

Can you help Wokingham Borough Council improve their SEND Local Offer?

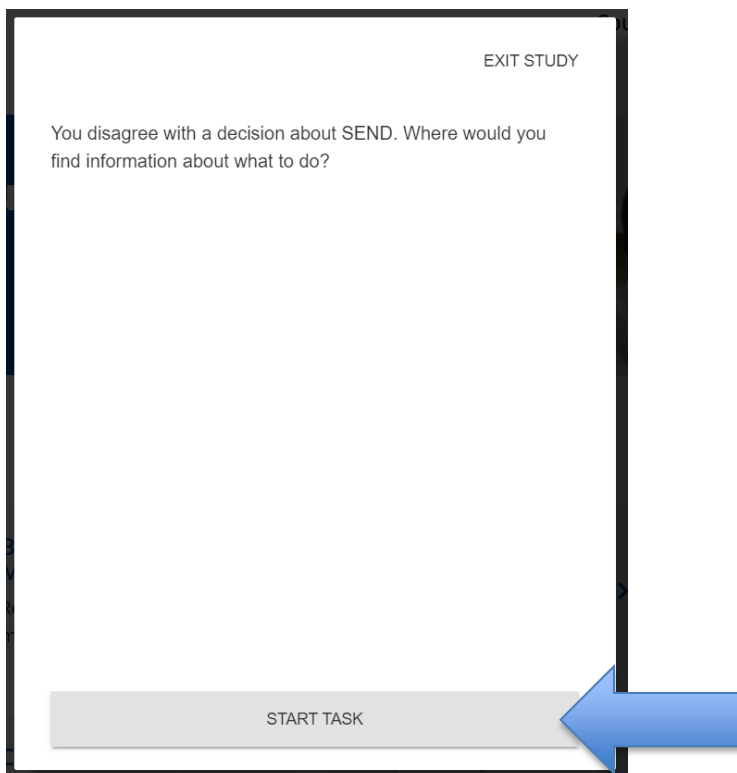
They have two areas they would like your help with:

1. Scenario Testing: to test how easy it is to find information on the SEND Local Offer right now
2. Card Sort: to help decide how best to organise the information on the SEND Local Offer.

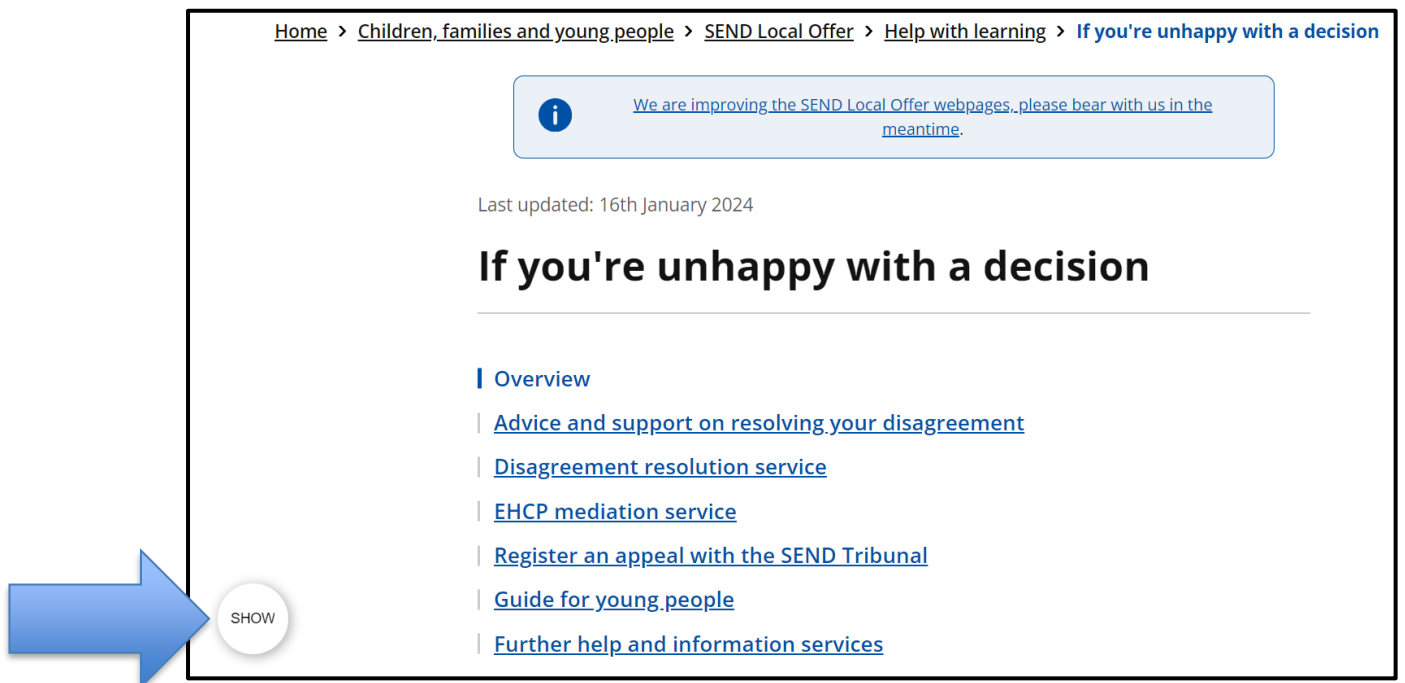
Scenario Testing instructions:

Scenario testing should take 15 to 20 minutes to complete.

- You will be asked to download an extension for Google Chrome – this will only take a few seconds and allows the task to be recorded.
- You will then be asked to share your camera and microphone – this will only be during the scenario test.
- You will be given your first scenario:



- Press “start task.” You will be taken to the Wokingham Borough Council homepage so you can look for the information you need.
- Please feel free to talk through your thoughts and highlight any issues you may encounter.
- Once you feel you have the answer to the scenario, press the “show” button in the left corner of the screen. You can also press this if you get stuck or if you need to read the task again.



The screenshot shows a breadcrumb trail at the top: [Home](#) > [Children, families and young people](#) > [SEND Local Offer](#) > [Help with learning](#) > [If you're unhappy with a decision](#). Below this is a blue information box with a white 'i' icon and the text: "We are improving the SEND Local Offer webpages, please bear with us in the meantime." Underneath the box, it says "Last updated: 16th January 2024". The main heading is "If you're unhappy with a decision". A list of links follows: "Overview", "[Advice and support on resolving your disagreement](#)", "[Disagreement resolution service](#)", "[EHCP mediation service](#)", "[Register an appeal with the SEND Tribunal](#)", "[Guide for young people](#)", and "[Further help and information services](#)". A large blue arrow points to a circular "SHOW" button in the bottom left corner of the page content area.

- The “show” button will take you back to the scenario description. Press “task complete” at the bottom of the screen when you have finished.



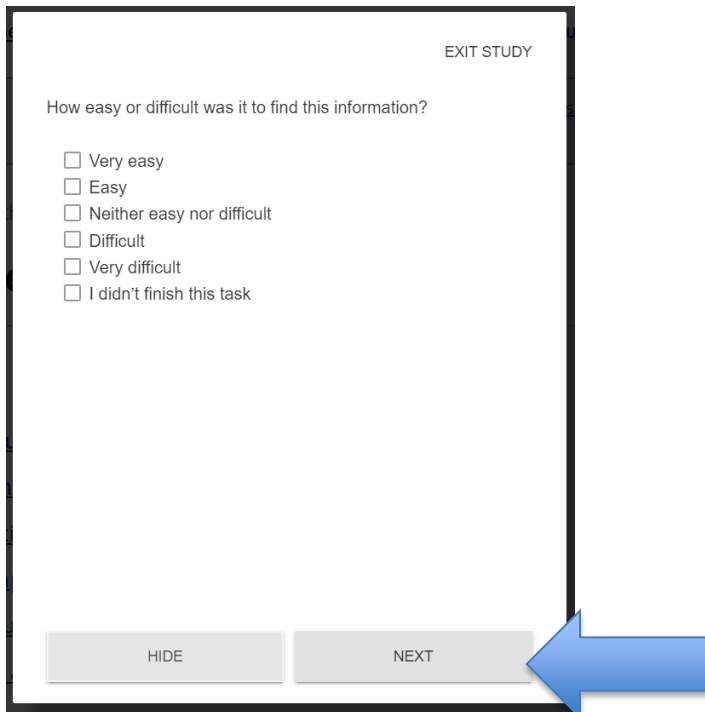
EXIT STUDY

You disagree with a decision about SEND. Where would you find information about what to do?

HIDE

ABANDON TASK TASK COMPLETED

A blue arrow points to the 'TASK COMPLETED' button.



EXIT STUDY

How easy or difficult was it to find this information?

Very easy
 Easy
 Neither easy nor difficult
 Difficult
 Very difficult
 I didn't finish this task

HIDE NEXT

A blue arrow points to the 'NEXT' button.

- You will be asked to select how easy or difficult you found the task. You can then press “next” to be taken to the next task.

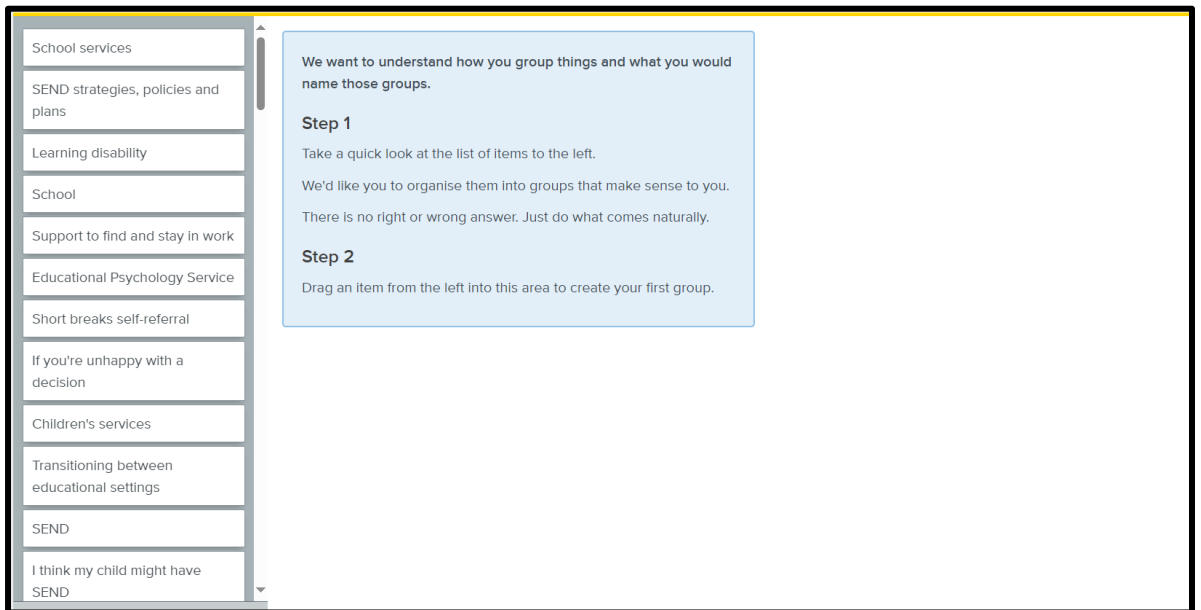
- You may find that some of the scenarios are not relevant to your personal situation, however please do try to complete them, as it is particularly useful to see the experience of someone finding the information for the first time.

This link takes you to the [Scenario Test](#). Thank you!

Card Sort:

Card Sort should take about 30 minutes, however there is no restriction on how long you take.

- The link below will take you to a set of cards, representing the most used and searched for content within the Wokingham SEND Local Offer content.



School services

SEND strategies, policies and plans

Learning disability

School

Support to find and stay in work

Educational Psychology Service

Short breaks self-referral

If you're unhappy with a decision

Children's services

Transitioning between educational settings

SEND

I think my child might have SEND

We want to understand how you group things and what you would name those groups.

Step 1

Take a quick look at the list of items to the left.

We'd like you to organise them into groups that make sense to you.

There is no right or wrong answer. Just do what comes naturally.

Step 2

Drag an item from the left into this area to create your first group.

- We would like you to move the cards into logical groups.
- You can then give each group a name.

Employment Service

Local Offer

Transitioning out of an EHC Plan

ASSIST Team (Autism Spectrum Service for Information Support and Training)

List of schools

Health check

How the EHC assessment works

The SEND Local Offer Explained

Family Intervention Resources & Support Team (FIRST)

Special educational needs

SEND schools

Click to rename

1 School

2 Education

2 items

Step 3
Click the title to rename your new group.

Step 4
Add more items to this group by dropping them on top of it.
Make more groups by dropping them in unused spaces.
When you're done click "Finished" at the top right. Have fun!

- If there are cards that you don't know how to group, please add a 'Don't know' group.

This link takes you to the [Card Sort](#).

Thank you again for making time to support the improvement of the Wokingham SEND Local Offer information.

If you need any further information or support with the tasks, email localoffer@wokingham.gov.uk