

- 1) Does your Local Authority host a website platform for:
  - a) Local Offer (Special Ed Needs Disabilities (SEND) support) YES/ NO
  - b) Family Information Service (for families to access information in the local area) YES/ NO
  - c) Community Information Directory (local communities to access local events, clubs etc.) YES/NO

a) Yes  
b) Yes – externally hosted  
c) Yes – externally hosted
  
- 2) If no to question 1 - are there plans to develop the web platform? YES/ NO. Please give details on which platform, timescale, how this will be commissioned and budget.
 

N/A
  
- 3) If yes to question 1 - please provide the website address for each of the following, indicating if platforms are combined:
  - a) Local Offer
  - b) Family Information Service
  - c) Community Information Directory

a) [SEND Local Offer \(wigan.gov.uk\)](http://wigan.gov.uk)  
b) & c) – Same platform from 2023:-  
<https://directory.wigan.gov.uk>
  
- 4) How is the website platform provided? State either in house, external provider or other?
  - a) Local Offer (support SEND)
  - b) Family Information Service
  - c) Community Information Directory

a) In House  
b) Externally hosted  
c) Externally hosted
  
- 5) For the website platforms which are provided by an external provider what is the name of the provider and what is the contract end date?
 

IDOX – 31/03/25
  
- 6) For the website platforms which are provided in- house are there plans to commission this externally?
 

No
  
- 7) If you stated 'other', please expand on the details?
 

N/A

8) What is the expenditure (£) for the following platforms in 2020 / 2021 / 2022 /2023? Broken down into; hosting, maintenance, development.

- a) Local Offer (support SEND)
- b) Family Information Service
- c) Community Information Directory

- a) N/A
- b) **2020** £11k PA  
**2021** £11k PA  
**2022** £13695 (All hosting and SAAS),  
£13050 (development)
- c) no specific platform until **2023** when it was integrated with FIS content -£14106 (All hosting and SAAS),

9) Which department in the Local Authority holds the budget for the following platforms:

- a) Local Offer (support SEND)
- b) Family Information Service
- c) Community Information Directory

- a) Education - SEND
- b) Early Years and Childcare Team (Children's Services)
- c) The future budget model for <https://directory.wigan.gov.uk> is being worked on and is to be agreed – a transformation budget has been used for the last 2 years held by Digital Transformation service to support wider adoption

10) Please give a contact name, email address and telephone number for the responsible Officer for:

- a) Local Offer
- b) Family Information Service
- c) Community Information Directory

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