

Feedback received on Walsall Local Offer website – March 2017

What you said

User friendliness:

- Overall I think the website is quite simple to use. The search options are where I would expect them and I don't feel like I would get lost amongst the pages like some websites.
- It is very friendly and easy use

Information:

- There is a lot of what seems like unnecessary writing/information on the first page and can look quite overwhelming to start with. I think a smaller section of writing with a (read more) option to cut down on the number of words all over the page.
- Once you have found what you are looking for, the information is short and sweet which is a good thing

Search Functionality:

- The search functionality is simple to use and easy to see. The related links and download options to the right are really good and have useful information.
- The search engine is very straight forward and easy to use

General look:

- The overall look is ok. It looks clean and simple and easy to access. It has a youth feel without seeming childish.

Other comments:

Were it says "We will regular update and make changes based on your feedback" is it meant to say "we will regularly update and make changes based on your feedback".

What we did

- A. We continue to receive, collated and upload new information received from a range of sources. If you provide like to see more information on a particular service or team in Walsall please let us know through the Feedback tab on the home page or by emailing Localoffer@walsall.gov.uk . Please keep checking in on the Local Offer, we hope you will find it an useful resource.
- B. We have updated the sections on the web site to "We will **regularly** update and make changes based on your feedback". Thank you for bringing this error to our attention.