

Annual Statement on Feedback to the Local Offer in Wigan 1st October 2022 – 30th September 2023

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 2022 to September 2023 our last report shows the website has had:
- 21,308 visits
- 74,323 visitors overall
- 14,319 unique visitors
- *Bounce rate is 40.20 % (Bounce rate is the number of single page visits divided by the number of entries on the site.)*
- November is the busiest month, with 2626 visitors and 9697 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](#).

Local Offer Statistics

- Over the 12 months from October 2021 to September 2022 our last report shows the website has had:
- 21,841 visits (+4, 681 from 2021)
- 73, 643 (+20,793 from 2021)
- 17,492 unique visitors (+4,575 from 2021)
- November is the busiest month, with 2626 visitors and 9697 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](#).

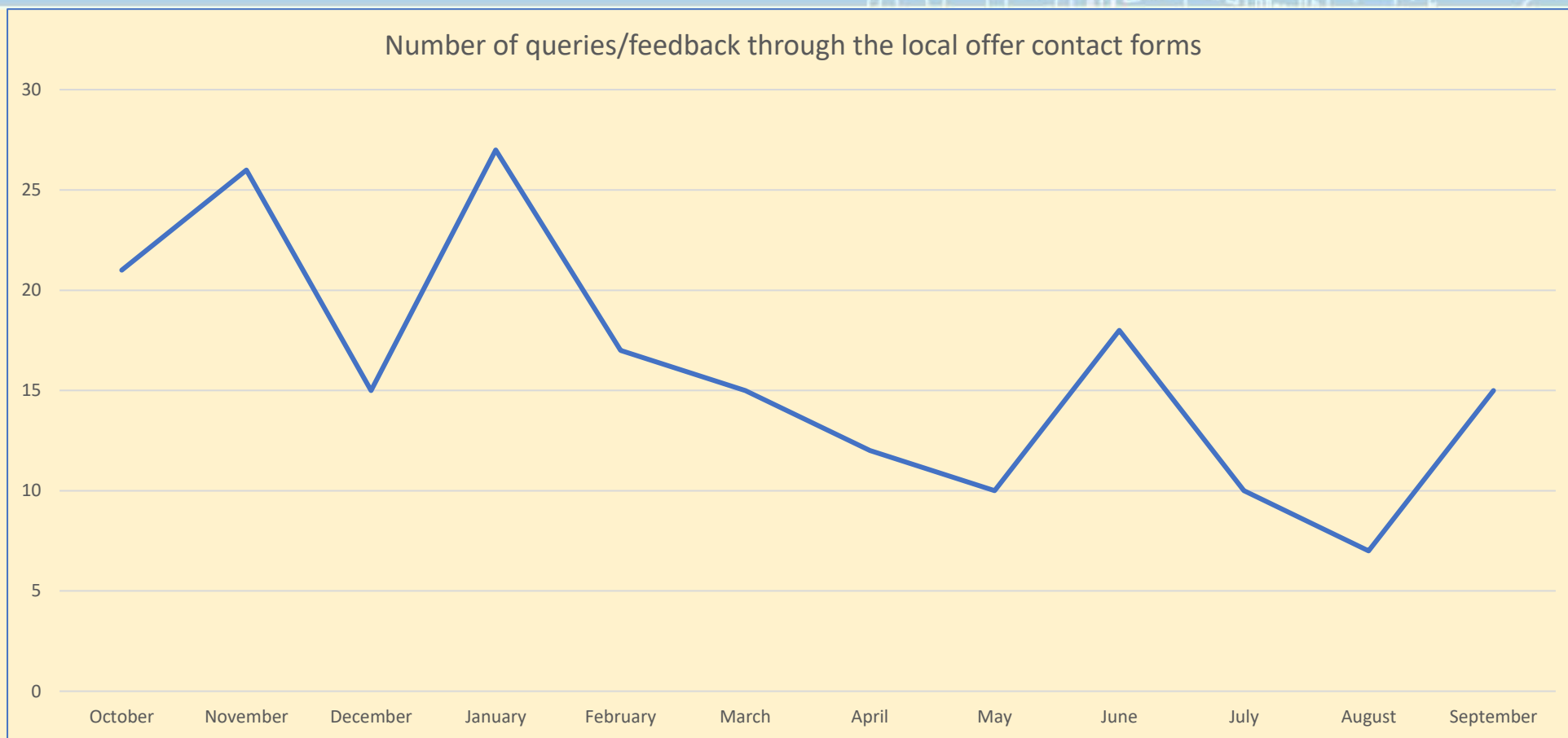


Image description: A line graph showing the number of queries/ /feedback through the local offer contact forms each month from 01/10/2022 to 30/09/2023. January 2023 is the highest (27), followed by November 2022 (26), October 2022 (21), June 2023 (18), February 2023 (17), December 2022 (15), March 2023 (15), September 2023 (15), April 2023 (12), May 2023 (10), July 2023 (10) and August 2023 (7).

Who has been contacting us?

During the period from September 2022 – October 2023, 193 contacts have been received (self-identified).

Parent or Carer 140

Young People 6

Professionals 27

Providers and services 13

Other 7

Total 192

Nature of queries (as selected by those making contact)

Query about a policy or process 28

Other 74

Personal Enquiry 76

Comment on Local Offer content 2

Suggestion for an addition to the Local Offer 13

Overview:

- We received the largest number of messages in January 2023, followed by November and October 2022.
- The greatest numbers of contacts come from parent/carers, followed by professionals then providers and services.
- The main contact from parent/carers are regarding school support and Education, Health and Care Plans. 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 or signposted to the correct information. Parents are also signposted to Wigan SENDIASS.
- 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 Our Town Directory which has several links from the Local Offer pages. The SEND Service Engagement Officer monitors the Our Town Directory to ensure relevant and appropriate services sign up.

What have people told us and what are we doing in response?

You said	We are doing
<p>We don't understand the meaning of the phrase 'Local Offer' (parent carers)</p>	<p>SEND Engagement Officer promoted and shared information about the local offer at Parent Empowerment Course and at a local school. Working with Wigan Parent Carer Forum and SENDIASS the SEND Service also launched the first Local Offer Live event to showcase all services and organisations that support children and young people with SEND in Wigan.</p>
<p>Social media is easier to access to find out what's going on</p>	<p>Launched X and Instagram pages. X currently has 105 followers of mainly schools, professionals and parents and Instagram has 126 followers of mainly professionals and local organisations.</p>

We want to find out what activities are going on in our local area (parent carers and young people)

Collaborated with other services on the Wigan Council Our Town Directory to ensure as many services, organisations and activities are up to date on the website. We also launched the SEND Appointment sessions where parent/carers can attend to ask any queries about support or what's on in the local area. These sessions are led by the SEND Engagement Officer, the SENDIASS Manager and the Parent Carer Forum Hub Manager. The SEND Service Engagement Officer also attends the new Wigan Central Family Hub monthly to meet with families and signpost to local services and activities. Additionally, in collaboration with Parent Carer Forum and parent/carers a mapping exercise was carried out to find out what activities are on offer in the area and where.

<p>We want more going on in the Wigan borough (young people)</p>	<p>The Leigh Youth Hub was launched in early 2023 with a range of activities and clubs for young people to attend. Embrace also launched their Adventure Group for young people aged 14-18 to attend and learn some new skills. The Local Offer Live event showcased many of the activities happening in the borough and we aim for the next event to be even more informative.</p>
<p>I provide a service; I would like to know how I can advertise my offer on the Wigan Council website (service providers ongoing through Local Offer query form)</p>	<p>Promote the Our Town Directory as a way for providers to register their services.</p>

How do I apply for an EHCNA as a parent/carer?

Ensured the relevant information regarding parent/carers EHCNA requests is recorded clearly on our EHCP application information page ([Education, Health and Care Pathway \(wigan.gov.uk\)](https://www.wigan.gov.uk/education-health-and-care-pathway)). We also plan to produce documents explaining the processes for professionals and parent/carers to apply for EHCPs and the Graduated Approach to be shared with professionals and parent/carers.

I'm not sure where to send new mover documents (other LAs) / I'm not sure who to contact about my child with an EHCP

Updated the feedback/query pages on the local offer website with SEND Admin email addresses regarding new movers/ child enquiries as well as signposting to Wigan SENDIASS for advice and support.

<p>I need advice and support</p>	<p>Updated the feedback/query pages on the local offer website with SENDIASS contact information and launched monthly online appointment sessions with SENDIASS and Parent Carer Forum and monthly in-person drop-ins at Wigan Central Family Hub.</p>
<p>The link to activities on the Our Town Directory is incorrect – parent at Parent Carer Forum</p>	<p>Updated the local offer website with the correct link to the new Our Town Directory and checked all other links to ensure they were correct.</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, listening to and actioning ideas and feedback to shape our local offer to suit the needs of our children, young people and families.
- Explore new opportunities to develop our local offer website and make it as user-friendly as possible.
- Continue to regularly audit and update the local offer website to ensure it is relevant and not out of date.
- Seek out opportunities to engage children and young people in shaping the local offer and services available to them. Visit schools and local organisations across the borough to collect voice as well as explore the opportunity for a young person's engagement group/s.
- Plan Local Offer Live 2024 acting on feedback gained from the 2023 event with involvement from a range of partners.
- Continue to improve our Short Breaks offer and provide opportunities for organisations to develop a new or existing offer for children and young people.

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