

## Annual Statement on Feedback to the Local Offer in Wigan December 2021

- The SEND 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 SEN or disabilities and their parents and young people with SEN or disabilities.
- 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 Monitoring Group which is made up of representatives of parents/carers, voluntary agencies and professionals from education, health and care teams. Parent/carer representation has significantly influenced aspects of the development of the Local Offer

### Local Offer Statistics

- Over the 12 months from October 2020 to September 2021 our last report shows the website has had:
- 17,160 visits (+ 2770 from 2020)
- 52,850 page views (+ 136)
- 12,917 unique visitors (+ 2092)
- 1670 visitors have returned at least once (- 185)
- Bounce rate is 50% (+7%) *Bounce rate is the number of single page visits divided by the number of entries on the site*
- September is the busiest month, with 2,022 visitors and 6,404 page views
- After the home page, transport is the next most popular entry page, followed by day opportunities.

### Who has been contacting us?

During the period 166 reported contacts have been received. Each query is dealt with by a member of the Local Offer officer. The information below shows how the queries and comments break down in terms of users and topics.

Parent / Carer	102
Young People	1
Professionals	28
Providers and services	8
Other	27
<b>Total</b>	<b>166</b>

**Parent queries:**

General SEND team	36
How to request an EHCP	30
Post 16	3
Special school	5
Young people not in school	5
Social care	2
Early years	2
Transport	2
Personal budget	3
TESS	1
Other	13
<b>Total parent</b>	<b>102</b>

- The greatest numbers of contacts come from parent/carers, and how to request a EHCP is the main query.
- Other queries for the SEND team relate to current EHCPs, such as requesting a copy of an EHCP or raising a concern relating to current provision.
- Wigan schools and providers use the Local Offer to contact the SEND team when they do not have a phone number or email address.
- Other Local Authorities use the Local Offer to make contact with the Wigan SEND team when a child/young person has moved between areas.
- Most queries 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 a number of links from the Local Offer pages
- No comments regarding the content or usability of the Local Offer have been received via the feedback option

**Who have we spoken to?**

Young people at settings including Expanse and Newbridge. Some consultation was undertaken alongside Wigan's SENDIASS

Wigan Parent Carer Forum, including parent carers attending the Parent Empowerment course

Parent carers attending sessions organised by Embrace, Early Learning and Childcare team, Neurodevelopmental Pathway Manager

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 and professionals with SEND queries

## **What have people told us?**

**You said: We want more videos, and to hear from young people like ourselves**  
*(young people)*

**We did:** Post 16 providers have added videos of their offers

**You said: Mental health information needs to be clearer, we wouldn't find the helplines easily when we need them**  
*(young people)*

**We did:** Local Offer Officer worked with Designated Clinical Officer and CAMHS to improve and update the mental health information, especially crisis numbers.

A CAMHS page has been added to the health pages, including information on school link workers

**You said: We would prefer to look at the information with someone so that we can talk about it together**  
*(young people)*

**We did:** Continue to promote the Local Offer to professionals and parent carers and stress the importance of not only accessing the information but also sharing it with young people 1-1 where possible

Information may need to be shared several times as the site covers so many areas

**You said: We want better resources**  
*(parents)*

**We did:** Updated the page of links to parenting support, including national organisations

***(I like) the offer of the online behaviour course, (I will try this soon). I love the link to S&L Facebook page I wasn't aware that this existed! I am at the toilet trying stage with xxx so I will be using these resources very soon thanks.***

**You said: We want more information on events**  
*(parents)*

**We did:** News and Updates page is regularly updated including consultations, activities and parent training

Online sessions from Parent Carer Forum, Embrace, Neurodevelopmental Pathway manager, and Kooth are promoted

Families and professionals were encouraged to check the page regularly

**You said: The Local Offer website can be overwhelming and hard to navigate (parents)**

**We did:** Removed some duplicated information and simplified some routes to useful information

Local Offer Officer worked with Family Directory and Designated Clinical Officer to improve links and quality of information

**You said: Why has no-one told me about the site before? (parents and professionals)**

**We did:**

Local Offer Officer promoted Local Offer to professionals including Start Well, health, early years team and SENCOs by attending team meetings and training

Promoted Local Offer with parents at neurodevelopmental drop ins, Parent Carer Forum sessions,, Embrace, ELCC, Parent Empowerment course

Promoted Local offer via Parent Carer Forum newsletter, distributed across all schools and settings, including early years settings and through health colleagues

Promoted Local Offer with parent led community groups

Information about the Local Offer was included in wellbeing packs distributed to families by Wigan Parent Carer Forum during lockdown.

**You said: More information is needed regarding post 16 options for young people, especially those with more complex needs**

**We did:**

As part of the Transition team Preparing for Adulthood event and work strands the information has been reviewed and updated.

Providers have been encouraged to add videos

Day opportunity information now includes details of the ethical framework and which providers have been awarded this status

Work is ongoing to continue to clarify post 16 pathways

## Next Steps

- Work with schools to ensure that all school promote Local Offer and have a website link to the Local Offer
- Update the High Expectations for All document and upload the information to the Local Offer
- Encourage use of feedback link on Local Offer
- Continue to work with young people, parents and partners to improve the number of returning visitors and pages visited

If you would like to offer feedback about this report or any other aspect of our Local Offer please email [local.offer@wigan.gov.uk](mailto:local.offer@wigan.gov.uk)