Local Offer has been a collaborative process that has engaged parent carers and is on the process of engaging the young person , not only by getting the voice of the child across provision but also by setting up of the child forum.

The aim of the Forum is for the young person to understand the process that he/she is part of and to have and where possible have their input in the collaborative and ongoing review of provision.

It was the intent of Family Voice to analyse and gather the opinions of the children from a different range of disabilities and ages in order to have a better view of how information should fulfil the above requisites.

2. Participation and Engagement

2.1 Population

The sample was collected from 9 children with ages compromising 11 and 3 years age , both genders, with the attendance of 4 individual of the feminine gender and 5 of the masculine gender, all Peterborough residents and Peterborough service users, from different socio-economic and cultural background that due to the previous mention factors can be considered as included in the seldom heard families. Families had a varied ethnic background including white British, Portuguese and Kurdish.

The disabilities reported on the FVP questionnaire were as follows; Autism, dyspraxia, anxiety disorder, 16p11.11, Goldhear syndrome, ADHD, Language impairment and learning difficulties.

2.2 Materials

Materials were adapted to the child level of understanding and participation, providing opportunities to share views in a safe and motivational setting with the support of an adult.

Children were questioned on the clarity of the information, information comprehension, accessibility and how to check if it is up to date.

Finally how comfortable was the process of participation to them.

3. Results

3.1 Information Clarity

All children felt that the front page was a bit busy and they could not identify the children Local Offer icon clearly. They all said that it has to be more obvious and more in keep with their age icon to make it more salient. On the second page they have identified the icons most of the time correctly and related to the relevant areas with straight forward ease. On the third page the children found the drop boxes helpful and there was a split opinion between images and words with some finding one or the other preferential. It would be helpful to have both if possible in the page as this will make information accessible to all Child or young person.

3.2 Comprehension of Information

Moat children found some of the pages too busy, especially the first and third page they wanted to have a cleaner structure that could help them navigate the information on the page. They were not keen on links and preferred to have a text that would provide the information that they needed. Language need to be adapted to age and socio-economic –cultural background as they found it hard to understand and became disengaged with the page after a short time span.

3.3 Information accessibility

Children struggled to access the information on the pages in particular the first page where they could not identify the icon, literacy skills may have to be taken in account when making the choice and remind ourselves that the Local Offer is for 0-25's, with particular emphasis on the 0's. All children liked the videos and other children stories although those can possible be more visual and minimise the use of words and long texts. Overall the focus on visual information needs to be taken in account to the younger service user.

3.4 Information up-to-date

This was not particular interesting to the children, although when they became aware of the independence that information can give them they were excited about the prospective and this view needs to be incorporated in the way information is given, this became particular relevant when they became aware that they could contact services and say what they thought about something.

3.5 Participation Process

Family voice choose a safe and relaxed venue (our premises) and made the activity fun and part of a game in order to keep the motivation and engagement high with all the children and avoid unproductive and disengaged moments. All Children found the process fun and when came to an end they remained engaged and that is quite positive, they reported that it was fun and if they could do more.

4. Recommendations

Please find below a resume of all possible recommendations in light of the described above and the difficulties encounter by our engagement and participation process:

- 1) Visual information is a must
- 2) Language adaptations need to be made

- 3) Information needs to have an empowering and independence tone
- 4) Keep website uncluttered and easy to navigate
- 5) Have in account CYP ages and background

Family Voice- Voice of the Child –Local offer

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