CWOP/52/11

Policy & Scrutiny Committee   Community and Older People

Date   8 December 2011

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Information Gateway

Purpose of Report

To provide feedback from the consultation exercise undertaken following the
migration of content from the Putting Essex People First Information Gateway to the
main Essex website. To report on website improvements already made and those
planned.

General Background

The content from the Putting Essex People First Information Gateway
(www.essex.gov.uk/portal) was migrated to the ECC website in July 2011.

The aim of this part of the website is to provide:

- a single point of reference for adult social care links
- access to tools for a better quality of life

It is hoped that this will act as a self-service tool and could reduce avoidable contact.

A breakdown of the number of visitors using the ECC Easy Guide to Services can be
found in Appendix B.

A consultation exercise was conducted to see how useful the website is, how
accessible it is and to discover where improvements could be made.

The Consultation

With the help of Joanna Wanmer Community Engagement Co-ordinator a
consultation document was created. This consultation was sent out to all sensory
planning group members, our Disabled Employees Network, Yvonne Howard Head
of Equality and Diversity, the CHP Disability Action Group and the Essex Access
Forum.

The aim was to find out how easy or difficult it is for people with impairments and disabilities to find the information they want on the ECC website and to make suggestions about what could be done to improve the website.

Below is a copy of the consultation:

I would be grateful if you could find the time to take part in this consultation as this will help to improve access to the ECC website for all Essex residents, this is a real opportunity for you to influence this service and I am happy to take any comments or suggestions you have to the web team on your behalf. Also please send this on to anyone else you think would be interested in taking part.

Please do this at home, using your own computer and software and answer question 1 below:

1. Have you ever accessed the ECC website before? YES or NO
If yes:
      a) What were you looking for?
      b) What were your expectations?
      c) How accessible was the website?

Now go onto the ECC website www.essex.gov.uk and do the tasks below and then answer questions 2 to 4:

2. How long did it take for you to complete the attached tasks?
3. What software or adjustments did you use to access the information?
4. Please provide comments on your overall experience of using the website to complete these tasks.

Your answers to this consultation will be included in a report which will be taken to Scrutiny Committee. Your personal details will not be passed on as I will put together all the responses before sending to the Web Services Team.

If you have any questions you would like to put to the web team please let me know.

Thank you for taking part in this task.

Before you begin we would like to know what information you would expect to find on the Essex County Council website. We would also like to know what options you would expect to make the site easier to use. This can include large font sizes, for instance.

When doing these tasks we would also like your opinion on the language used. How easy is it to understand? Is it clear?

TASKS

The following tasks will involve the [Essex County Council](#) homepage and the [People with Disabilities](#) page (please note that when you open the page it is called the Easy Guide to Services).

TASK 1
Please go onto the homepage. From here, we would like you to find the People with Disabilities link.

Did you find it? Please tell us any comments you may have.

If you could not find the link, the page can be accessed from the link below:

http://www.essex.gov.uk/Health-Social-Care/Care-for-Adults/Easy-Guide-Services/Pages/Default.aspx

TASK 2
From the Easy Guide page, we would like you to look for links about help using trains if you have a disability.

Did you find anything? Please tell us what links you found and any comments you may have.

TASK 3
As with Task 2, please find information about the digital switchover for televisions in the UK.

Please tell us what links you found and any comments you may have.

TASK 4
Finally, please look for information about finding an online support group.

Did you find anything? Please tell us what links you found and any comments you may have.

Thank you for doing these tasks. Your comments are very helpful.

If you have any further comments about the website, please feel free to add them.

A total of ten responses and four comments were received, including people who are vision impaired, hard of hearing, profoundly Deaf BSL users, physically impaired, older people and people with literacy difficulties.

The full responses can be found at the end of this document in **Appendix A**

Summary of responses

There are a mix of positive and negative comment. It is clear that much depends on the individual persons disability, computer skills and appropriate software.

Below is a summary from Joanna Wanmer:

1. Finding the link to disabled services is not clear or easy to find on the home page, the text is too small.
2. Contrast also made it difficult, including the home page and the listed questions on the website.
3. Lists under some icons are far too long and if the item you're trying to locate is too far down or at the bottom, people give up and look elsewhere, which comes across in the comments as very frustrating and time consuming - some opted to use the search bar instead.
4. It's not clear where to find certain things, i.e. TV digital is it under technology or home?
5. Again with Support Groups, it was really difficult to find this one as it wasn't clear where it should sit for most of the people who responded.
6. Also, please see my feedback no9 re the Advocacy link, also picked up by response no3 and response no2 who is actually very good with computers, but in the end he gave up and looked it up in the search bar and I noticed what he found wasn't actually the support groups that we wanted him to find, he found other information instead on the website relating to children and volunteering!
7. Too much scrolling on the long lists, this needs to be broken down further.

Clearly there are improvements to be made to the design and navigation of the website. There are also improvements needed to the content itself.

Action Plan

Design and technical changes

Order	Item	Progress
1	Ability for customer to change font size – ᴀAA.	This has already been developed and is awaiting testing.
2	Ability for customer to change colour / contrast.	To be developed
3	Hear this page – move this link to a more prominent position.	To be developed
4	Improve the search experience.	To be developed
5	Make disabled services links more prominent for those that need them.	To be developed
6	Reduce scrolling on Easy Guide to Services by adding a clickable contents list under each section.	Implement in November 2011
7	Add Adult Social Care telephone and minicom numbers to all Easy Guide pages	Completed August 2011

Content changes

The Web Team will work with Adult Social Care experts to address each of the specific comments made, with specific emphasis on the language used to ensure intuitive navigation. This work will be completed by the end of December 2011.

Accreditation

We are also looking to engage the Shaw Trust to test and accredit the whole ECC website in accordance with W3C AA guidelines. We would also like to retain the services of the Shaw Trust as our web accessibility partner going forward. They would on hand to provide ECC with technical guidance for accessibility issues. Full details of Shaw Trust's offering can be found in the attached document.

Quote -
essexcountycouncil a

Usability Testing

We are also planning to use Nomensa, the company who designed the ECC homepage, to conduct usability testing. This will take the form of a panel of Essex residents being asked to perform specified tasks on the ECC website. There actions and experiences are closely monitored and the results used to improve the website.

Appendix A

Consultation Responses

Response 1

Thank you for taking part in this task.

Before you begin we would like to know what information you would expect to find on the Essex County Council website. We would also like to know what options you would expect to make the site easier to use. This can include large font sizes, for instance.

When doing these tasks we would also like your opinion on the language used. How easy is it to understand? Is it clear?
I find them easy to read and understand.

TASKS
The following tasks will involve the Essex County Council homepage and the People with Disabilities page (please note that when you open the page it is called the Easy Guide to Services).

TASK 1
Please go onto the homepage. From here, we would like you to find the People with Disabilities link.

Did you find it? Please tell us any comments you may have.
Yes. They are very good and easy to find a link and click to explore. Good in depth info.
If you could not find the link, the page can be accessed from the link below:

http://www.essex.gov.uk/Health-Social-Care/Care-for-Adults/Easy-Guide-Services/Pages/Default.aspx

TASK
From the Easy Guide page, we would like you to look for links about help using trains if you have a disability.
Click for Transport

Did you find anything? Please tell us what links you found and any comments you may have
In website for trains there is no visual electronic P.A. display in carriages for announcement for example " this train is now separating into two trains for ......(destinations). It said that the public address will be used, but not good enough for the for the Deaf. Suggest Electronic P.A. Visual Display in all carriages
TASK 3

As with Task 2, please find information about the digital switchover for televisions in the UK.
Under Technology

Please tell us what links you found and any comments you may have.
"Switchover help scheme"
"Digital UK"
Good in depth info.

TASK 4
Finally, please look for information about finding an online support group.
Very good in depth information.

Did you find anything? Please tell us what links you found and any comments you may have.
Interestingly there are 6 planning groups. Two of them that I am involved as I am deaf. It's good to see that there's date and time table for the working groups.

Thank you for doing these tasks. Your comments are very helpful.

If you have any further comments about the website, please feel free to add them.
So far I have enjoyed browsing for other things like latest road work news, Essex Libraries, very impress with search engine. Overall very good website.

Response 2

Thank you for taking part in this task.

Before you begin we would like to know what information you would expect to find on the Essex County Council website. We would also like to know what options you would expect to make the site easier to use. This can include large font sizes, for instance.

BM response – I would expect to find all typical information related to County Council websites such as access for disabled people, disabled parking in various locations, refuse collections, local amenities etc.

Looking at the website I think it presents itself very well with a friendly, colourful and family friendly background.

When doing these tasks we would also like your opinion on the language used. How easy is it to understand? Is it clear?

TASKS

The following tasks will involve the [Essex County Council](#) homepage and the [People with Disabilities](#) page (please note that when you open the page it is called the Easy Guide to Services).

TASK 1

Please go onto the homepage. From here, we would like you to find the People with Disabilities link.

Did you find it? Please tell us any comments you may have.

BM response – yes I found it with ease but had to search the link within Health and Social Care. I think with there being a large number of varying degrees of disabilities it may be useful to have a dedicated service for disabled people. It may make it easier for those who are not so computer literate. I understood the language and terminology used but it may be slightly difficult for others.

If you could not find the link, the page can be accessed from the link below:

http://www.essex.gov.uk/Health-Social-Care/Care-for-Adults/Easy-Guide-Services/Pages/Default.aspx

TASK 2

From the Easy Guide page, we would like you to look for links about help using trains if you have a disability.

Did you find anything? Please tell us what links you found and any comments you may have.

BM response – I found details about obtaining a Disabled Persons Railcard. I would suggest highlighting each topic as it was a little difficult to differentiate between each provision such as:

Would you like information on the blue badge scheme?

Would you benefit from an adapted car?

As I am slightly colour blind it can be hard to distinguish different subjects apart from the logos which helped.

TASK 3
As with Task 2, please find information about the digital switchover for televisions in the UK.

Please tell us what links you found and any comments you may have.
BM response – via 'Technology' I found details linking to the digital Switchover Scheme and Digital UK. I think others may find it difficult to locate anything related to Digital Switchover as it is not readily highlighted before clicking on Technology.
TASK 4
Finally, please look for information about finding an online support group.

Did you find anything? Please tell us what links you found and any comments you may have.
BM response – not being able to find a direct link to 'Online Support Group' I keyed this in the search bar and came up with Youth Activities, Children 'Aiming High', Care, Volunteering, Health and Wellbeing, Out of School Activities etc.

Thank you for doing these tasks. Your comments are very helpful.

If you have any further comments about the website, please feel free to add them.

I found the website extremely accessible and well designed with a myriad of information far beyond what I would have expected. I think by comparison to other Council websites that I have visited through my line of work ECC website stands out as approachable and easy to navigate to gain the searched information.

BM Oct 2010

Response 31. Have you ever accessed the ECC website before?   YES
If yes:
      a) What were you looking for?
      b) What were your expectations?
      b) How accessible was the website?

      a) Travel in Essex particularly buses
      b) I expected to find it and find info about travel
      c) Fairly accessible

I would expect to find information about ECC services, how to contact them, and information about other contacts for help.

It would help if there was some BSL signing for some of the pages.

TASK 1

I found the link easily under "Services"

TASK 2

It was a bit difficult to find "Help using trains" because there were 2 to click on, "Transport" and "Travel". I did not know which to choose. It was under "Travel" and not "Transport"

TASK 3

This was more difficult. I did not know where to look for information about the digital switchover. I looked in "Equipment" but it was not there. Finally found it under "technology" I tried using the "I'm looking for" search box in the right-hand top corner, but it could not find anything.

TASK 4

This was very difficult. Tried "Disability Services" and "Technology" (because it was an online support group). I finally found it under "Advocacy"
Many deaf people would not be familiar with the word Advocacy, and so would miss it.

2) It took me about 10 minutes to go through the 4 tasks. I did not read the articles, just looked for the items.

3) I just used my laptop, and opened the pages asked for.
   Normally I might have Googled the subject I was looking for, for example "Disability trains Essex Social Service" or " Help Digital switchover deaf"

4) I found it difficult to decide which to click on, because the lists were not clear about what they opened into.

The language was ok for me, as I have reasonable good English, but it might prove difficult for other deaf people.

If we had a BSL interpreter on the pages, it would take too long to sign all of the information, so there would have to be a careful selection of the most useful pages.

Response 4
Thank you for taking part in this task.

Before you begin we would like to know what information you would expect to find on the Essex County Council website. We would also like to know what options you would expect to make the site easier to use. This can include large font sizes, for instance.

1. *I have accessed the ECC website before and was trying to locate lip reading and sign language classes.*

2. *I had hoped to find moiré information about the availability in my area or nearby areas but there was little choice in this area.*

3. *I did not find it too easy locating the correct page es and my area but once this was achieved   it was much easier to search for the information.*

When doing these tasks we would also like your opinion on the language used. How easy is it to understand? Is it clear?

TASKS
The following tasks will involve the Essex County Council homepage and the People with Disabilities page (please note that when you open the page it is called the Easy Guide to Services).

TASK 1
Please go onto the homepage. From here, we would like you to find the People with Disabilities link.

Did you find it? Please tell us any comments you may have.

I found it quite easily by typing in disability.

If you could not find the link, the page can be accessed from the link below:

http://www.essex.gov.uk/Health-Social-Care/Care-for-Adults/Easy-Guide-Services/Pages/Default.aspx

TASK 2
From the Easy Guide page, we would like you to look for links about help using trains if you have a disability.

I found this quite easily but found the majority of information was for mobility disabled people. I did not find very much information that would help me as a hearing impaired traveller.   I will drive anywhere rather than use the train in case there are audio messages that I cannot hear!

Did you find anything? Please tell us what links you found and any comments you may have.

I found the National Railway disabilities information site and found the information that hearing aid wearers may qualify for a disabled persons discount ticket. I also found several links to aid taxi transfer route planning etc.

TASK 3

As with Task 2, please find information about the digital switchover for televisions in the UK.

Again accessed by typing in digital switchover. Lots of information.

Please tell us what links you found and any comments you may have.

Links to three TV websites.
Digital UK lots of info re how/when to switch over.

*Digital TV   - explanation of Digital TV again info re how/when to switch over.
Ricability-Digital Tv etc advice on what to buy.*

TASK 4

Finally, please look for information about finding an online support group.

I looked for an Alzheimer's support group but did not find anything at the first try.

Did you find anything? Please tell us what links you found and any comments you may have.

Went to people with disabilities and on to disability services. There I found information on the Alzheimers society, and several sites for dementia.

Thank you for doing these tasks. Your comments are very helpful.
If you have any further comments about the website, please feel free to add them.

I found my way quite easily and particularly in the disability services thought the visual presentation was very good and made it easier to locate what was wanted.

Reponse 5

Thank you for taking part in this task.

Before you begin we would like to know what information you would expect to find on the Essex County Council website. We would also like to know what options you would expect to make the site easier to use. This can include large font sizes, for instance.

I am sight impaired. I expect the site to react to my personal computer settings so I don't need to change any individual site settings to suit me (see the BBC site for an example). I also expect to see sans-serif text in strong contrasting colours against its background – no soft contrasts. I don't want text out of images as this makes it impossible for me to see either. I don't want text wrapped around images. I don't want images that are small/ too detailed / 'fiddly'. For the best guide to online standards go to the RNIB site and enter accessible web design in the search bar. I also expect to see a search bar and to find it works well when used.

When doing these tasks we would also like your opinion on the language used. How easy is it to understand? Is it clear?

TASKS

The following tasks will involve the Essex County Council homepage and the People with Disabilities page (please note that when you open the page it is called the Easy Guide to Services).

TASK 1

Please go onto the homepage. From here, we would like you to find the People with Disabilities link.

Did you find it? Please tell us any comments you may have.

This was difficult to locate as it just looks like a line of text and didn't highlight as I passed over it. It certainly didn't look like an invitation to an area dedicated to providing me with bespoke information.

If you could not find the link, the page can be accessed from the link below:

http://www.essex.gov.uk/Health-Social-Care/Care-for-Adults/Easy-Guide-Services/Pages/Default.aspx

TASK 2

From the Easy Guide page, we would like you to look for links about help using trains if you have a disability.

Did you find anything? Please tell us what links you found and any comments you may have.

No, I am not over the age of 60 – I thought this was a dedicated area for disabled people – why is age mentioned?
Yes, I found the area quite easily although I had to scroll down a long way – why could you not put a simple menu of transport options at the top?

TASK 3
As with Task 2, please find information about the digital switchover for televisions in the UK.

Please tell us what links you found and any comments you may have.

I struggled to find it. As the technology 'button' has a computer on it and all the information I initially read was about the internet, I switched to the 'Home' button. Having found nothing here, I went back to the Technology button and finally found the link at the bottom – this is not very intuitive!

TASK 4
Finally, please look for information about finding an online support group.

Did you find anything? Please tell us what links you found and any comments you may have.

Went for Disability Services – a lucky guess. After loads of scrolling, I eventually found the information. It is very patchy though.

Thank you for doing these tasks. Your comments are very helpful.

If you have any further comments about the website, please feel free to add them.

With all this scrolling and the difficulty in finding the link from the ECC Homepage, I am really worried how anyone with a screen-reader is going to cope.

Response 6

Thank you for taking part in this task.

Before you begin we would like to know what information you would expect to find on the Essex County Council website. We would also like to know what options you would expect to make the site easier to use. This can include large font sizes, for instance.

When doing these tasks we would also like your opinion on the language used. How easy is it to understand? Is it clear?

TASKS

The following tasks will involve the [Essex County Council](#) homepage and the [People with Disabilities](#) page (please note that when you open the page it is called the Easy Guide to Services).

TASK 1

Please go onto the homepage. From here, we would like you to find the People with Disabilities link.

Did you find it? Please tell us any comments you may have. Yes I found it but am fairly accomplished and it wasn't easy

If you could not find the link, the page can be accessed from the link below:

http://www.essex.gov.uk/Health-Social-Care/Care-for-Adults/Easy-Guide-Services/Pages/Default.aspx

TASK 2

From the Easy Guide page, we would like you to look for links about help using trains if you have a disability.

Did you find anything? Please tell us what links you found and any comments you may have.
It took a while but got there in the end
http://www.direct.gov.uk/en/DisabledPeople/MotoringAndTransport/PublicAndCommunityTransport/DG_4002764

Also
http://www.nationalrail.co.uk/passenger_services/disabled_passengers/

TASK 3

As with Task 2, please find information about the digital switchover for televisions in the UK.

Please tell us what links you found and any comments you may have. Eventually I typed "digital TV switchover" in the search box and found:

http://www.essex.gov.uk/News/Pages/Get-Ready-to-go-Digital.aspx

TASK 4
Finally, please look for information about finding an online support group.

Did you find anything? Please tell us what links you found and any comments you may have. Really struggled with this one even after typing "on line support groups" into the search box

Thank you for doing these tasks. Your comments are very helpful.

If you have any further comments about the website, please feel free to add them.

Although I am a 72 year old disabled man I am very computer literate and I really felt these tasks were difficult and would feel for those who are less so. If for example you go on a web site like Currys' and click on say TV's then there are immediately sub menus which appear to narrow down the search

Response 7
Dear All Planning Group Members

The ECC Web Services Team would like to invite members of the Planning Groups to take part in a consultation to look at the accessibility of the ECC website. The web team want to know how easy or difficult it is for people with impairments and disabilities to find the information they want on the ECC website and suggestions about what they can do to improve the website.

I would be grateful if you could find the time to take part in this consultation as this will help to improve access to the ECC website for all Essex residents, this is a real opportunity for you to influence this service and I am happy to take any comments or suggestions you have to the web team on your behalf. Also please send this on to anyone else you think would be interested in taking part.

Please do this <u>at home</u>, using your own computer and software and answer question 1 below:

1. Have you ever accessed the ECC website before? YES or NO
 If yes:
      a) What were you looking for?
    b) What were your expectations?
       b) How accessible was the website?

    No!

Now go onto the ECC website www.essex.gov.uk and do the tasks (see the paper attached for tasks) and then answer questions 2 to 4 below:

    2. How long did it take for you to complete the attached tasks?

    15 mins – plus another 10 while I worked out what I should have done……

    3. What software or adjustments did you use to access the information?

    No adjustments

    4. Please provide comments on your overall experience of using the website to complete these tasks.

    Poor and if I hadn't been told to search for particular things I don't think I would have known they are there, or bothered to find them

    Language used is ok

    Health and social care is on home page. Separating the subjects by commas rather than bullet points is unclear. The logical thing to do is then to click on Health and Social Care but this doesn't seem to lead to the easy guide. And oddly if click on to Health and social care it comes up with a different list of boxes from the ones separated by commas on

home page

So just using Health and social care, I did find support groups through this link, but I couldn't find anything about transport / trains / disability.

Before I found the easy guide I had eventually had found the answers to the set questions using 'I'm looking for' – but if I hadn't known that was what to look for I wouldn't have found them!!!

Your answers to this consultation will be included in a report which will be taken the Scrutiny Committee in October. Your personal details will not be passed on as I will put together all the responses before sending to the Web Services Team.

If you have any questions you would like to put to the web team please let me know.

Please complete the consultation and return to me by <u>Friday 7th October</u>, thank you very much for taking part.

Response 8

1. Have you ever accessed the ECC website before? If yes, for what purpose?

For different reasons.

2. What are your expectations?

Good

3. How accessible was the website?

Reasonable

Please complete the attached tasks and then answer the following questions:

4. How long did it take for you to complete the attached tasks? Really Long
5. What software or adjustments did you use to access the information? No idea- just my experience to use the computer.
6. Please provide comments on your overall experience of using the website to complete these tasks. Really difficult and laborious.

I sincerely hope this helps you to improve the website.

Thanking you very much,

With best wishes,

S & D

Response 9

TASKS
The following tasks will involve the [Essex County Council](#) homepage and the [People with Disabilities](#) page (please note that when you open the page it is called the Easy Guide to Services).

TASK 1
Please go onto the homepage. From here, we would like you to find the People with Disabilities link.

Did you find it? Please tell us any comments you may have.
Text is too small, should be a minimum of font 12, but I am pleased to see it is Arial which is the most accessible font.
If you could not find the link, the page can be accessed from the link below:

http://www.essex.gov.uk/Health-Social-Care/Care-for-Adults/Easy-Guide-Services/Pages/Default.aspx
I knew where to find it because I work for ECC and web team showed me, but I feel it is not easy to find and needs to be highlighted in some way.

TASK 2
From the Easy Guide page, we would like you to look for links about help using trains if you have a disability.

Did you find anything? Please tell us what links you found and any comments you may have.
Yes I found the train icon - I like the use of icons for people with disabilities who can see these are good, but what about those who are vision impaired, would a screen reader say what the icon was showing?
I found disabled and senior railcard information, but it doesn't have any information about a 'family railcard', we must not forget that many disabled people have children. Also, shouldn't there be links to a list of accessible train stations? These are train stations who have physical access for wheelchair users. (Also accessible bus routes, I believe First buses have this information). There will hopefully be more information in the future about all types of accessibility at stations.

TASK 3
As with Task 2, please find information about the digital switchover for televisions in the UK.
Yes I found this under technology, but I think it should also be under 'Home', as not everyone may associate TV's with technology.
Please tell us what links you found and any comments you may have.
TASK 4
Finally, please look for information about finding an online support group.

Did you find anything? Please tell us what links you found and any comments you may have.

This one was really hard to find as Support Groups is on the end of a long list under Advocacy. Lots of people do not know what Advocacy is and would not know to look for it there, I work for ECC – know what Advocacy is, but I still went to the Care and Disability icons first. I think Support Groups should have its own icon and provide links to organisations in the community that support different impairments and disabilities including physical and sensory impairments and mental health which are really very limited, there are lots of organisations in Essex alone that should be on this list.

Thank you for doing these tasks. Your comments are very helpful.

If you have any further comments about the website, please feel free to add them.

I emailed the comments below to George following our first discussions. I realise this consultation is more about accessibility, rather than content, but I think these things should be addressed.

- ODI Icons are good, but under Jobs there should be a reference to Disability Advisors as part of the Job Centre Plus section. (links in email below).
- Under Equipment, there should be a reference to requesting an assessment and contact details for ESCD to access sensory equipment.
- Under Advocacy, Advocacy (Essex) Services are listed, but it needs to say which organisations come under the hub, example - RAD Advocacy for Deaf people.

JW

Response 10

A quick review of the micro website
Welcome to the Putting Essex People First Information Gateway

The web site is slightly better laid out when you can find it. I gave up on my first try going blind?
I had to ask for the link? (**Graham Hughes** Governance Team) had the link with me within 5mins thanks.

I then had a quick look at the site. I was able to see the improvements that had been made. But I would say that it may still be made better and easer to use. But it has improved.

I then returned to the home page of the ECC web site, to ascertain the ease of finding what I needed. Below is the path I found to the site, I set the task to find what help is there if I need information on finical abuse of an older person (ASK sal).

1. Find Health and Social Care (?)
2. Care for Adults. Then page down to find the link to the information Gateway.
3. Easy guide to services, Staying Safe. (most people will have left by this point my view)
4. On the Staying Safe page down to find the finical support, and then I find what I want. And the information is good.

This is far to hard to find most people will give up at the 3ed click (link) the font used in many places is Arial size 9.5 far to small for most older people or people with disabilities.

Some recommendations from this very quick review

 a. A suggestion that may improve access and public use, on the home page of the ECC web site top bar (one of the first places most people will look for help) after the button for A Z of services, a new button saying information gateways. I am unsure if there is any other such portals? If more than one such portals then a list that go's straight to the one you want.

b. The need to upsize the font size from 9.5 to I think 12.
c. The Listen to site is still not clear (now top right but with other links) and you need to download a program which is off putting for many people.

Over all on this quick review there have been some small improvements but is still far from easy to find and access, but when you find the real

information is good and will be a great help to the residents of Essex **So why hide it ?**

Older Peoples Planning Group Essex

Comments

Hi

Answer......

1, yes, varies I look for. I expect to have BSL in their events/tours but never appear. no minciom or direct number or email direct. ;-((((
  easy to access website. and also cant find the BSL video on it.

2. less 20 mins on depends which subject I look for.
3. not really
4.it is easy and big clarify but no direct email or number contacts. needs bit more to have BSL events/tours in Essex .

all the best

T

Hi,
I haven't use the Essex website before. Was looking for libraries and renew my book. Found the website easy enough. Took me about 7 mins to complete the tasks. Found software straightforward.
L

Hello Joanna

Thank you for this email.

I think it should be noted that there are many blind and disabled people who do not have a computer and may be people altough I hav a computer cannot use the web and I do not see the need for it.

Best wishes,

J
NIghtmare! Thought i was good on computers.......

Attached reply....

J – linked to number 7

Dear Joanna

I am pleased to return you document with my comments in red

Maybe I am having an off day and feeling my age but I did find these

tasks very difficult

Fell free to call me if you want to discuss

Regards
NK – linked to number 6

Sorry Jo, I gave up on this, having been inundated with stuff recently. I avoid looking at websites unless I have to. I am very cynical about the word "easy" because it never is! I would however suggest a facility to increase the font would be useful.

P

Appendix B

Number of visitors to each section of the Easy Guide to Services for the period 1/8/2011 to 27/10/2011.

www.essex.gov.uk/
Content Drilldown
/Health-Social-Care/Care-for-Adults/Easy-Guide-Services/Pages/

Aug 1, 2011 - Oct 27, 2011
Comparing to: Site

18 pages were viewed a total of 3,550 times

Pageviews 3,550 % of Site Total: 0.19%	Unique Pageviews 2,915 % of Site Total: 0.19%	Avg. Time on Page 00:01:38 Site Avg: 00:01:25 (14.96%)	Bounce Rate 62.55% Site Avg: 43.50% (43.80%)	% Exit 29.01% Site Avg: 34.63% (-16.21%)	$ Index UK£0.00 Site Avg: UK£0.04 (-96.13%)

Page	Pageviews	Pageviews
/Default.aspx	1,260	35.49%
/Disability-Services.aspx	463	13.04%
/Home.aspx	281	7.92%
/Care.aspx	250	7.04%
/Transport.aspx	178	5.01%
/Meals.aspx	141	3.97%
/Money.aspx	125	3.52%
/Hobbies.aspx	118	3.32%
/Equipment.aspx	109	3.07%
/Jobs.aspx	98	2.76%
/Health.aspx	95	2.68%
/Plan-support.aspx	95	2.68%
/Being-Healthy.aspx	76	2.14%
/Advocacy.aspx	68	1.92%
/Travel.aspx	53	1.49%
/Suppliers.aspx	51	1.44%
/Staying-safe.aspx	49	1.38%
/Technology.aspx	40	1.13%