

Healthwatch Worcestershire  
The Civic Centre  
Queen Elizabeth Drive  
Persore  
WR10 1PT

26/04/2023

RE: Healthwatch Report – Finding out about Adult Social Care Services from the NEW Worcestershire County Council Website – Request for response to recommendations.

Dear Healthwatch Worcestershire,

I would like to take this opportunity to thank Healthwatch Worcestershire and all the volunteers who have been involved in the Mystery Shopping exercise, reviewing the information available on our website relating to Adult Social Care Services. The findings from this exercise has provided us with an invaluable insight into users' experience of our webpages and how we can further improve our website to meet the needs of residents when searching for and finding information about Adult Social Care.

As noted in your report the redevelopment of Adult Social Care web content has been undertaken as part of a wider piece of work to improve Worcestershire County Council's website, including the development and launch of a new website, which took place in February 2023. This new platform includes additional features and functionalities to improve users experience when finding out information about Worcestershire County Council and its' services.

We have reviewed feedback contained within your report in detail and support your recommendations for further developments to enhance users' experience of our website. I am pleased to advise that work is underway to address improvements to functionality of the website, including all external links now opening in a new window and work has begun with volunteers to better understand users' experience of using screen readers within the site and identifying enhancements which can be made to the accessibility of the site.

We are also continuing to work with partners to develop our Community Services Directory to increase the number and diversity of organisations registered on the directory.

A project group has been formed to oversee a phase of further review and development of our Adult Social Care content; your recommendations will form a basis for this review. We expect to be able to report progress on this activity and your recommendations in six months' time.

We would welcome Healthwatch's continued support and insight as we work through this next phase of developments to aid us in ensuring our website is effective in meeting the needs of residents to find out relevant information about Adult Social Care and Services.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Mark Fitton', written in a cursive style.

**Mark Fitton**  
Strategic Director of People ( DASS )  
Worcestershire County Council