**You said, We did, We are going to do** January-December 2018

|  |  |  |
| --- | --- | --- |
| **You said** | **We did** | **We are going to do** |
| The search is too wide. It was difficult to find the service I needed in a long list. | The search functions on the new website have been greatly improved. As well as theme areas and keyword search, results can now be filtered through different categories and there is also a comparison feature. |  |
| I tried to open a link and it would not open. | The new website has a link checker which means we can identify broken links easily. | We will check all links daily via the link checker. |
| It was difficult to find a range of family support services in one place but I called the information number and they were helpful. | The new look website has added search functions and a keyword search.The Family Information Service continues to provide a telephone helpline and drop in service and is a key part of delivering the Local Offer. | We are continually developing our keyword searches and how to find the information on the Local Offer in general.The Family Information Service continues to develop and improve its service and delivery methods. |
| The Local Offer should be advertised more, so people know how to access it. | Flyers and posters have been sent to a range of settings including schools, health centres, community organisations and childcare providers. | There is a Local Offer Communications Plan with details of ongoing and further communication activities. |
| It is ugly to look at, not engaging at all. | The new look website launched in was designed in consultation with parents/carers and young people to look more user friendly. | We will carry out user focus groups with young people and parents/carers to further improve and develop the website. |
| Finding childcare or schools is not easy. | The new website has theme areas and navigation has been greatly improved. There are also now additional search filters on the left side of the page. | We are working to ensure the continued development of the look and feel of the Local Offer. |
| The page was not mobile enabled so made it hard to read. | All the pages on the new website are mobile enabled. |  |
| You have to know what you are looking for. Not very easy to find things if you do not know what you are looking for. | The new website has theme areas and navigation has been greatly improved. There are also now additional search filters on the left side of the page. | We are working to ensure the continued development of the look and feel of the Local Offer. |
| I was looking to find some information about a parenting programme but the information I found was not clear. | Theme reviews for each area are being carried out and all services within those areas are being updated. | We are continually updating service records and aim to ensure each service provider is contacted annually.We are also exploring a provider portal so the services can update their own service information online. |
| The font is quite small and not easy to read | The new website has an easy to use accessibility page which allows you to increase the size. |  |
| Without realising I went into the main Tower Hamlets website. It looked the same and I found it difficult to find my way back. | The previous website was the Tower Hamlets website. The new website allows navigation to the Tower Hamletswebsite and it should be clearer that this is happening. | We work with the Tower Hamlets web to ensure the sharing of information. |
| Searching for primary schools, the Local Offer allows you to filter by Ofsted grade. Some of the schools inspection grades are out of date. | This function is only available now in the comparison feature.All schools have had their Ofsted details, including grades, updated. | We are working with our IT department and Ofsted to improve and develop this information. |

towerhamlets.gov.uk/LocalOffer | 020 7364 6495 | fis@towerhamlets.gov.uk