

## **Rainbow Resource Website – Feedback Survey**

From June 2017, an online pop-up survey has been running on the Rainbow Resource website to gather user feedback about the website.

As of the 20<sup>th</sup> February 2018, a total of 26 responses to the survey have been received.

The survey consists of four questions:

- 1. Did you find what you were looking for on Rainbow Resource?**
- 2. Do you find the Rainbow Resource easy to use?**
- 3. How could we improve the Rainbow Resource Website?**
- 4. Please share any further feedback (positive or negative) you may have**

### **1. Did you find what you were looking for on Rainbow Resource?**

The majority of users surveyed indicated that they found what they were looking for on Rainbow Resource

Yes - 18

No - 8

Whilst this is positive, we understand that improvements can be made to make it easier for users to find what they are looking for. It also reflects some feedback received from the local area's Parent Carer Voice group in May 2017, where a parent-carer indicated that they could not find what they were looking for. This, in addition to a Local Authority Peer Review of our Local Offer in 2017, has led to a project to redesign the Rainbow Resource website with the intention of making information easier to find on the site.

### **2. Do you find the Rainbow Resource website easy to use?**

The majority of users said that they found the Rainbow Resource website easy to use.

Yes - 22

No - 4

We however acknowledge that some users have expressed difficulty using the website (reflected in some of the comments below). We are therefore working on redesigning the website to improve navigation and functionality.

### **3. How could we improve the Rainbow Resource website?**

16 responses have been received so far (BANES comments are in *italics*):

- Don't know
- Don't know but this is an excellent resource
- By actually having stuff that is for young adults e.g. over 18 (*as part of the website redesign and review of our local offer, we are looking at making it easier to find information, events, advice and support etc. for all age groups*).
- Can't think of any way yet, though I have only visited one.
- Make the form for getting a rainbow resource card able to fill out on line we don't all have printers. (*As part of the website redesign, an online version of the form is being created*).
- The course dates for ASD support dates are 2015/16
- Better website.
- I haven't used much of it to be able to say.
- It wasn't clear or obvious where and how businesses or providers could sign up and promote their activities.
- There is so much information, could it be sorted into year groups or organisations. (*As part of the website redesign, clearer age categories are being designed to make it easier to find relevant information*).
- By simply keeping it up to date which it seems to be
- Up to date information
- Menu of options could be a bit clearer. I also felt the front page was a bit too 'busy'. (*As part of the website redesign work, a cleaner, more modern design will be implemented*).
- Ensure that there are links to websites for more information for each activity/ group/ event
- It needs a clearer structure so it is easy to navigate what you are looking for. I wanted to use it to find out where we can use the rainbow resource card in BANES or even Bristol and it was difficult to find the answer to this.
- Not sure

#### **4. Please share any further feedback (positive or negative) you may have**

11 responses have been received so far (see below) – the majority positive. A couple of comments refer to improving the usability of the website and finding the amount of information available overwhelming. The redesign work of the website aims to address these concerns. One comment referred to not being able to find any information or support relating to their child who has very complex needs. As the survey is anonymous, it is difficult to address any specific concerns however the Rainbow Resource website is supported by the People and Communities Comms Team whose role is to keep the website up to date with the latest information and provision available.

- Looks very good and lots of resources
- This is supposed to help and sign post to things but there is nothing that is relevant to my child, he is complex I know that and needs a lot of support but so do others surely, there is nothing in banes for him as far as I can see.
- Fab resource just needs a bit of tweaking to make website more user friendly.
- Good resource, wish there was more training and resources for Early Years Professionals to learn about the ASD spectrum.

- From what I have seen there is a wealth of information and resources, most of which I didn't even know existed
- It is great there are many resources but can be overwhelming
- It would be great for Banes to sign up to the Max card which gives discounts for children with disabilities
- A wonderful resource. Great to have everything in one place and great marketing - I see the flyers everywhere!
- Not sure I'm only new to the scheme did not know of the scheme maybe more information on the scheme by advertising more
- It is a fantastic resource. Some simple information about the rainbow resource card and tips on accessing discounts for Carers - need to use DLA letter in majority of cases, many places don't seem to know what the rainbow resource card is.
- None at present

The pop-up survey will remain in place on the current Rainbow Resource website whilst the website redesign takes place.