



# YOUNG INSPECTORS

**Young Inspectors report on Local offer website**

**Address: N/A**

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**Date of Inspection: 30<sup>th</sup> September 2014**

**Number of Young Inspectors present: Four Young Inspectors present**

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Short Breaks have introduced the ‘Young Inspectors’ program as part of the service commitment to provide:

‘The opportunity for children and young people with disabilities and/or additional needs to contribute to the decision-making and development of services for children and young people with disabilities and/or additional needs on the Isle of Wight’.

The report is written in an easy read report and has also had the help of the young inspector’s leaders to write it.

The Young Inspectors reviewed the educational health care plan based on the following areas deemed important to them. The inspection is part of an agreement between Short Breaks and the provider highlighted within the S.L.A. This is what the Young Inspectors found:

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## 1.0 Introduction: Why we inspected Local offer website plan?

The new Local offer website was asked to be inspected by Young inspectors by service manager Rob Winfield, this was to include the voice of young people and establish what worked well when looking online at provisions for young people with disabilities and or additional needs.

## 2.0 Methodology: How we inspected Local offer website?

The local offer website was put up on the home page for young inspectors to look at. I and a member of the disabled children's intervention team then asked them questions while they were still looking at the website. We had a break in between and went back to it after. This gave young inspectors enough time to look at the website and make their own judgement and we then prompted them with some set questions and any other comments that they wanted to include.

## 3.0 Summary of Findings: What the Young Inspectors found

### Positive aspects of the page

Positive aspects of the page were that all young inspectors found it easy to use and it was simple to navigate.

One of the comments that were said was that the boxes were nice and big and the information was relevant inside.

Everyone liked the symbols which came up when reading so if they don't understand a word they can see the picture or symbol.

Another young person explained he would feel confident that if he wanted to go on to the sight then he would be able to find what he was looking for.

Many thought that all the pictures on the website were appropriate apart from two people felt that 5-11 section should have a picture of a playground on or toys. This was said on an individual basis from the young people.

All young people were able to find their schools and statements on the website and this was a really positive for some young people as they enjoyed going to their school website and seeing what they offered disabled young people and they found things they didn't know the school had or did.

Some said the font was the perfect size and others struggled with this but they all did like the font.

#### 4.0 Recommendations: How the Education, health care plan be made better?

##### Improvement for the page

What was picked up from one of young inspectors was that although she thought the symbols were good, she uses the cursor to follow words as she struggles reading, which she could not do as the symbols covered the whole word. She suggested that there be an on or off button for this, so that she could read the pages easier.

Many of the young inspectors explained the colours were dull and there needed to be more pictures as it was to grown up and boring.

Young inspectors felt the suggestion of a child and adult page should be introduced. As one of the issues was that it was too boring as there was so much writing and they just gave up reading in the end and some felt it to over whelming when looking at long pages of text.

With regard to short breaks the young people each mentioned this on their own initiative. They explained that it was hard to see it on the website and it needs to be bigger. As well as this they all felt they would like a page of activities which are available with pictures you can click on which takes you to a description of the activity. Three of our four inspectors said they would like this to happen. The Young Inspectors explained it would be easier for them to show their friends at school as they find it difficult to explain to their friends what short breaks are.

Some of the wording on the website young people didn't understand like services, they didn't know what this was referring to. They all struggled when trying to search for items and they didn't know what CHYPS was meant to stand for.

Another issue regarding the website was that YI felt the pages were not up to date as they still had activities on that were not appropriate such as Space Island.

All of the inspectors enjoyed looking at their school however; they think it would be better if all the schools were on one page and that they were put in alphabetical order.

Overall Young Inspectors felt the page was a positive and explained it was a lot easier to see everything in one place rather than all on different home pages. With a few changes the young inspectors feel this would be more young person friendly.

## 6.0 Provider Feedback

This section is for the Activity Provider/Manager to comment on the YIP report and contest with any discrepancies or perceived inaccuracies and highlight how they plan to work towards meeting the aims of YI through

Provider consultation - suggests a need to speak over report with line manager/program worker prior to being published within the public domain.