



Adults

1. Do you have a web-based community information, advice and guidance website for adult social care?
[Council website, also the Our Town directory](#)
2. Do you have a social care community directory of services?
[Our Town Directory](#)
3. If yes to both or either of the above
 - a) Is this developed in-house or by an external provider?
[Website inhouse, Our Town directory is an external provider](#)
 - b) If an external provider, please provide the name of the supplier?
[iDox](#)
 - c) If an external provider, please provide the renewal date for the contract.
[1st April 2027](#)
 - d) What is the annual support cost for your IAG/Directory?
[£19,200](#)
4. Are there any plans to review provision in the next 12 months?
[Review requirements, assess value for money and suitability.](#)
5. Are the council considering an all-age portal that includes ASC, SEND/local offer and FIS?
[No. Some information will just be on the Council website while some will be on a directory site.](#)
6. Please provide the name(s), email(s), and telephone number(s) of the individual responsible for the IAG/directory within your organisation
[Amanda Litherland,](#)
a.litherland@wigan.gov.uk

Children/Young People

1. Please provide the name(s), email(s), and telephone number(s) of the individual(s) responsible for the FIS / SEND Local Offer websites within your organisation?
[Angela Bostock \[leyep@wigan.gov.uk\]\(mailto:leyep@wigan.gov.uk\),](#)
[Local Offer – Siobhan Smith](#)
Siobhan.Smith@wigan.gov.uk
2. Are your Local Offer pages/FIS site developed in-house or externally? If an external provider is used:
 - a. which providers currently provide your Family Information Services directories and/or SEND Local Offer site?
[Our Town Directory – iDox,](#)
[Local Offer – Internally developed website](#)
 - b. please confirm the value of the FIS contract and/or Local Offer site detailing implementation cost and ongoing if possible
[Cost for 2024/25 £19,200. Cost for 2026/27 - £21,000](#)
 - c. when is the contract(s) due for renewal
[01/04/2027](#)
3. If delivered internally, are there any plans for this to be developed by an external supplier?
[Local Offer – internal development, no intention to move external.](#)
[FIS – N/A external supplier.](#)