Public sector website design and build service, SEND and AP specialists

Service ID 778860340233332 · https://www.applytosupply.digitalmarketplace.service.gov.uk/g-cloud/services/778860340233332
Updated 6 November 2026

Our general service definition, covering the co-produced approach behind every custom-built site we deliver.

Service overview

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.

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.

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 and LocalGov Drupal.** Ensures speed, security, and scalability.
- **WCAG 2.2 accessibility.** Guaranteed compliance for inclusive access.
- **Full support and 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.

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.

Technical specifications

Aspect	Description
Hosting and 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.

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.

Service management

- **Onboarding.** 2 to 3 months, including scoping, co-production, and training.
- **Ongoing support.** Email answered within one working day, all year, and a UK phone number 9am to 5pm, Monday to Friday. Weekly meetings while the site is built and set up, then as often as you want. Support is included in the yearly fee, with no tiers.
- **Content support.** Optional add-ons for updates, maintenance, and development.
- **Training.** Online tutorials, live sessions, and documentation for administrators and users.

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.

Case studies

- **Example implementation.** Successful deployments in councils, showcasing improved engagement and digital inclusion.
- **Testimonials.** Available upon request, highlighting user satisfaction and effectiveness.

Data and security

- **Data handling.** Compliant with GDPR; user-defined retention policies.
- **Security measures.** Encryption, access controls, audits, ISO 27001 compliance hosting.
- **Backup and disaster recovery.** Daily backups, and robust recovery plans.

Terms and conditions

- **Contract length.** Minimum 12 months.
- **Termination clause.** 30 days' notice.
- **Data ownership.** Clients retain full ownership of content and data.

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.

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.