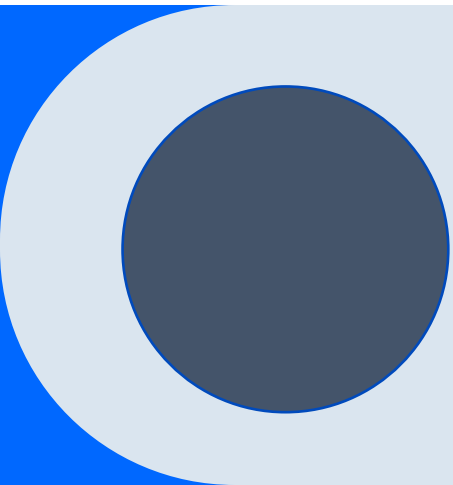# Children's and Adult Learning Disability Website
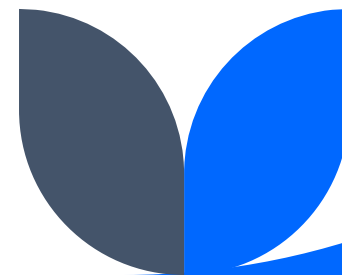
You Said, We Did

Agenda

We hosted a dedicated engagement event on the 6th March 2024 to showcase prototypes of both the website and animations. These prototypes were formulated from the first round of engagement conducted before the procurement stage.

Approximately 70 staff, service users accessing services across the division, and key partners attended the event. Both Infused Media (web-developers) and My Pockets (animators) presented initial concepts for feedback.

All participants were shown imagery and had dedicated time to share their views and ideas directly with the project leads, the web-developers, the animator and our Trust communications team, as well as ask questions.

Within this document are the changes we have made based on your feedback. Thank you to all those who participated.

You said, We Did

Help Hub
- You wanted the 'Help Hub' to be more visible on the website.
- We have added a 'Help Hub' tab at the top of the website that remains visible on all pages.
- It is also highlighted in the body of the 'Home Page' with a clickable 'Visit the Help Hub' button.
- In addition, it is displayed in the footer of the website, again visible on all pages.

Search Function
- You told us that you want the search function to be easy to identify and responsive.
- The search bar is visible in the header of the website and remains visible in all pages.
- An additional large search bar, with a prompt as to types of information that can be searched, is showcased in the main body of the 'Home Page.'
- To support those using this function, the search tool will predict the words being typed.

Safety Features
- You suggested a quick close feature on pages where sensitive information is displayed.
- A quick close feature will now be added to key pages contained within the website.

You said, We Did

Feedback
- You shared that the thumbs up symbol relating to the feedback section, suggested we were only seeking positive feedback.
- You shared that this feedback would not be captured as part of a formalise feedback system used by the Trust.

- We have removed the thumbs up symbol and have added text emphasising the importance of service users tell us about their experiences of using our services.
- This will now link directly with our Friend and Family Test Surveys and all service codes have been update and will display on service pages.
- Testimonials will also be featured on service pages, to showcase service users experience and help to reduce any worries of new service users wanting to access support.

Colour Palette
- You told us that the website should not 'feel clinical' and cold.
- A warm, friendly and 'non-clinical' colour palette has been selected.

You said, We Did

Urgent Help

- You told us that it was essential those visiting the site needing urgent support could easily access information and our crisis teams.

- An 'Need Urgent Support' tab, in a bright colour, has been added to the top of the website that remains visible on all pages.

- In addition, it is displayed in the footer of the website, again visible on all pages.

- Once clicking the tab, a definition what a crisis or urgent help will be added, along with a list of appropriate resources and support services which are both offered by our services and externally.

You said, We Did

Categorisation of our services

- You suggested that some adult and children's services should be merges and the number of categories reduced.
- You also wanted to add tiles that displayed the categories in a simple, prominent and clear way.
- You wanted the categories to move into drop down section when they are clicked, but not to be overly sensitive, causing frustration to the user.

- The categories are displayed at the top of the website and remain visible on all pages.

- We have merged two categories together: Children's and Adult Neurodiversity and Children's and Adult Learning Disability.

- We have added additional ways to find services by adding category tiles to the main body of the 'Home Page'

- We have reduced the sensitivity of the drop downs as users navigate the categories to minimise frustration.

You said, We Did

Accessibility
- You told us that information contained on the website should be accessible to all and the user and the website should be easy to use.

- We have ensured all content will is jargon free and where necessary terminology is used; it will be explained.
- We have ensured all content has been checked for its reading age via the Reach Deck tool.
- We have added the Reach Deck Tool Bar to aid users with visual impairments and additional needs. There is a guide to use the tool displayed on the 'Home Page'.
- We have also added the Reach Deck Tool which can convert the content into multiple languages.
- We will minimise the number of moving imagery on the website to support users with sensory processing disorders.
- We have added accessibility symbols relating to our buildings where appointments are hosted.

Local Area
- You wanted the website to celebrate the uniqueness of Hull and the East Riding of Yorkshire.
- We have included graphic throughout the website that feature key landmarks.

You said, We Did

Resources
- You asked us to ensure resources could be easily accessed and downloaded directly from the website.

- We have created a central location where all resources can be easily located by users called the 'Resources Hub'. This is displayed on the 'Home Page'.
- We have categorised these resources for ease of access.
- We have ensured resources will be shared in a range of formats including links, PDFs and more.
- Each service will have their own dedicated resource area and documents can be downloaded easily from the website.

Safeguarding
- You told us that the website should share key safeguarding information for both children and adults.

- A dedicated safeguarding section will be added to the website and will be displayed in the footer which is displayed on all website pages.

Thank you