

# SEND NEWS SPLASH

ISSUE ONE HUNDRED AND FIFTY EIGHT  
6TH MARCH 2023

## The new Local Offer change request form

Changes happen all the time. The Local Offer change form allows us to develop, amend and update pages on the Local Offer as quickly and as efficiently as possible, keeping ahead of any changes that may occur to your service area.

We have updated the form to include questions that allow us to capture more information from you resulting in a much quicker and more efficient process. Changes include questions like:

- **Are you the page owner?** If you own the page this allows us to continue working with you to complete the changes requested rather than stopping to check with the page owner if we can proceed.
- **Has the page been updated recently?** It is important that the Local Offer is kept up to date, so even if you are making a small change on the page please review the whole page to ensure all the information is up to date.
- **Have you read the Local Offer Content Style Guidelines?** You might not be aware that there is help on the Local Offer to help you write content. It gives you tips on content style, use of acronyms and abbreviations, tone of voice and much more. You can view the style guidelines here.
- **Have you created a video?** In order to ensure that the Local Offer is as accessible as possible we would ask that before submitting a video that you also provide a transcript to that video. This allows people with various needs and abilities to access the information on the video.

The new change request form can be found on the Swindon Local Offer page - [How can I request changes on the SEND Local Offer?](#) When completed send your form to the [SENDservice@swindon.gov.uk](mailto:SENDservice@swindon.gov.uk).

If you are a member of the public and have any comments or feedback on the Local Offer you can leave them on our feedback page or you can email the [Localoffer@swindon.gov.uk](mailto:Localoffer@swindon.gov.uk).

## SEND Citizen & Professional Portals Downtime

Whilst our Portals undergo maintenance, they will be unavailable at the following dates and times in March 2023.

- 17/03/2023 @ 16:30 until 20/03/2023 @ 8:00

We ask that you do not attempt to use the portals during this time; any information recorded during this time, will be lost. Thank you for your understanding.

## Contact the SEND Service

To speak to a member of the SEND Service, please call 01793 464641 and we will answer your query in 48-96 hours.

Telephone lines are open Monday to Thursday 8am-5pm and 8am-4:30pm on Friday. Alternatively, you can email [SENDService@swindon.gov.uk](mailto:SENDService@swindon.gov.uk).

For more information, please visit the [Meet the SEND Service page](#).

## World Hearing Day 2023

World Hearing Day is held on the 3rd March each year to raise awareness on how to prevent deafness and hearing loss and promote ear and hearing care across the world.

This year the World Health Organisation (WHO) have decided to launch a new training manual. The Primary ear and hearing care training manual highlights the importance of integrating ear and hearing care within primary care, as an essential component of universal health coverage.

To find out more, and download your manual, please visit the WHO website page [World Hearing Day 2023](#).

Other links that you might find useful are:

[Swindon Local Offer - Swindon Deaf Children's Society](#)

[Swindon Local Offer - Deaf Parents Deaf Children \(DPDC\)](#)

[Swindon Local Offer - Speech and Language Therapy: Menus](#)

## World Book Day 2023

World Book Day 2023 was on Thursday 2nd March. The theme for the day was making it 'your' World Book Day and encouraging children to develop a love of reading every day of the year.

Visit the [Swindon Libraries website](#) for news and information about how to access services encouraging young people to pick up a book and start reading!

## Please subscribe to the Local Offer YouTube channel here

