

Local Offer Accessibility & Feedback

This document provides details on different options to access the Local Offer including how to adapt the site to meet individual needs and also how to leave feedback on the Local Offer:

Those without internet access

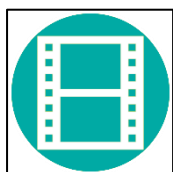
Supported access to the Local Offer is available through any of Nottinghamshire's Libraries or by contacting the County Council's Customer Service Centre:

Telephone: 0300 500 80 80

CSC minicom: 01623 434993

They are open Monday - Friday 8:00am - 6:00pm.

Guidance to use the Local Offer website



Films to Help with Using the Local Offer – There are seven instructional films located on the home page, which give information on key features of the Local Offer including how to search for information and accessibility. All of the films have British Sign Language Translation.

Adapting the Local Offer to Individual Needs

There are several ways that the Local Offer can be adapted to meet individual needs:



Browsealoud toolbar – This can be found in the top right corner of the Local Offer pages. It allows the text on the screen to be read out loud, change the text to different languages and has a screen mask and text magnifier. Further details on the different functions of the toolbar can be found by clicking on to the orange symbol and then clicking on the question mark on the right of the toolbar.

Accessibility Button - This is located in top left corner of the home page. It can be used to change the size of the text and the colour and contrast of the Local Offer pages.

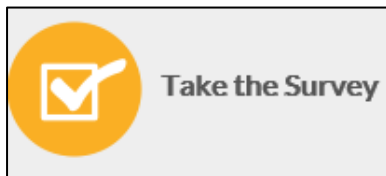
Understanding the Local Offer



Easy Read Guides – These are located on key advice and guidance pages. Wherever you see this symbol in the top right hand corner of the page the information is available in easy read form, which is combination of symbols and simplified text. Click on the symbol and the PDF easy read document will open.

Local Offer glossary – A glossary of words has been compiled with common phrases and terminology used throughout the Local Offer. This can be found under downloads on the homepage.

Leaving feedback on the Local Offer



Click on take the survey on the home page, which should take no more than five minutes to complete



Click on the What's Missing Icon on the home page to highlight something that is missing from the site or a gap in services.

Email: local.offer@nottsc.gov.uk

Call Local Offer Co-Ordinator Phil Smith Tel: 0115 8040944