

'You Said, We Did'

Rainbow Resource website 2017/18

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: Question and answers page

We Did: We are currently writing a set of FAQs to add to the website. 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 are currently developing the Scheme to make it more widely recognised and accepted. For now, we have added a sentence to the relevant page on the website encouraging people to show their card when they go somewhere requiring an admission fee. We have also asked parent carers to let us know if there are any organisations or attractions where they would like to be able to use their card; we may be able to approach them to discuss this.

You Said: Make the application form for a Rainbow Resource card available to complete on line

We Did: You can now complete the Rainbow Resource scheme application form online which comes straight to us to process. You also have the option to download a Word document too.

You Said: Since the update of the website, we are now unable to search for documents

We Did: Changed the search function so documents now appear in the search results.

You Said: Website needs to be easier to navigate. I'm Dyslexic and find this a really tricky website.

You Said: Menu of options could be a bit clearer. I also felt the front page was a bit too 'busy'.

You Said: There is so much information. Could it be sorted into year groups or organisations?

We Did: These were common themes with feedback, which we used to redesign the website. We have made the homepage less 'busy', with clear links to the relevant information and (hopefully) easier to find information. We put the information into age categories and added a function to the 'Advance search' so you can search organisations by age category.

We continually welcome feedback on our Rainbow Resource Local Offer website, you can send your thoughts to p_c_comms@bathnes.gov.uk.