GOOD PRACTICE STORY BOARD
COVID-19 Frequently Asked Questions

Swindon
BOROUGH COUNCIL

1. What are we improving?

In March 2020 the country went into a national lockdown period as a result of the COVID-19 pandemic. Schools and educational settings were closed to the majority of pupils and parents were left to home educate their children, whilst also juggling other commitments such as working from home. This was a very challenging period of time for families and especially for parents/carers of children with SEND. The information coming from the government changed regularly and this often leaving parents feeling bewildered and confused.

2. What has been delivered?

March – May 2020
Coproduction between SSFV, CCG and SBC began to keep families up to date with developments relating to the COVID-19 pandemic, both nationally and with regards to SEND provision locally. The multi-agency response included SSFV collating frequently asked questions (FAQs) from families and working with SBC and the CCG to ensure that these were answered quickly and clearly and made available publically by being posted onto the Local Offer website. Swindon Local Offer - SEND updates – Frequently Asked Questions

COVID-19 FAQs

5. What has been the impact?

There was a positive impact on families feeling supported through the coproduction of information being added to the local offer website.

"Well done SEND Families voice I feel you've handled everything really well, I've seen non-stop support online and seen you help those who are truly in need with no-one else to help. You guys are amazing!" (parent)

"Thank you for keeping us updated and providing resource

4. What's been happening since?

May – October 2020
Coproduction continued between all parties throughout the pandemic though the frequency of update decreased in line with the needs.
National and local resources continued to be collated and shared. Resources from Covid FAQs were moved to standard pages on local offer to ensure that information wasn't lost.

Covid specific updates continued to be updated and shared.