

## Special Educational Needs and Disabilities (SEND)



### Second Annual Report on Feedback to the Local Offer in Wigan 1<sup>st</sup> July 2015 to 30 June 2016

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.

Over the 12 months since our last report the website has been viewed by an average of 680 users each month. More than 1,700 visitors have returned at least once. Both these figures show an increase over the previous reporting period which included visitor figures boosted by the launch of the Local Offer. We believe this reflects the continuing efforts of the Local Offer Monitoring Group to promote the Local Offer.

#### Who has been contacting us?

All the comments on the Local Offer have been received through email, mostly using the “contact us” link that appears on the web pages. During the period of this report 107 contacts have been received. Of these about half were queries/comments and the others were advertising services or events. Each comment is dealt with by a member of the SEND Team and a summary of the comments and the team’s responses are reported to each meeting of the Local Offer Monitoring Group. The tables below show how the 54 queries and comments break down in terms of users and topics.

This table provides details of the range of people contacting the Local Offer.

Category	Percentage of contacts
Parent/Carer	49%
Young People	2.5%
Professionals	23%
Providers/Settings or Service	23%
Other	2.5%

## What are they asking about or commenting on?

This table shows the purpose of the comment or query.

	Percentage of contacts	
Personal Query	38%	
Policy/Process Query	33%	
Comments on Content	6%	
Suggestions for additions	15%	
Other	8%	2 surveys, 1 contact request

From the tables we can see that the greatest numbers of contacts come from parent/carers, with a significant proportion from professionals and providers.

The pattern of queries follows that of the previous report with parents and carers generally looking for information about support for their children, or how they can seek referral for additional support for an Education, Health and Care Plan. These queries are all followed-up by a member of the Special Educational Needs and Disabilities Team

Providers, settings and services are mostly making suggestions 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. The other suggestions received from providers and services are about including information on events such as exhibitions and conferences or asking for responses to surveys.

## What else have people told us?

During the course of the year we held a focus group with parents and carers to look at the Local Offer and how effective it is in providing the information users require. The group considered a number of case studies based on feedback/queries received by the Local Offer. They were asked to identify if information was available, whether it was relevant and indicate how easy they thought it was to find.

The results suggested that there was information to be found on most topics and that the information was relevant. In terms of the ease of use participants were asked to give a score between 0 and 10. The average score was 6.5 with no scores below 4. In addition to adding information covering the missing topics, dyslexia and support for medical absence, suggestions from the group included improving the search facility on the website, providing easier access to schools' SEN information and making sure links don't take you back to where you came from.

## How has the Local Offer changed and developed?

**You said:** A lot of people don't know about the Local Offer

**We did:** Transition event, SEND Newsletter articles, Parent Participation Group, Posters, Family Directory advertising banner, Schools' foyer screens, staff training for schools, governors, central teams.

**You said:** We need information on dyslexia and support for medical absences.

**We did:** A working party is currently reviewing provision for dyslexia across the borough and the outcomes will be incorporated in the Local Offer. We have added

new and clearer links to information about support for children and young people with medical needs, including publishing revised guidance for schools, and advice on young people's rights within the NHS.

**You said:** There should be a better search facility on the Local Offer

**We did:** The Local Offer Monitoring Group is currently engaged with the Local Authority web team in seeking to improve both the search facility and navigation of the web pages.

**You said:** Some of the links within the High Expectations for All advice are broken or out of date.

**We did:** We have undertaken a full-scale review of High Expectations for All with representatives of all stakeholders and will re-launch the advice, with improved navigation and the ability to update promptly, in the Autumn Term 2016.

**You said:** We need easy access to clear information about what schools' offer children and young people with SEND.

**We did:** We developed a webpage devoted to links that connect directly to each school's SEN Information Report. We have also engaged with SEN Coordinators in improving the accessibility of their SEN information.

### Next Steps

The Local Offer Monitoring Group has a development plan which includes the following priorities:

- Refresh the Local Offer content to provide clear and accessible information on how the Local Authority identifies and meets the needs of children and young people with SEND.
- Continue to increase the involvement of children and young people in future developments of the Local Offer.
- Make clear how the Local Offer links to the Local Authority's Deal for Children and Young People
- Review and undertake the user survey to gather views about accessibility and usability.

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).

Working  
together

