

Can you help us improve our information and signposting resources?

The People and Communities Communication team at Bath and North East Somerset Council are responsible for maintaining three information and signposting resources.

These sites are aimed at different groups of people and their families and provide a wide range of information, news, calendar of events, groups and lots more.



[Wellbeing Options](#) is for adults (and their families/carers) needing care or support to live an independent and full life

[1 Big Database Bathnes](#) is for families living in B&NES and is the only website in the area that provides all the information about the Ofsted registered childcare in B&NES alongside events, activities and information for families



[Rainbow Resource](#) provides a wealth of resources for families with a child or young person (aged up to 25) with a Special Educational Need and/or Disability (SEND).

The team would be really grateful for your feedback on these websites. This will help them improve their service and ensure the sites are useful for customers.

How can you help?

On the next page are some scenarios and four questions for you to answer. The purpose is to find out how easy it is to find the information you are looking for.

If you would find it helpful, please use the 'real-life' scenarios on the next page to search for information.



Bathnes 1Big Database – www.bathnes1bd.org.uk

Ms D has been let down by her childminder and needs a replacement urgently; she starts a new job next month. She has a daughter aged 8 months and needs to know what registered childcare is available near where she lives.



Rainbow Resource – www.rainbowresource.org.uk

Mrs C is experiencing some challenges with her five year old son who has been diagnosed with autism. Mrs C wants information about activities to keep him busy during the school holidays.

WELLBEING

Options  **Wellbeing Options** – www.wellbeingoptions.co.uk

Mr B cares for his mother who is 85 and is living with dementia. Mr B's health has recently worsened and he is struggling to cope. He needs support with his caring role and information on what support there is locally for people living in the community with dementia.

Questions:

Can you have a look at one, two (or, if you have the time, all) of the sites and answer the following four questions please:

1. Which website(s) did you review (*please put a tick next to each that apply*):
 - a. Wellbeing Options
 - b. 1 Big Database Bathnes
 - c. Rainbow Resource
 - d. All three

2. Did you find the site(s) easy to use? (*Yes/No – delete as appropriate*) If no, please tell us why not

3. Were you able to find the information you were looking for? (*Yes, easily/Yes, but it took a while to find/No*) If no, what problems did you encounter?

4. What works well? What doesn't/how could we improve the site?

If you have any other comments or would like to tell us about a group, event or activity we are not already aware of, we'd love to hear from you; please email the P&C Communication team: P_C_Comms@BATHNES.GOV.UK

Thank you

Melanie, Gemma, Julie and Beckie
P&C Comms team

