



Child Friendly Lambeth
Young Inspectors
SEND Local Offer Inspection Report





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Introduction

Lambeth is part of the UNICEF UK Child Friendly Communities and Cities programme, and our ambition is to become a child friendly community where the voices, needs, priorities and rights of children and young people are an integral part of public policies, programmes and decisions. We want to be a place where children and young people have a real say in the decisions that affect their lives. We know this is critical if we are to deliver the ambitions for the future of Lambeth set out in our Lambeth 2030 Borough Plan. We need to take a One Lambeth approach where everyone comes together, across the council and across the borough to put young people and their families at the heart of everything that we do.

Child Friendly Cities and Communities is a United Kingdom Committee for UNICEF (UNICEF UK) programme that works with local authorities and their partners to put the rights of children and young people into practice. Lambeth have partnered with UNICEF UK on this ambitious programme to ensure that children and young people have a meaningful say in, and truly benefit from, the local decisions, services and spaces that shape their lives.

The Child Friendly Lambeth Programme has chosen Child Friendly Services as one of our priorities (badges), in which the views and experiences of children and young people are consistently used to inform the commissioning, design, development, delivery and review of services. A way to ensure this is by using Young Inspectors. A Young Inspector is a child or young person who looks at a service from a young person's point of view and provides their thoughts and opinions about the service. The opinions and experience of children and young people are vital in the development of our children's services.

Lambeth is committed to taking the findings of the Young Inspectors Programme seriously and will work together and feedback to young people on the actions taken as a result of the findings of any inspection undertaken by our Young Inspectors.

Child Friendly Lambeth's Young Inspectors Programme chose the SEND Local Offer as their first area to inspect. Six young people with SEND inspected the 'I'm a young person' section of the Local Offer, for which they are the target audience. This report looks at how the young inspectors undertook the inspection and summarises their feedback and recommendations.

As decided by and agreed with the young inspectors, this report has been written on their behalf by the SEND Youth Involvement Coordinator and Child Friendly Lambeth Programme Manager but has been signed off by the young inspectors involved.

It is important to note that the inspection session only ran for three hours. This was due to the needs and capacity of the young people involved. As part of the inspection session, the young people received training on how to deliver as their role as an inspector. There was not enough time to scrutinise and make recommendations for each section of the 'I'm a young person' area. Therefore, this is a high-level overview of the young inspectors' findings and recommendations. Young people should be consulted again about the proposed changes to the website to ensure true co-production.



Methodology

The SEND Local Offer inspection was carried out on 10th July 2024 at Dunraven Secondary School. The school inclusion department were sent a clear job description for a young inspector. They put forward six young people aged 11 to 15 with a range of SEND and from different ethnic backgrounds, reflecting the diverse population of young people in Lambeth. The special educational needs and disabilities of the young inspectors included speech, language, and communication needs, hearing loss, visual impairment, ADHD and Autism. Adaptations to documents and PowerPoints were made to ensure they met the needs of the young people.

It is important to note that due to upcoming GCSEs and A Levels there was no representation of 16+ young people among the young inspectors. This cohort should also be consulted with regarding the Local Offer, particularly around the 'Preparing for adulthood' section.

The session was carried out at Dunraven School during the school day and ran for three hours with a lunch break in the middle. The inspectors were paid London Living wage at £13.15 an hour and refreshments were provided throughout. They also received certificates of participation.

The session ran as follows:

- Introduction to Child Friendly Lambeth, the Local Offer
- Training: format of the inspection and expectations of the inspectors
- Ice Breaker
- Inspection
- Lunch Break
- Inspection continued, next steps and feedback on session

During the three-hour session, the young inspectors worked through a document prepared by the SEND Youth Involvement Coordinator (see Appendix 2). This document contained questions that the inspectors were required to answer, focusing on aspects such as website navigation, accessibility and content. The young people were also presented with multiple pathways to explore on the website. For each pathway, they assessed the ease of finding information, its clarity, the format in which it was presented, what was working well, and areas for improvement. Each young person had a Chromebook provided by the Dunraven inclusion department, and a paper document they worked through, by hand.

The feedback and recommendations section of this report has been compiled by analysing the inspectors' individual research documents. Eight common themes have been identified from their findings and are detailed below, along with specific feedback and relevant recommendations. The SEND Youth Involvement Coordinator and Child Friendly Lambeth Manager returned to Dunraven School to present this report for the young inspectors' review and approval. The young people appreciated being continually involved in the project and kept in the feedback loop. They were glad to see that changes based on their feedback were already being implemented, which they commented made them feel valued and empowered.



Feedback and Recommendations

The feedback and recommendations are the young inspectors own thoughts and opinions but have been reworded to summarise instances where multiple young people expressed similar ideas in their documents. Direct quotes from their work are highlighted in purple.

Finding the website

Feedback:

- Many of the inspectors searched for 'Local Offer' instead of 'Lambeth Local Offer', not understanding that each local authority has their own one. Therefore, many came up, with Lambeth's not appearing on the first page. However, after searching specifically of Lambeth's Local Offer, they found it immediately.

Recommendation:

- When promoting the Local Offer ensure that young people understand what the Local Offer is and that it is specific to each Local Authority.

Text Font and Size

Feedback:

- The font on the Local Offer is different depending on the device you are using.
- Some of the young inspectors had their own personal Chromebook and the font was different to the font on the Chromebooks provided by the school. The young people using their own Chromebook noted that the font was quite difficult to read as the letters were very thin.
- One student with a visual impairment commented that the font was difficult to read and that it was too small.

Recommendation:

- Compare the font on the Local Offer when viewed on different devices. Consider standardizing the font across all devices or providing options for users to select different fonts.
- Add accessibility tools that allow users to increase text size without simply zooming in. Consider using a magnifying glass icon to indicate options for adjusting text size.
- *'You can [make the text bigger] depending on your device, some devices you can zoom in **but there should be a way to do it that is accessible for all devices**'.*
- *'Yes CTRL+, CTRL- [to make the font bigger], it is the shortcut but maybe buttons could help as this isn't really known **so a nice magnifying glass would help children to notice**'.*



Changing the Language

Feedback:

- All young inspectors bar one struggled to find out how to change the language on the website.

Recommendation:

- The language selection tool should be moved to the top of the website, as it is currently too hidden at the bottom.

Accessibility of Language

Feedback:

- Much of the language is difficult to understand and is not child friendly, especially to those who are younger.
- There are complicated phrases like 'change the way they inspect local area SEND arrangements' and acronyms like CQC which none of the inspectors had heard of.
- *'Some might not understand CQC and what it means. Some people might have a disability such as dyslexia and it won't help, the language is difficult and complicated and compacted.'*

Recommendation:

- The language used needs to be more child friendly, proposed changes to information should be reviewed by young people to ensure understanding.
- Acronyms need to be explained, for example CQC could be hyperlinked with a pop-up box explaining what it is.

Age Range

Feedback:

- The 'I'm a Young person' section says that it is for 14–25-year-olds and the overall Local Offer page says it is for those aged 0-25. Therefore, there is a gap in information for children and young people below the age of 14 who want to look on the Local Offer independently, for example, our young inspectors, some of whom were below the age of 14.
- Whilst much of the 'I'm a young person' section is focused on preparing for adulthood which may not be as relevant to those below 14, these children and young people may still be interested in thinking ahead and planning for the future. Additionally, the 'I'm a young person' section includes leisure activities which are not exclusive to 14+.



- The inspectors noted that if you are 11 you might see the age range and not read it, *'it says 14-25 which put me off reading it'*. Not all the 'I'm a young person' section is about preparing for adulthood so it shouldn't be advertised as 14-25.

Recommendation:

- Make the young person section more age inclusive or create separate sections for young people of different ages, for example a section for 11+ who may be looking at transitioning from primary to secondary school.
- *'I believe 13 and under should have their own sections, for example there could be a 11-year-old wanting to settle into school, looking for information and help'*.

General Structure and Format

Feedback:

- The website is *'not easy on the eyes'*, sections are squashed together, and it is very text heavy; *'I don't like reading and neither do a lot of kids'*, *'[I'm] overwhelmed with the amount of writing'*.
- Large amount of text is difficult to process and is not accessible to those with dyslexia and other learning disabilities. Large amounts of text do not appeal to a young people.

Recommendations:

- Overall, use less text and increase use of other media (suggestions detailed below)
- Any text that there is should be split up using lines or images to create a break in having to process information.
- The website should be more colourful to make it more eye catching.
- There needs to be a wider variety of media to present information. Some people are *'visual learners'*, so there needs to be more pictures, videos, road maps and infographics.
- The use of a road maps for employment pathways for example would help with understanding the different options available.
- The sports and fitness page should include icons or images for each sport to make it more eye-catching and help users quickly find the sport they are looking for.
- There should be an option to have the text read out to you, there could be a speaker symbol which you click on to use this function.
- Key words should be underlined to make the sentences clearer and help people find what information they are looking for.
- One young inspector suggested using interactive learning, for example using games to help understand processes, like a simulation.
- There should also be a video on the cover page about how to navigate the website.



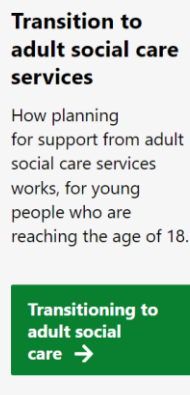
Simpler Titles and Pathways

Feedback:

- Some of the titles are a bit confusing. When looking for employment many of the YP were unsure between 'Post 16 school, college and university', or 'Training, work and volunteering'.
- Additionally, the young inspectors found the titles on the health and social care section confusing. Upon first glance 'Transition to adult social care services', 'Transition to adult health services' and 'Adult social care and health' are all very similar titles and the young inspectors weren't sure how they are differentiated.
- The pathways to find information are too long and there are too many subsections. For example, to get to 'Independent living skills' you have to go to 'Preparing for adulthood 14-25', then choose 'Finding somewhere to live' from 6 options and then choose 'Independent living skills' from another 6 options.
- *'I feel like the finding somewhere to live is a good heading but it feels like there are too many pathways'*

Recommendation:

- Use more simple titles like 'Education', 'Housing' and 'Independence'.
- The text under each box (see example photo below) should be briefer. There should be one line explaining what is covers and what information you will find there.



**Transition to
adult social care
services**

How planning
for support from adult
social care services
works, for young
people who are
reaching the age of 18.

**Transitioning to
adult social
care →**

- 'Health and social care' only has a subsection relating to preparing for adulthood, again, this is not inclusive of younger children. Either the title of this section should be changed or there should be other health and social care information relevant to 11+.

Promotion

Feedback:

- When asked about how they would normally access information about employment pathways and further education, the young inspectors said they would ask their teacher.



- None of the young people had previously heard of the Local Offer or knew what it was.

Recommendations:

- Schools and school staff need to actively promote the Local Offer and signpost young people to it.
- Council officers could attend school assemblies to share information about the Local Offer with students and staff to raise awareness. This will provide an opportunity to explain its benefits, how to access it and answer any questions directly.
- Actively promote the existing Local Offer videos on the website by sharing them across social media, newsletters and other channels. Additionally, create a new video tailored for young people, produced by young people, to explain how the Local Offer can support their specific needs. This peer-to-peer approach will make the content more relatable and engaging.

Quality of Information

Feedback:

- SLAM link on mental health services page does not working, it says page not found. *'SLAM link doesn't work which essentially takes away the support base'.*
- The link to Lambeth Family Information Directory is hidden on the sport and fitness page, so it is not very obvious even though it is a great resource.
- The information on the 'Independent living skills' is not very specific and doesn't give much guidance. *'There is no video or link on what and how to practice those skills.'* *'It doesn't tell you the actual skills you need or at least to a bare minimum to learn those skills.'* This is the same for the 'Adjustments needed to the house' page.

Recommendations:

- There should be links to help signpost you to resources where you can learn certain skills or access more information. Information on the Local Offer needs to be actionable.
- Important links need to be made clearer and more obvious.
- One young inspector said that they wanted to know *'how to access knowledge about political parties as they can be quite confusing'* and that it would be useful to have links to child friendly information about local government.



Conclusion

The feedback and recommendations provided by young inspectors highlight several areas for improvement Lambeth's SEND Local Offer website.

The young inspectors commented that overall, they were pleased with the amount of information and how it is organized into different sections, such as employment, further education, and leisure activities. However, they noted that there was almost too much information, and since it was primarily text-based, it became overwhelming and difficult to process. They suggested improvements to the 'I'm a young person' section by making the language more child-friendly, simplifying navigation pathways, and making the site more age-inclusive. They also emphasized the importance of using varied media, particularly more visual and interactive elements, to make the content more engaging and cater to different learning styles. This approach would better support users with SEND, who are the target audience for this information. Furthermore, more proactive promotion of the Local Offer is necessary to raise awareness among young people.

To ensure genuine co-production and empower young people to participate in decision-making and recognize their meaningful value, it's essential that they are consulted on proposed changes to the Local Offer. Additionally, they should be kept in the feedback loop, understanding why certain changes can or cannot be made.

To conclude, our first Young Inspectors exercise was successful, with all inspectors providing positive feedback on the session. Please see feedback on their experience in Appendix 1.



Appendix 1

Feedback from Young Inspectors about the Young Inspectors Programme and Local Offer Inspection

What Went Well

'this is really nice, I like that you want to include kids and help them, this is great'

'they helped us understand things we didn't, were very interactive and good to talk with, understanding and informative. Listened to us well, no EBI they were superb and excellent'

'I enjoyed everything that we did'

'good help navigating through the website, welcoming, providing food and drinks'

'Everything it was amazing, they was really kind'

Even Better If

'There is no complaint, but it was long, I like who they were, it went very well.'

'If it was on computers, we would be able to screenshot stuff that is hard to explain. As well easy typing and handwriting wouldn't be a problem'

'Bigger room next time'



Appendix 2

Guiding Questions for Young Inspectors During the Inspection

To note:

- Each bullet point refers to the individual answers from a young inspector. Their handwritten feedback was collected and transcribed for easier analysis.
- With consent from the young people, the SEND Youth Involvement Coordinator and CFL Manager also recorded verbal comments and recommendations from the young people that may not have been captured in their documents. These have been included in the feedback and recommendations section of this report.

1. Can you find the local offer website easily?

- Yes because it was fast to find, came up as first option
- I think it was self-explanatory and quite easy, all I had to do was put in the local offer website bit it led me to another website but after I put in Lambeth it came up easily
- No because there were other websites, so it was a bit hard
- yes, however initial search was just the 'local offer' which I couldn't find, but I added Lambeth which lead to it instantly
- No, there's other websites so it is difficult, the font on my chrome book is difficult to read
- You can find it easily by simply typing in Lambeth local offer and its also the first one on the website. The font is difficult to read.

2. Can you find the section for young people easily?

- It is okay but it took me 2 times to find it but it should be more inclusive, 10-19 which would be better
- Yes I found it simply because it says at the top, I'm a young person, then I just clicked on it. However it has an age range from 14-25 so there is maybe a different age range that talks about things such as education, housing, independence
- It said 0-25 but then 14-25, complicated and difficult
- yes, but the age range is listed as 14-25. I believe 13 and under should have their own sections, for example could be a 11 year old wanting to settle into school, looking for information and help
- Not really, they could add more colour, might not understand, quite difficult
- It's only for people aged 14-25. They should put up links for children of different age groups. It would be a bit more sophisticated. There should be more larger activities and if you are 11 and you see the age you would probably not read it.

a) Is the information on I'm a young person page accessible? (do you understand what it is saying?)

- Yes but I don't like reading and neither do a lot of kids, the writing is too small, it is not easy to understand



- I understand what is being said however, a young person than me may not understand what is being said and maybe overwhelmed with the amount of writing. Younger people may not find it accessible as it is not aimed at their age group
- I don't understand that much because it is difficult to understand
- multiple sections squashed together which isn't really easy on the eyes
- No, because of the font, it says 14-25 which put me off reading it, complicated words, what is CQC? Could add a video
- Not really because when it says aged 14 to 24 it might be a little of putting. Some might not understand CQC and what it means. Some people might have a disability such as dyslexia and it won't help, the language is difficult and complicated and compacted.

b) What do you think of the layout of this page and the different sections?

- It is nice but there should be different sections for different yrs and more sections.
- I think it depends on your preference like if you are a visual learner or prefer audio, but I feel the layout is ok but instead of saying preparing for adulthood it could say support when preparing for adulthood that would be a better advertisement
- Give examples what does it mean or show the ages
- scrolling down you are met with links to contact Lambeth, look into jobs, however other people might get distracted by 'modern slavery' (*speaking about bottom of page*) abbreviation on proper term 'initialism' would help. Examples are 'lol' 'idk' 'asap' however a word I find helpful is TL;DR, 'too long; didn't read' this is used to summarise long text, essentially add a short summary next to text
- not colourful, needs more pictures, needs a speaker
- There should be words being underlined for like the key words and headings and pictures. Maybe even for some people.

3. Can you find out how to change the language on the website?

- Yes but it took me a bit to find, it should be at the beginning, on the top, it should be easier to find.
- I think changing the language has been made easy as you scroll down to the bottom, however it could be easier if it was at the top
- No because it is really hard
- Yes but it is quite hard to find, I think it should be further to the top instead. An open space with images relating to it titles, different pictures to indicate
- No, not easy to find, they don't have 2 languages
- No it's pretty hard to find it should be at the top, they should do it where you can just share the language.

4. Can you make the text bigger?

- There should be a button, to show you how to do it
- You can depending on your device, some devices you can zoom in but there should be a way to do it that is accessible for all devices
- sometimes because the computer don't have that
- Yes CTRL+, CTRL- , it is the shortcut but maybe buttons could help as this isn't really known so a nice magnifying glass would help children to notice
- No, different fonts
- Depends on the device you are on and have it where it's structured like a google doc.



Navigating the website and pathways

- Things to think about:
 - How easy is it to find the information?
 - Do you understand the information?
 - Is the information in the format you want?
 - Do the links work?
 - What works well?
 - What could be better?

5. Employment options

- You might not know the difference, like post 16, school, college, and university vs training, work and volunteering, fast to find but maybe you should use different language
- You would go to training, work and volunteering, it tells you the paths/jobs you may want to do or look at like apprenticeships. Use of language could be tricky for younger people to understand
- post 16 school and college
- I would go through the training work and volunteering page but I think more indication would be good
- Post 16, school, college and university, bit difficult

6. Apprenticeships after leaving school

- It was easy to find because it had a box on it will be helpful if they had a 'road map'
- I would click on the traineeship and apprenticeship box then scroll down to apprenticeships then it gives you contact details and website with additional information. You could see graphics such as flow charts, road maps which could help you understand visually
- It was easy to find, training, work and volunteering, you could look at a map
- I found the box quite fast the traineeships and apprenticeships are nicely split apart. A road map/chart as an additional option to look through the pathways, apprenticeships and colleges
- Easy to find, I understand, could use arrows and a road map

7. Going to college after leaving school

- It was hard to find, it would be useful to make it read out
- You would go back to the main page, then click on post 16 school, college and university which gives you some information, I would change it to a brief sentence as the subtitle. *(would ask his teacher)*
- It was easy to find, try to make it a bit shorter
- I found the post 16, school and college and university easily and I think it's good especially considering most 16-year-olds would be mature enough to understand, however arrows and summaries would help the navigation
- easy to find (could use a voice speaker), found it easy using the side bar

8. Mental health support

- Helpful and easy to find but SLAM page not found



- You would click on health and social care then lead onto the box and go to the box that says mental health support services for young people, SLAM link doesn't work which essentially takes away the support base
- easy to find but clicked on SLAM link and it didn't show anything
- I found health and social care quite easily, to which I clicked on mental health support. I enjoy how direct it is which is good, SLAM page not found, when I clicked on Kooth it directs to web page with information, I believe this should just direct straight to the website, the opening times could be under 'kooth'
- Found the right place, SLAM link doesn't work
- I would simply look for the information in the mental health section on slide and you can just press slam

9. Transition between children's and adult's services

- It is hard to find, too many options that can be the same thing, they should have less
- I found it but there are two links, transition to adult health services and transition to adult social care services, I feel this could be out as one with less information but more detailed
- so it can help us with transition and any information
- I found it on transitions to adult social care services, this information feels to much though
- Title could be changed/different
- They could be different and coloured

10. Living independently

- Needs to be more specific, not hard to find, there should be more texts because it doesn't really help
- I clicked on preparing for adulthood then finding somewhere to live and there is a box for independent living skills. Some of the titles were quite broad which could make you want to read more but it was quite easy to find
- easy to find
- I found it in 'preparing for adulthood 14-25' to which I clicked on finding somewhere to live. I feel like the finding somewhere to live is a good heading but it feels like there are too many pathways
- Found it easy to find
- There's a video and different option like finding somewhere to live and taking control of your life. There is no video or link on what and how to practice those skills.

a) Independent living skills

- They should give you more information
- It doesn't really say how you can improve on these skills it just says what the skills are which doesn't really help when trying to find beneficial information
- your life depends on yourself
- in the independent living skills section, around the bullet point section I feel there should be a box around it for indication, it should provide some more information with links to help with those skills
- I went on taking control of your life, there is no info on how to improve your skills



- It doesn't tell you the actual skills you need or at least to a bare minimum to learn those skills.

b) Different types of housing

- It is very fast to find, and it is bold so it is good and it has lots of information but the information could be a lot bigger if you find it hard to see
- On the side there is a blue link that leads to types of housing
- the title is clear, but it was a bit hard to find
- I found it quickly, I feel like there should be indication to separate the types, like lines
- In a young person's perspective this would be easy to read I just wish it was less compacted with information.

11. Involvement in decision-making

- I found it in 10 seconds, and I like the amount of information, the links work
- Found this through blue link on the side as well, it gives you groups you can join and tells you a lot about them, LYC – detailed with pictures and has a lot of information
- it was easy to find, it needs more videos and pictures, you could make the writing shorter
- I found it quickly, the 'have your say' section being at the edged is good I think that's great, and it is good for involving people
- You would find this information on the have your say section and I love how it has loads of links and information.

12. Sports clubs

- It was fast to find and there's lots of things to do, text should be bigger, should be more colourful
- I clicked on the link that says life, leisure, and fun, then there is a link to sport and fitness, video and links to different programmes, opportunity to find activities and bases it on the area you are in
- Easy to find, very plain
- Life, leisure and fun, sports, and fitness. Layout of sports could have more colours and images, for basketball, basketballengland.co.uk has good clubs to provide for people. They also provide courts outdoors
- I love how it has a map and you can search for clubs but I don't like how the link is somewhat hidden. The layout could have more colours and aren't presented the right way.

General Comments

What Went Well:

- The idea is good, opportunities are available, makes you want to get involved, support you and helps present new ideas, good detail, leads you to multiple good and beneficial pathways



- Information and pathways for links, good navigation
- Good info easy to find
- It was quite packed with information; it has videos as well as links to whatever source and I love how there not just one big document of everything and instead there's different links to whatever you are looking for.

Even Better If:

- Confusing to read, make the text bigger and make it more colourful
- It was quite hard to understand sometimes
- For younger children there could be ways to present the ideas such as audio and graphics, more colour, interactive learning, take away some information
- It needs more pictures and videos, background
- more pictures representing stuff, more colours, access to knowledge about political parties as they can be quite confusing, auditory messages, summaries, informative videos for the website, showing how to use it
- Pictures, more colours, audios
- I feel like they should make it a bit more colourful and how it appeals to a young person's perspective and you could be able to have an interactive experience and also how you can be able to search your native language.