

**Barnsley SENDIASS in Consultation with the Strategic Management Group (SMG) have created an Accessibility Statement.**

Barnsley SEND Information, Advice and Support Service (IASS) are committed to providing virtual connectivity alongside its other offers that are face to face individually or within groups situations.

Whilst we want to provide a flexible menu of connectivity and interaction with families, we also rely on social media platforms to reach further where possible.

We currently have a website, twitter account and Facebook. It important that the service portrays an impartial and independence position as part of its offer to those parents' carers, children and young people.

Website: The website does sit on the main BMBC domain and this is because we can access IT support to refresh, update and keep it focussed on SENDIASS at no additional cost. We create the information that goes onto it, and this is not filtered or restricted to what our service offer should be,

Facebook: This is an independent Facebook account with SENDIASS staff only as admin with admin rights. The page is there to communicate directly with its followers and to engage in ways in which those followers feel is impartial and independent of other council social media platforms.

Twitter: This is an independent Twitter account and again only SENDIASS staff have admin control of it. This is a means for communicating information and resources that followers might find helpful and interesting.

If anyone wants any information that is shared on these three platforms, then email: [SENDIASS@barnsley.gov.uk](mailto:SENDIASS@barnsley.gov.uk)

We are aware also that not all people access information, advice and support via social media platforms and so where possible and required we attend live events hosted by other services and organisations, those organised by the service and through case work interaction.

Where required we will make any necessary reasonable adjustments to support the inclusion of all service users.

We are aware not all people have IT confidence, equipment, or access to the internet. Barnsley has a range of alternative offers for people to connect digitally and access information, please see the links attached:

<https://www.barnsley.gov.uk/services/get-online-with-us/free-digital-support-sessions/>

<https://www.barnsley.gov.uk/services/libraries/>

<https://www.barnsley.gov.uk/services/children-families-and-education/childcare-nurseries-and-family-support/family-centres/>

Policy Created 10/1/23. Review Date 31/12/23