

Annual Statement on Feedback to the Local Offer in Wigan September 2021 – October 2022

The SEND (Special Educational Needs & Disabilities) Code of Practice 0 to 25 years requires that Local Authorities publish comments about their Local Offer received from or on behalf of children with SEND and their parents and young people with SEND.

Comments must be published if they relate to:

- the content of the Local Offer, which includes the quality of existing provision and any gaps in the provision
- the accessibility of information in the Local Offer
- how the Local Offer has been developed or reviewed

The Wigan [Local Offer](#) is developed, reviewed and monitored by the Local Offer Steering Group which is made up of representatives of parents/carers, voluntary agencies and professionals from education, health and care teams.

Local Offer Statistics

- Over the 12 months from October 2021 to September 2022 our last report shows the website has had:
- 21,817 visits
- 73, 143 page views
- 15,365 unique visitors
- *Bounce rate is 45.47 % (Bounce rate is the number of single page visits divided by the number of entries on the site.)*
- November is the busiest month, with 2512 visitors and 9726 page views
- After the Local Offer [home page](#), [I'm a Parent / Carer](#) is the next most popular page, followed by [I'm a Professional](#).

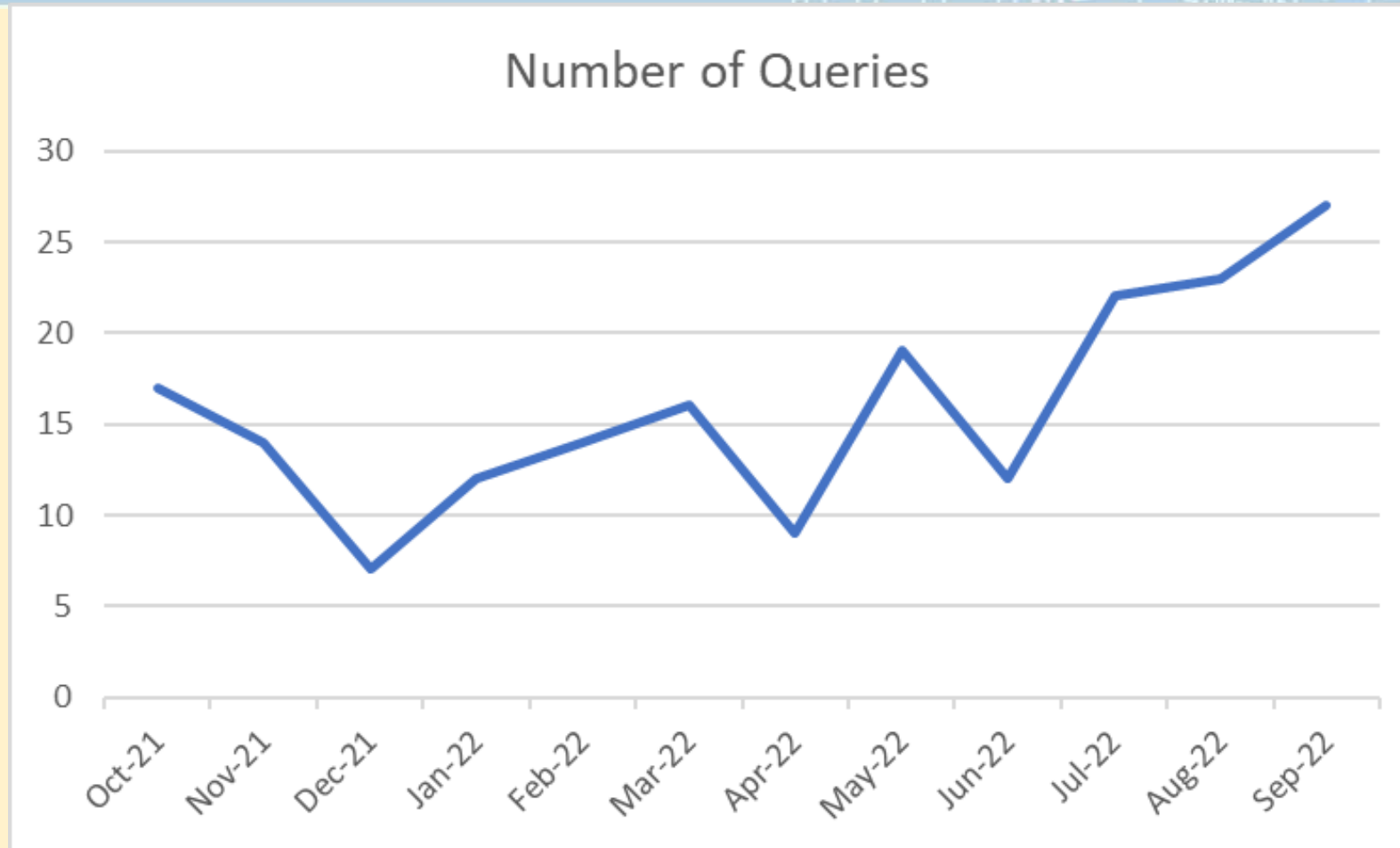


Image description: A line graph showing the number of queries each month from 30/09/2021 to 01/09/2022. September 2022 is the highest (27), followed by August 2022 (23), July 2022 (22), May 2022 (19), October 2021 (17), March 2022 (16), November 2021 and February 2022 (14), January and June 2022 (12), April 2022 (9) and lastly December 2021 (7).

Who has been contacting us?

During the period from September 2021 – October 2022, 192 contacts have been received.

Parent / Carer 123

Young People 6

Professionals 43

Providers and services 14

Other 6

Total 192

Nature of queries (as selected by those making contact)

Query about a policy or process 25

Other 31

Personal enquiry 65

Comment on Local Offer content 2

Overview:

- We received the largest number of messages in September 2022 (start of the school year), followed by August and July (summer holidays).
- The greatest numbers of contacts come from parent/carers, followed by professionals then providers and services.
- The main contact from parent/carers are regarding applying for an Education, Health and Care Needs Assessment for the child or young person in the parent/carers' care. Parents are advised to speak to their child/young person's school SENDCo (Special Educational Needs or Disabilities Coordinator) in the first instance then advised in some circumstances how to apply for a Needs Assessment themselves.
- Other contacts from parent/carers relate to support provided in schools, asking how to go about requesting support or raising a concern about the support being provided. Other contacts are regarding children and young people with current EHCPs (Educational, Health and Care Plan); these messages are passed onto the EHCP Coordinator and Assistant Coordinator for that child or young person.
- Wigan schools and providers use the Local Offer to contact the SEND team when they do not have a phone number or email address for a specific contact.
- Other Local Authorities sometimes use the Local Offer to contact the Wigan SEND team when a child/young person has moved between areas. They are given the SEND Admin email address to send over the information.
- Most contacts from other providers, settings and services are requests for inclusion of their provision in the Local Offer. We continue to offer them the opportunity to register for the Family Services Directory which has several links from the Local Offer pages.
- We have received no feedback about the usability or content of the Local Offer website.

Who have we spoken to?

- Parents and professionals attending the SEND Champions training course on the Local Offer Parent/carers at Carers Event 2022
- Young people at Preparing for Adulthood events at Landgate, Oakfield, Hope School and Newbridge.
- Wigan Parent Carer forum at monthly coffee mornings, including parent carers attending the Parent Empowerment Course and SEND events.
- Consultation alongside Wigan SENDIASS in view of the Children and Young People Participation Strategy.
- Wigan Parent Carer Forum, including parent carers attending the Parent Empowerment course.
- The option to provide feedback via the Local Offer itself is promoted but no comments have been received via this route; it is used by parent carers, young people and professionals with SEND queries.

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What have people told us?

You said	We did
We don't understand the meaning of the phrase 'Local Offer' (parent carers)	Arranged and presented online training with SEND Champions program on Navigating the Local Offer and defined the term 'Local Offer' as 'a website showing what the 'offer' is in the 'local' area for children and young people with SEND as well as their families'.
We want to be able to access the Local Offer on social media (young people)	Developed a social media policy for Facebook and Instagram with the view to launch in the New Year.
We want to find out what activities are going on in our local area (parent carers and young people)	Engaged with the development with the new Family Information Directory. Contacted schools to engage with school councils.

<p>We want more going on in the Wigan borough (young people)</p>	<p>New roles of SEND Service Engagement Officer and SEND Service Manager to lead and develop Local Offer and events and opportunities in the Wigan borough.</p>
<p>The SEND provision offered in the summer holidays is not fully inclusive to meet all children's needs (parent carer)</p>	<p>The SEND Team raised the subject with the Wigan Holiday Activity & Food (HAF) Programme Team who provide holiday activities for eligible families during Easter, Summer, and Christmas holidays. The Wigan HAF Team invited a member of the Wigan Council SEND Team and a member of Wigan Parent Carer Forum to sit on the HAF Steering Group – the strategic group identified to ensure delivery of the programme. The remit of the SEND specialists on this group is to:-</p> <ul style="list-style-type: none"> • provide feedback from parents,

	<ul style="list-style-type: none"> • ensure all universal and SEND specific Providers (where practical) meet minimum standards for SEND Provision, • support a quality assurance check of all Providers, • identify other potential Providers that can provide SEND provision, and • support with the identification and provision of training needs where appropriate
<p>I provide a service; I would like to know how I can advertise my offer on the Wigan Council website (service providers)</p>	<p>Promoted the Family Service Directory as a way for providers to register their services.</p>
<p>I would like more information about direct payments and personal budgets for a child/young person (parent)</p>	<p>Signposted parent to contact relevant webpage and contact page for Direct Payments team. Checked to ensure this information was clear on Direct Payments/Personal Budget webpage on Local Offer.</p>

Next Steps

- Continue to encourage and promote use of the feedback link on Local Offer at events, training sessions and visits.
- Continue to work with young people, parents and partners to improve the number of returning visitors and pages visited.
- Continue to regularly audit and update the Local Offer to ensure it is relevant and not out of date.
- Seek out opportunities for developing events and opportunities in schools and in the local area for children, young people and their families to attend and contribute towards the further development of the Local Offer.
- SENDS Engagement Officer to continue to build list of local community groups and devise and action a plan to visit these groups and develop engagement opportunities.
- Continue to develop and run Local Offer Steering group, seeking out a range of voices to have their say and define clear, succinct actions to ensure these are completed with a focus on quality over quantity.
- Write social media policy and once the social media is in place advertise these pages on the Local Offer website.

If you would like to offer feedback about our Local Offer, please email local.offer@wigan.gov.uk or complete our online [feedback form](#).