

## **You said, we did 2020/2021**

During this year we transitioned from an externally commissioned Rainbow Resource site to bringing it together with our universal family information and information supporting adults to live independently. Together they form Live Well B&NES. The Local Offer site on Live Well B&NES was launched in September 2021.

### **Feedback**

#### **More promotion, for example at libraries.**

Once Live Well B&NES launched in September 2021 we followed with a vast and comprehensive communications plan. We sent physical postcards to over 200 locations across B&NES, including schools, libraries, GP's, parish councils, service teams, organisations, SEND support service teams, school nurses. Full list available on request. We follow this up with attendance at team meetings and parent carer groups to give virtual tours of Live Well B&NES and the SEND Local Offer.

#### **The site is difficult to navigate.**

This comment was referencing the previous Rainbow Resource site. Since the site has transitioned to Live Well B&NES we have received positive feedback from parent carers, professionals and young people on it's easy navigation. Feedback can be found here.

The new site has been created with clearly defined age-related sections, split into subject sub-sections. We have a direct link on the SEND homepage to support groups and services, as well as a search bar.

#### ***The remainder of this document is since the launch of the SEND section on Live Well B&NES.***

#### **Lacking colour and images which invite people to the site Images and symbols make text more accessible to some.**

We are liaising with a content designer from our web team to add colour and images to the site to make it more appealing and user friendly. This should be completed by mid-2022.

#### **General site easy to navigate by majority**

Improvement on the feedback from the previous Rainbow Resource site which was often fed back as cluttered and sometimes unreliable.

#### **Limited search results**

This feedback was received just after the site launch. Since then many more organisations have added their details to Live Well B&NES and search results bring back more options.