

Service Definition Document: Pop Pop Studio

Collaborative Digital Platform for SEND and Community Needs

Service Overview

Service Name: Pop Pop Studio Collaborative Digital Platform

Short Description: The Pop Pop Studio Collaborative Digital Platform is a **custom-built website or web app** designed to meet your digital needs by embedding deeply within your organisation. We work collaboratively with councils, NHS, schools, and community organisations, ensuring a **truly co-produced experience** with young people and parent carers. From vision and purpose to a fully functional website, we ensure clarity, inclusivity, and alignment with your goals.

Key Use Cases

- **Co-creating digital solutions** with young people, parent carers, and professionals.
 - **Embedding within organisations** to understand real vision and user needs.
 - **Migrating content** from paper or digital records into a unified platform.
 - **Linking data across sites** using APIs for seamless integration.
 - **Ensuring accessibility** with WCAG 2.2 compliance for all users.
 - **Providing full support and training** to ensure long-term success.
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Target Users

- **Local authorities** (councils, SEND teams).
 - **NHS and healthcare providers.**
 - **Schools and educational institutions.**
 - **Community organisations and charities.**
 - **Young people, parent carers, and professionals** involved in SEND support.
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2. Key Features

- **Deeply Embedded Collaboration:** Works within your organisation to understand real vision.
 - **Prototyping:** Ensures clarity and alignment on outcomes before development.
 - **Localised, Co-Created Design:** Developed with young people and parent carers.
 - **Built with Drupal & LocalGov Drupal:** Ensures speed, security, and scalability.
 - **WCAG 2.2 Accessibility:** Guaranteed compliance for inclusive access.
 - **Full Support & Training:** Ongoing assistance to ensure platform success.
 - **Content Migration:** Seamless transition from paper or digital records.
 - **API Data Linking:** Connects data across multiple sites for unified access.
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3. Key Benefits

- **Reflects User Needs:** Co-designed platform ensures inclusivity and relevance.
 - **Understands Your Users:** Co-production guarantees real insight into user needs.
 - **Data Integration:** APIs link data across sites for streamlined access.
 - **Builds Trust:** Young people, parent carers, and professionals believe in the project.
 - **Long-Term Support:** We won't abandon you after launch—ongoing partnership included.
 - **SEND Expertise:** Understanding SEND digital needs is core to our approach.
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4. Technical Specifications

Aspect	Description
Hosting & Infrastructure	Cloud-based, compliant with UK Government Cloud Security Principles.
Integration Capabilities	APIs link data across sites; integrate with local authority OFSTED systems.
Accessibility	WCAG 2.2 AA compliant, screen-reader compatible, adjustable text and contrast.
Security	GDPR-compliant, role-based access control, encryption, and regular security audits.
Platform	Built with Drupal and LocalGov Drupal for speed, security, and scalability.

5. Compliance and Standards

- **Legislative Compliance:** UK GDPR, Data Protection Act 2018, Equality Act 2010.

- **Standards Met:** WCAG 2.2 AA, G-Cloud 15, Cyber Essentials.
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6. Service Management

- **Onboarding:** 2–3 months, including scoping, co-production, and training.
 - **Ongoing Support:** Weekly technical and content meetings, dedicated account manager.
 - **Content Support:** Optional add-ons for updates, maintenance, and development.
 - **Training:** Online tutorials, live sessions, and documentation for administrators and users.
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7. Pricing

- **Pricing Model:** Annual subscription or one-time setup fee with ongoing costs.
 - **Cost Tiers:** Base package includes core features; add-ons for content support and APIs.
 - **Example Costs:** Custom quotes based on specific requirements.
 - **Discounts:** Available for multi-year contracts or bulk purchases.
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8. Case Studies or Examples

- **Example Implementation:** Successful deployments in councils, showcasing improved engagement and digital inclusion.
 - **Testimonials:** Available upon request, highlighting user satisfaction and effectiveness.
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9. Data and Security

- **Data Handling:** Compliant with GDPR; user-defined retention policies.
 - **Security Measures:** Encryption, access controls, audits, ISO 27001 compliance hosting.
 - **Backup & Disaster Recovery:** Daily backups, and robust recovery plans.
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10. Terms and Conditions

- **Contract Length:** Minimum 12 months.

- **Termination Clause:** 30 days' notice.
 - **Data Ownership:** Clients retain full ownership of content and data.
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11. Additional Information

- **Scalability:** Supports new features and integrations as needs evolve.
 - **Future Developments:** Roadmap includes AI, enhanced analytics, and mobile integration.
 - **Customer References:** Available upon request.
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Conclusion

The Pop Pop Studio Collaborative Digital Platform is a **user-centric, co-produced solution** designed to meet the digital needs of councils, NHS, schools, and community organisations. With **deep collaboration, accessibility, and long-term support**, it ensures your digital vision becomes a reality—**reflecting the needs of young people, parent carers, and professionals**.

For more information, visit www.poppop.studio.