



## WHAT ARE WE MAKING BETTER?

The Minimum Standards for SEND Information, Advice and support Services say that all IAS services need to have a stand-alone website that is accessible to all service users.

The SENDIASS website was on the main Swindon Borough Council site, and didn't meet this minimum standard. Some of the information was out of date or incorrect, and it was hard to update this website.

In August 2020 the service decided to build a new stand-alone website. This would have accurate and up to date contact details of the service, opening hours, response times, information on a range of SEND topics, signposting to other useful groups including parent groups and youth forums and national helplines, signposting to the Local Offer, and key policies.

## WHAT ARE WE DOING?

To make sure that the new website met service user needs we wanted parents and carers to be involved from the very beginning. Because of Covid – 19 we decided to run a virtual workshop so that parents and carers could tell us what content they needed on the website.

This workshop looked at the structure of the website so that information can be easily found, and what we do as a service is clear.

We decided to organise the website by type of service – a section with information about the four broad areas of needs and a section with advice and support about SEN Support, EHCP processes and Appeals.

Together we looked at ways of making the contact process clear, making sure that response times were easy to see and adding dates to information so everyone can see it is current. It was also suggested that we include a success stories page on our home page so service users know what to expect, and celebrate the good work we do.

Having input from service users at the beginning of the process has made sure that we are building a useful website that will meet local need. We have identified what is most important to parents and carers when they look for information, and have been able to prioritise this.

We asked Rebecca some questions about how she found the experience of being involved in the film clip. She reported:

I gained the opportunity to engage and be involved in helping to shape a very valuable service and to be a voice for other parent carers to help make the website accessible and user friendly for SEN parent carers and young people with disabilities.

As a service, parent carer input means that we have designed a website that is easy to navigate so that service users can find what they need easily, and know how to contact us if they need more support.

## WHAT DIFFERENCE IS THIS MAKING?

It is important that service users are included at every step, so once the website has gone live we will be running further workshops so parents and carers can let us know what is working well and what we need to improve.

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We also need to develop the children and young people have a say in what improvements we make

We also need to develop the children and young people part of the website. To make sure that this meets the needs of young people in Swindon we will also be asking them to work with us and let us know what they want from the website.

