

Local Offer (Version 4 - April 2014)

Appendix 7 – Hampshire's IT Requirements

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SEND Pathfinder – IT for Local Offer
Children’s Services

Customer Requirements
Draft Version 0.1

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Distribution

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1 Introduction

Special Educational Needs and Disability (SEND) Pathfinder is a national initiative. One aim is to provide interactive, easy to understand, up to date information using a multi agency approach covering Social Care, Education and Health and the Voluntary Sector to families, parents and carers of children who have SEND. It is called “Local Offer”

2 Problem

The Pathfinder project has been set up to look at and establish a clear way forward to implementing the Green Paper and next steps of the Department for Education’s draft provisions on SEND as part of the Children and Families Bill, draft provisions were released on 3rd September [released the draft provisions on SEN and Disability as part of the Children and Families Bill](#).

The full extent of this project is not known at this stage as the South East 7 (SE7) group is meeting monthly to establish the full requirements and a clear way forward for the Local Offer. However it is clear that there is an IT need for the web site to provide an online community. The Educational part of the website should be up and running by the 1 April 2013 which, given current resource constraints, could prove difficult and all other aspects by the 1 April 2014. There is no funding available for this IT project.

3 Solution

The Solution is seen as a website which:

- a) Will provide information about social care, education, health and voluntary sector regarding SEND, but also makes specific reference to:
 - Information about which Education establishments will be asked to publish regarding SEND services they provide using a template to capture the details to ensure consistency
 - Specific information on how to obtain an assessment, travel policy, transition support, services available for young people outside of Hampshire
- b) enables parents to comment, question and criticise on quality of information available/obtained
- c) is set up, supported, hosted and maintained externally

4 Scope of the work (external supplier)

- 4.1 Develop website in line with the requirements
- 4.2 Design of the website

- 4.3 Provide information to Parent Carers and Young People about services available from HCC, Health, Social Care, Education and where appropriate, links to further information which is currently available within the Local Authority.
- 4.4 Ensure that all information provided is easy to understand, reliable, relevant, up-to-date, consistent, is not duplicated (where possible) and is jargon free
- 4.5 Follow HCC IT Accessibility Standards
- 4.6 Ensure that Data Protection/Information Compliance is upheld
- 4.7 Fully support and host site for xxxx years to be discussed at the Change Board
- 4.8 Show HCC logo
- 4.9 Ensure that Parent Carers and Young People are able to feed back comments to site regarding website improvements and / or criticisms
- 4.10 Parent Carers to be able to make a complaint which will be responded to and/or passed on to the relevant agency within a xxxxx number of days
- 4.11 Information to be produced in alternative formats, ie publications, brochures, podcasts, mobile phone apps etc – additional resources are likely to be required.

5 Out of Scope

- 5.1 Creation of new web content

6 Requirements Matrix

The requirements are grouped together in subject area as far as possible and each requirement has been prioritised as 1 – Must have, 2 – Should have, 3 – Could have

6.1 Users

Description of the target audience for the website. The set up, hosting, maintenance and support will be carried out externally.

ID	Area	Requirement Description	Priority
1.1	Users	Must be for use by parent carers, young people and professionals and widely available in the public domain	Must have

6.2 Functionality

Description of how the site should function from a user perspective

ID	Area	Requirement Description	Priority
2.1	Functionality	Must be easy to use and navigate	Must have
2.2	Functionality	Must be searchable on key words (geographical, specific need, age)	Must have
2.3	Functionality	Parents to be able to control the depth of information received, tiered levels.	Should have

ID	Area	Requirement Description	Priority
2.4	Functionality	There should also be a shopping basket type collection for information so as everything can be printed off together.	Should have
2.6	Functionality	Include a way of giving feedback on the Local Offer itself and keep it under review, ie comments to a shared mail box	Must have
2.7	Functionality	Enable comments received to have a star / recommend rating to show how useful/relevant the information relevant has been for them.	Should have
2.8	Functionality	Must have automatic expiry dates for news/events	Must have
2.9	Functionality	Click on logo to return to home page	Must have
2.10	Functionality	Must show breadcrumb trail on each page	Must have
2.11	Functionality	Must be able to suggest information which user might find useful	Must have
2.12	Functionality	Must be able to be accessed via any type of media, ie laptop, mobile phone, tablet	Must have

6.3 Design

Description of how the site should look

ID	Area	Requirement Description	Priority
3.1	Design	Must be clean with bright images	Must have
3.2	Design	Must not be corporate	Must have
3.3	Design	Must support pictures, podcasts and flowcharts	Must have
3.4	Design		Must have
3.5	Design	Did you Know / What's New button	Must have
3.6	Design	Ability to request more information through the site, ie request to a shared mail box(need to clarify)	Should have have
3.7	Design	Could have a carousel showing information/content on home page	Could have
3.8	Design	Show Hampshire County Council logo on each screen	Must have

6.4 Content

Description of the content which has been specified in Local Offer documentation and by Parent Carers.

ID	Area	Requirement Description	Priority
4.1	Content	Must ensure that language is user friendly	Must have
4.2	Content	To use clear language following the principles of the Local Offer Framework	Must have

ID	Area	Requirement Description	Priority
4.3	Content	To use clear language and make clear the choices available to parents and young people	Must have
4.4	Content	Must have clear pathways for action and directions about what to do and where to go if things go wrong	Must have
4.5	Content	To include information about services from Education (including early years settings, mainstream and special schools and colleges/academies), Health, Social Care, leisure, employment and housing, in both statutory and voluntary sectors	Must have
4.6	Content	Must show local offers being provided by neighbouring local authorities which are accessible by Hampshire residents, ie PCC/SCC/IOW, Dorset, etc.	Must have
4.7	Content	To include information regarding vocational courses, after schools clubs, support groups for parents and young people (need to consider the Link to PV and Gateway site)	Should have
4.8	Content	To include information regarding Home Educators and Early Years provisions	Must have
4.9	Content	To include information regarding “what to do if you are not eligible” for statement/provision?	Must have
4.10	Content	To include funding information and the thresholds for accessing it	Must have
4.11	Content	To include information on transport provisions	Must have
4.12	Content	Provide information on where to find support	Must have
4.13	Content	Needs to be clear, factual, honest and openly available	Must have
4.14	Content	Must be kept up to date	Must have
4.15	Content	Each entry to be dated so that users know when the information was last updated	Must have
4.16	Content	Pictures/images must be engaging	Must have
4.17	Content	It must show paths from initial query to outcome and publish and explain eligibility criteria, ie current waiting times, who to contact	Should have
4.18	Content	It should show routes to access services and support including timescales and responsibilities (T&C or SLA)	Should have
4.19	Content	It must have a glossary of terms and jargon buster	Must have
4.20	Content	Must have focused content	Must have
4.21	Content	Must ensure that Data Protection Compliance is upheld	Must have

6.5 Accessibility

Description of accessibility standards required for the site

ID	Area	Requirement Description	Priority
5.1	Accessibility	Must be presented in alternate languages or give clear links to who might support the translation	Should have
5.2	Accessibility	Information must be understandable by whichever group/user is accessing it (separate area for young people?)	Should have

5.3	Accessibility	It must meet HCC accessibility standards	Must have
5.4	Accessibility	Must allow users to be able to change font size	Must have
5.5	Accessibility	Must be available 24/7	Must have
5.6	Accessibility	Should be published in alternative formats, ie print, podcasts, mobile phone apps	Should have

6.6 Reporting

Description of minimum reporting standards

ID	Area	Requirement Description	Priority
6.1	Reporting	It should be possible to report on usage of the website (eg number of users logging in, viewing individual pages, reading or posting to forums)	Must have

7 Time

All information to be available by September 2014

8 Quality

Approval of content to be agreed with Professional and Parent Carer representatives. Process will need to be agreed regarding how to ensure that future links which are uploaded are easy to understand, reliable, relevant, up-to-date, consistent and are not duplicated. To be rephrased following discussion at the Core Project Team meeting

9 Costs

There is no funding available for this work.