

'You Said, We Did'

Rainbow Resource website 2018/19

We have used verbal feedback from users and responses to the pop-up survey on the Rainbow Resource website to develop the Rainbow Resource website; here is how we used your feedback:

You Said: Is there a question and answers page?

We Did: We have written some frequently asked questions and added them to each age category ensuring they are relevant to that age range. If you would like to add a question, please email us at p_c_comms@bathnes.gov.uk.

You Said: Is there a list of places offering a discount or concession (for Rainbow Resource Scheme card)?

We Did: We have been developing the Scheme to make it more widely recognised and accepted at organisations across B&NES and further afield. There is now a list on Rainbow Resource of organisations that accept the card (www.rainbowresource.org.uk/pages/rainbow-resource-scheme) and we are always adding more. We are always looking for new attractions to invite to be part of the Scheme, so please let us know if you have visited somewhere recently who have accepted the card and are not on the list; we will contact them directly.

You Said: I was looking to be able to download a copy of the Local Offer and instead could only find details of what an Offer is but not THE offer

We Did: We have added a page to Rainbow Resource explaining that the Rainbow Resource website is Bath and North East Somerset's Local Offer. We have also changed some wording on the homepage to make this clearer.

You Said: It's very good already but a flow chart of the process for getting support inclusion/transition/EHCP would be useful

We Did: We are currently exploring this idea with colleagues and will update once a decision is made.