

Ways to communicate with Children & Young People (CYP) with SEND



- Do you work with CYP 0-25 years with Special Educational Needs & Disabilities (SEND)?
- Would you like to understand how to make communication more accessible and inclusive?
- Would you like to understand about tools you can use to help you gain CYP views?

Telephone



- Phone calls are a great way to communicate however can sometimes be difficult for young people with SEND to access or not preferred
- Limited availability
- Not always suitable for CYP due to physical or mental needs

Email



- A good way to communicate but not always suitable/ preferred by CYP
- Response times may be an issue
- Junk mail/ information overload

Social Media



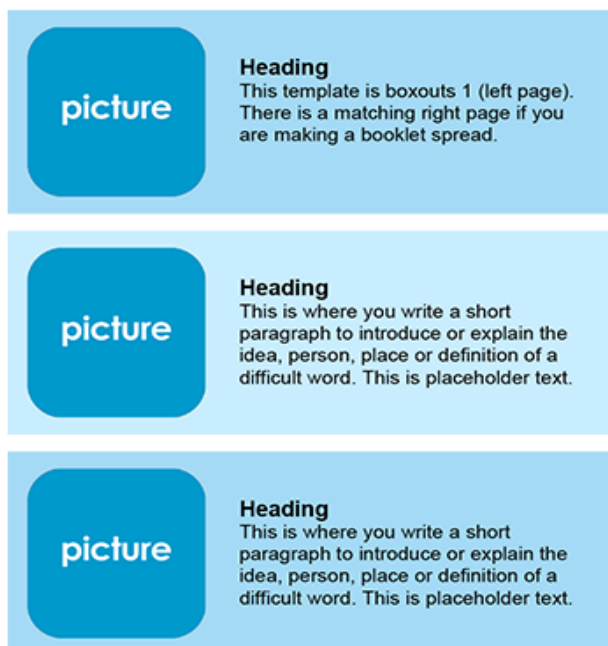
- A great way for CYP to find out what you are about/ research
- A fast, modern way to ask a question
- Group pages/ discussion rooms
- Sharing information with a group who are involved

Easy Read



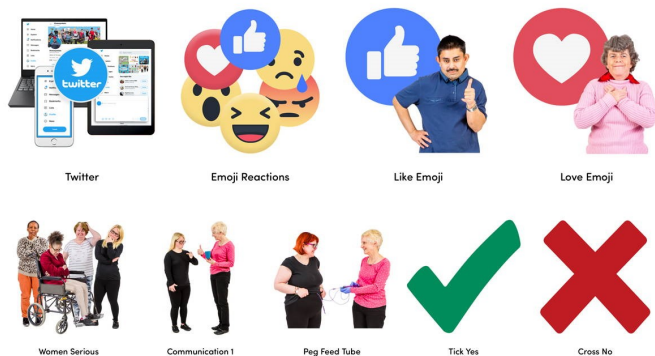
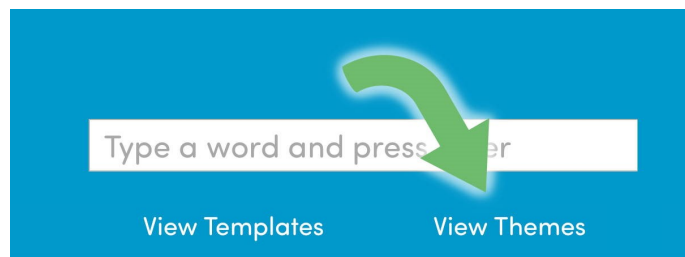
- Easy read options are a great way to be more inclusive with resources and information
- Is suitable for CYP and adults
- 'At a glance' information
- Not too much 'information overload'
- It is important that pictures describe the text (please see more in Photo-symbols)

Layout



- Easy to read topics 'at a glance'
- Pictures should describe text
- Headings, description and words can be explained in this format
- 'Comic strip' style reading that flows whether you are reading or looking at images
- Clear words
- Text size, font, colour that could make it more accessible to readers

Images & Photosymbols



- <https://www.photosymbols.com/>
- Picture library featuring people with learning disabilities as the main characters– all ages
- Subscription applies
- Templates & title pages
- Sign Language
- Disabilities/ hidden disabilities
- Easy Read formats and guides

Accessibility tools

Dolphin Computer Access

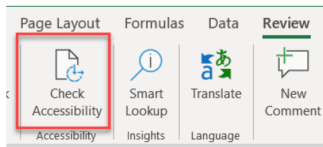


- Accessibility for sight loss, visual impairment and dyslexia
- Converts Word documents into a lternative formats including large print, braille, MP3 and ePub
- Subscription applies after free trial
- Free accessible reading app

Word Accessibility Tool checker

Use the Accessibility Checker

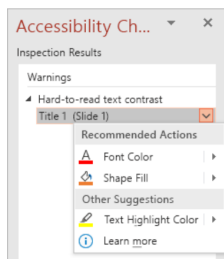
1. On the ribbon, select the **Review** tab. If you're using Outlook, note that you'll only see the **Review** tab when writing or replying to messages.
2. Select **Check Accessibility**.



3. Review your results. You'll see a list of errors, warnings, and tips with how-to-fix recommendations for each. See [Rules for the Accessibility Checker](#) for more information.

Fix recommendations with ease

To easily address accessibility errors and warnings, select an issue to open the **Recommended Actions** list. You can apply a one-click fix by selecting an action, or select the arrow button next to an action for more options.



- Free to use
- Word, Excel & Powerpoint
- Most programs we use daily have this tool
- Headings, fonts, size, colour, words in place of images, wording and links
- Checks your work for anything that might have accessibility issues for readers
- Gives recommendations for changes

Advocate/ supporter



- Others offering support
- Teachers, parents, carers, Family Support Workers, SENDIASS, friends/peers
- CYP can benefit from being supported or having an advocate that can voice their views if they are not able to themselves
- This can be for meetings, reviews and at school/setting

Video or voice recording

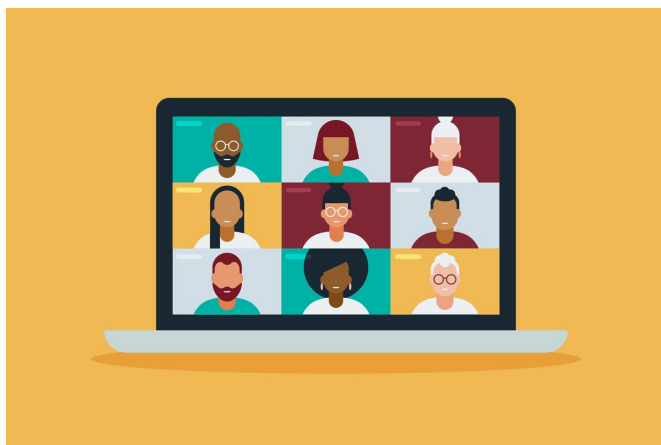


Record Voice

- CYP can use a voice record method to think about what they would like to say and record it at home
- This can be shared with relevant professionals if the CYP agrees
- The CYP can give their views without being present at a meeting
- Some CYP can use this method for Annual Reviews if they have an EHCP

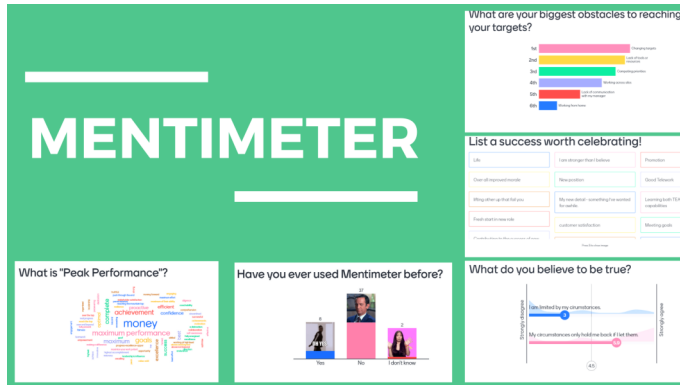
Online Meeting Platforms

Zoom, Teams, etc



- CYP are familiar with online meetings
- Easy to access if internet is available
- Only possible if they have smartphone, tablet or laptop
- Outside surroundings may interfere with meetings/ concentration
- Some CYP prefer this method as it is familiar to them, however some may not wish to use camera or voice options but can still feel part of a meeting

Mentimeter



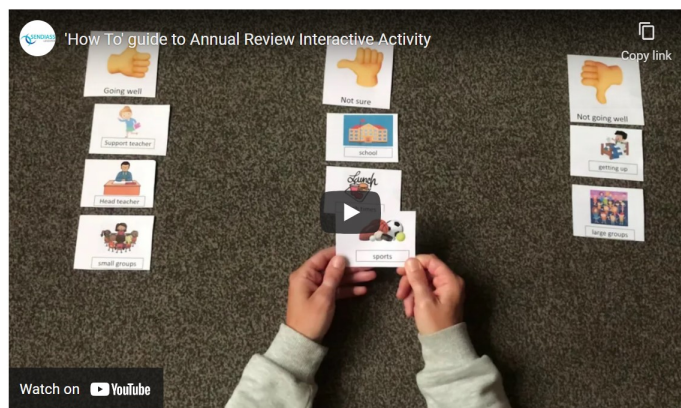
Face to face meetings



- <https://www.mentimeter.com/>
- Free to use
- Interactive presentation software
- Phone to screen access
- Voting system
- Collaborative work
- Anonymous options
- Quizzes, polls, visualise responses
- A great way to communicate but can be quite daunting for CYP to feel involved with a group of professionals
- May wish for supporter/ advocate present
- Some CYP might prefer to give input in a different way and send the info to be shared at a meeting without them present
- Sometimes unfamiliar: people, circumstances, professionals, etc

Interactive Picture Card Activity

To ensure that we as professionals can include young people in our processes, SENDIASS has developed an Interactive Picture Card Activity that can support children and young people to give their views without having to physically speak out if they find this challenging.



CYP Pack includes:

- 'How to' PDF
- 'How to' Youtube video link
- PDF printable Picture Cards
- Training for professionals

Interactive Annual Review activity for Children & Young People

'How to' Guide

Here is a really useful way that you can give your views in an Annual Review without actually having to say a word (If that's what you prefer). This activity allows you to share your thoughts on all things about school/college and education. You might wish to do this on your own or ask a parent or carer to help you.

What you will need:

- Picture cards printed out
- Scissors
- A clear area to sit (like at a table or floor space)
- A camera or phone to take a picture



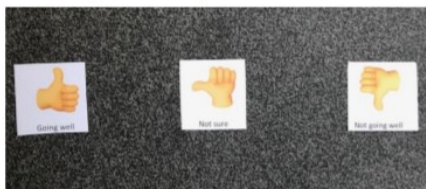
Step 1

Print off the picture cards and cut each one out separately



Step 2

Find somewhere comfy to sit and lay out the thumbs cards like this



Step 3

Make a pile of your picture cards and look at each one carefully. Take the first card and place it under the heading that you think.

(Helpful hint: try not to question the child/ young person's choices as they go through - you can do this at the end to understand their thought processes)

Is it going well?

Not sure?

Not going well?

Step 4

Once you have placed all your cards in their places it might look something like this...



Step 5

Take a picture of your interactive Annual Review activity and you can send this directly to your SENCO at school or college. This will help them understand your views before an Annual Review to see what things are going well or not so well and how they can help you. You can update your activity as many times as you want.

Take a picture!

SENDIASS Support

If you need information, advice and support for example to look at documents or to complete forms and write letters, SENDIASS can support you. We also offer information and advice on how to prepare for meetings and what certain processes might involve. Please contact us directly for more information.



SENDIASS can offer Support and Advice



info@sendiassleicester.org.uk



0116 482 0870



SENDIASS Leicester



@sendiassl

Further Support

SENDIASS Leicester	0116 482 0870	www.sendiassleicester.org.uk
IPSEA	national	www.ipsea.org.uk
Council for Disabled Children	national	www.councilfordisabledchildren.org.uk
Special Education Services*	0116 454 2050	ses@leicester.gov.uk
Contact - For families with disabled children	national	www.contact.org.uk

* SES are part of the Local Authority that are responsible for Education, Health and Care Plans for Leicester City children and young people 0-25

Key Words and Jargon

SEND	Special Educational Needs & Disabilities	A child/ young person that has a Special Educational Need and/ or Disability
EHCP	Education Health & Care Plan	Legal document highlighting a child/ young person's needs and provisions
SEN	Special Educational Need	A child/ young person that needs support in education
SEP	Special Educational Provision	Support that is put in place for a child/ young person
SES	Special Education Service	The Local Authority service that write and maintain EHCP's
CAMHS	Child & Adolescent Mental Health Service	A service to support parents/ carers or young people themselves to give information, advice and support in a confidential and impartial way
SENDIASS	Special Educational Needs & Disability Information, Advice & Support Service	A service to support parents/ carers or young people themselves to give information, advice and support in a confidential and impartial way
LA	Local Authority	Authority responsible for all children/ young people in their area
LO	Local Offer (Local Authority website)	The Local Authority Website that supports parents/ carers and young people with SEND including information about schools/ colleges & accessing groups/ support