



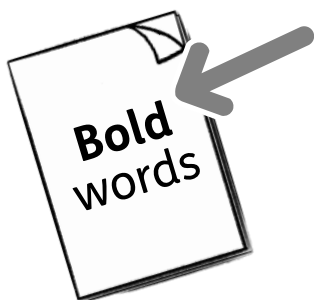
Changing the way we look into services for children and young people with SEND

What children and young people said

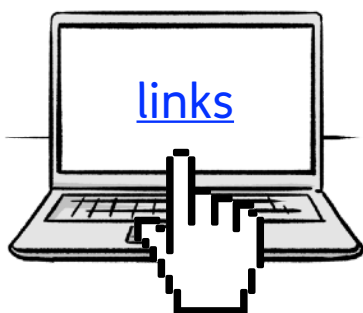


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In this Easy Read document, some words are in **bold**. We explain what these words mean in the sentence after we have used them.



Some words are blue and underlined.

These are links that will go to another website which has more information.

Introduction



Ofsted looks at nurseries, schools and colleges to make sure that children are taught as well as possible. We also look at children's social care.



We also work with the **Care Quality Commission (CQC)** to make sure children with **SEND** get the support they need from health and care services, schools and colleges.

Care Quality Commission (CQC) is a government organisation that checks the standard of health and social care services in England.



SEND stands for **Special Educational Needs and Disabilities**. Children and young people with SEND are aged 0 to 25, and may need some extra support.



We asked you to answer questions about:

- The way we check SEND services.
- Our ideas to change the way we check services.



This Easy Read document explains what you said.

The survey



We asked you to answer questions, to tell us what you thought about our ideas.



There was also an Easy Read version of the questions.



About 800 children and young people sent us answers to the questions.

Meetings



We also talked with groups of children and young people in their schools and colleges.

What you said

You told us 4 main things:



1. Local services do not always listen to you when they make decisions about the help that you get.



2. The help that you get from your local service should make your life better.

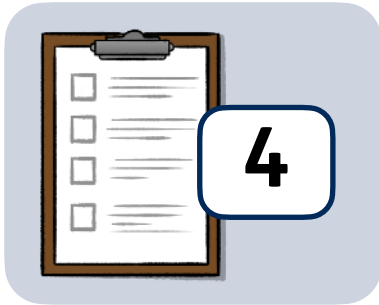


3. We should make sure as many children and young people as possible can answer our surveys.



4. Our new way of checking services looks at the right things. But you want us to ask more questions about mental health.

What you said about our 4 questions



We asked you 4 main questions.

Question 1

We asked:



Should we check that the help you get is making your life better?

You answered



Most of you said that we should check that the help you get is making your life better.



Some of you said that you did not know what would make your life better.



What we will do

When we check services, part of this will be checking that the help you get is making your life better.

Question 2

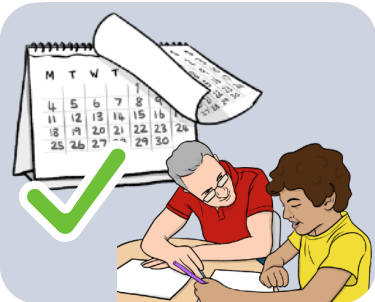
We asked you if we should look at how well local services:



- Decide what help you need.



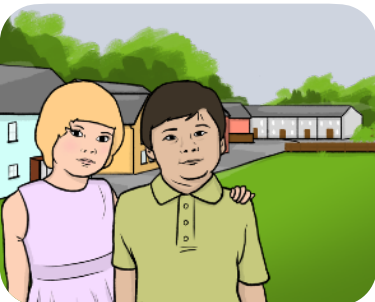
- Ask you about the help you need and listen to what you say.



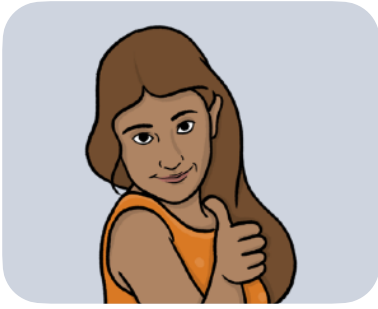
- Make sure you get the right help at the right time.



- Make sure you are ready for what you want to do next, like being able to do more for yourself, starting college or looking for a job.



- Make you feel included as part of the area where you live.



You answered

Most of you said that these are the right things for us to look at.



You told us that:

- It is important to get the right help from adults, like teachers.



- Not all local services give you the help that they should.



- Services should tell you what help they are going to give you.



- Sometimes services say they can't give you the help you need because it costs too much. This makes you feel they do not care about you.



- You often feel like local services do not listen to you.



What we will do

When we check services, we will listen to the children and young people who use them.

Question 3

We asked:



How can we make the surveys easier for you to tell us about the help you get?

You answered

You said we could:



- Have pictures that help you understand some of the words.



- Use other ways to ask us what you think – not just surveys.



You said you wanted to choose where to answer the questions. Some of you want to do it at school, and others want to do it at home.

You said:



- The colours and pictures are good, but you would like to be able to change them.



- You like questions where you tick a box.



- Some of the questions are too long.



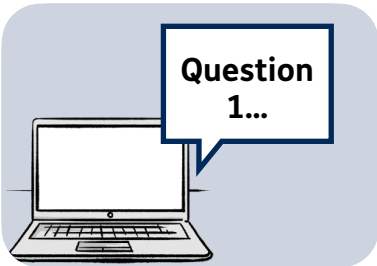
- The questions should also be in British Sign Language.

What we will do

We have changed the survey in these ways:



- We added video, sound and pictures to help explain each question.



- You can use a screen reader when you answer the questions – this means your computer or tablet will read the words out loud.



- We made the survey more colourful.



- You can go through the survey just using a keyboard.



- We added a 'Save' button so you can save your answers and finish the rest later.



- You can write your answers on paper if you want.

Question 4

We asked:



Do you think we are asking about the right things in our surveys?

You answered



Most of you said we were asking about the right things.



Many of you said we should also have questions about mental health.



You want us to ask about what makes you happy.



You liked the questions about what you need.



Some of you said you do not like to be asked about things that have happened to you.

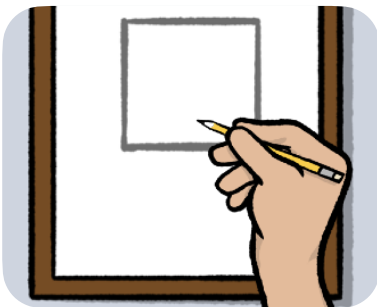


You did not always understand some of the words we used in the survey.

What we will do



We are working on our surveys to make sure the questions are easy to understand.



There will be a text box where you can tell us about things like your mental health, if you want to.



We do want to hear about things that have happened to you.

We have different ways of doing this, like:



- Meeting with your parents or carers and local services to talk about the support you get to make your life better.

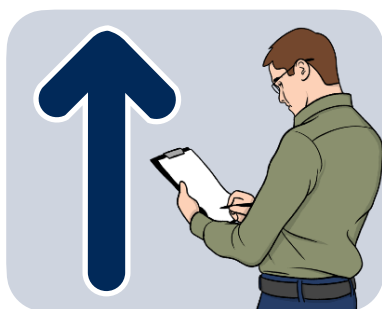


- Visiting your school and other services, to see how well they are helping you.

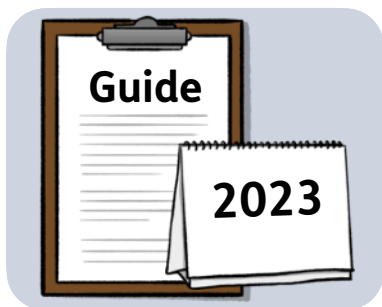
What will happen now?



We used your ideas when we wrote a new guide for checking on services.



Your answers will help us to check services in a better way.



We will start using the new guide in 2023.

For more information



You can look at our website here:
[https://www.gov.uk/government/
organisations/ofsted](https://www.gov.uk/government/organisations/ofsted)



If you need more information please
contact us by email:
area.send@ofsted.gov.uk