



**An information and advice  
community website for  
adults and families**



# Live Well York Newsletter

## January 2020

**Welcome to the fifth Live Well York newsletter, festive greetings and Happy New Year to all Live Well York website users and partners!**

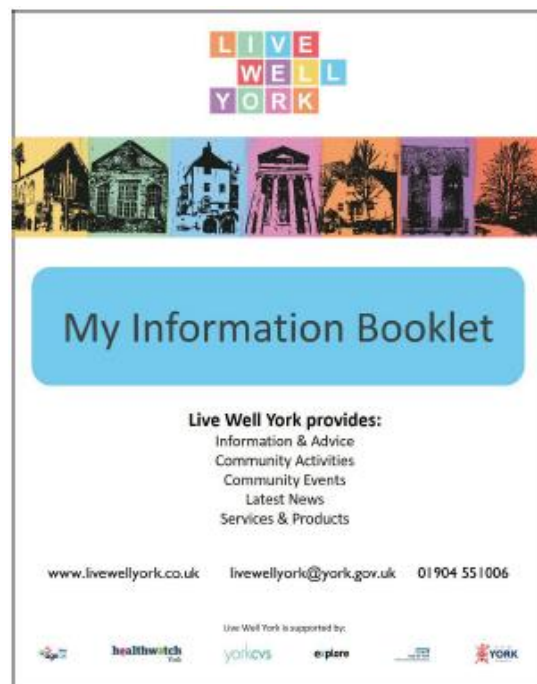


There's something for everyone in this newsletter including partners, practitioners and citizens so feel free to skip over the sections that aren't applicable to you. We always welcome feedback about relevant content in the newsletter so if you have a view please contact [livewellyork@york.gov.uk](mailto:livewellyork@york.gov.uk)

You can opt out of receiving the newsletter at any point by emailing [livewellyork@york.gov.uk](mailto:livewellyork@york.gov.uk). Also feel free to forward or let others know that they can request to be added to the mailing list.

## Exciting “My Information Booklet” development

Following the full launch of the Live Well York website back in March we've been gauging feedback about all areas of the site. As a result we are making some significant changes to the “My Information Booklet” feature where any page, activity, event or service can be added to a booklet to be printed or emailed.



Summary of booklet development:

## **1. “Add all” option**

We know that website users are utilising the filters in the activities and services directories to return specific results (e.g. “art & crafts activities in “Acomb”). We are adding an option to “Add all” results to the booklet in just one click. This will help to speed up the booklet creation process.

## **2. Customised level of detail**

Currently the booklet takes the full detail of each page including maps, addresses, description and contact details and adds them to the booklet. In the new improved booklet users will have the option to choose a low / medium / full level of detail. This will help to reduce booklet size, save paper when printing and condense the booklet to include only the details that the website user needs.

## **3. Custom front page**

We are adding the ability for users to fully customise the front page of the booklet. This will be particularly useful for practitioners looking to generate booklets on behalf of their customers and beneficiaries. It will also allow the creation of “mini-directories”, for example “Walking activities in York”.

For practitioners organising events they will be able to utilise the “add all” function with the “customised level of detail” and “custom front page” functions to create an event booklet. E.g. “Carers services and activities in York” booklet for National Carers Week.

## **4. Immediately download or email booklet**

The option to immediately download and print the booklet or alternatively have it sent to an email address. Behind the scenes some technical improvements are being made to reduce the time it takes to receive the booklet once it is created.










## **5. Accessibility options**

We are adding the ability to choose from a range of text sizes when creating a booklet.

## Information and advice pages

The majority of information and advice pages across the website have now been reviewed by their respective “page owners”. Some have received significant updates whilst others have received small tweaks or no changes as the information remains up-to-date.

We aim to review these pages on a 6 monthly cycle, if you spot out-of-date or incorrect information on the website please let us know by clicking the feedback button at the foot of the webpage or contacting [livewellyork@york.gov.uk](mailto:livewellyork@york.gov.uk)

Find Information ▼	Local Activities, Events & Services▼
 Health & Wellbeing	 Getting out & About
 Housing	 You & Your Home
 Carers	 Easy Read
 Education, Training & Employment	 Money & Legal
 Self Funders	 Adult Social Care

## Volunteering opportunities

A slight change has been made to the [Volunteering page](#) where the individual volunteering opportunities have been removed and replaced with advice to post any volunteering opportunities to the [Volunteering Opportunities](#) page on the York CVS website.

yorkcvs

The Live Well York Community Activities Directory can also be filtered to show which activities have volunteering opportunities.

Here is a [pre-filtered volunteering opportunities search](#) with over 100 results.

## **Adding Live Well York to your desktop computer, laptop or mobile smart device**

### **Desktop computers and laptops**

A step-by-step guide to adding Live Well York to your desktop computer or laptop is attached to this email including images.

### **Mobile smart devices**

The technique for adding Live Well York to the home screen of your smart device varies depending on operating system:

<b><u>Android devices</u></b>	<b><u>Apple iOS devices</u></b>
<ul style="list-style-type: none"><li>• Type <a href="http://www.livewellyork.co.uk">www.livewellyork.co.uk</a> into your mobile device browser (e.g. Chrome, Samsung internet etc.)</li><li>• Once loaded tap on the 3 dots in top-right of the screen</li><li>• Tap “add to home screen”</li><li>• Amend the short-cut name to “Live Well York”</li><li>• Tap “add”</li></ul>	<ul style="list-style-type: none"><li>• Type <a href="http://www.livewellyork.co.uk">www.livewellyork.co.uk</a> into Safari browser</li><li>• Once loaded tap the bottom central Action button (square with upward pointing arrow)</li><li>• Tap “add to home screen”</li><li>• Amend the short-cut name to “Live Well York”</li><li>• Tap “add”</li></ul>

## Live Well York Annual Survey 2019

Thank you to everyone who completed and shared the annual survey. This year the survey focussed on looking at the needs of both the public using the website and practitioners using the website.

94 responses were collected following promotion through a website pop-up, the City of York Council consultation page and practitioner emails. The responses were split equally between practitioners and public users of the website. The website usage statistic has fluctuated between 1,200 – 1,800 unique website users per month since full launch therefore responses represented between 5 – 8% of monthly website users. The response rate reflects the organic approach to collecting responses, particularly through the website pop-up rather than focussing on targeting particular groups of website users. This has allowed generally unbiased feedback to be collected.



In terms of accessing Live Well York 93% of practitioner respondents and 62% of public respondents reported that they didn't need any further support to access the website. Interestingly, 27% of public respondents reported that ensuring family and friends knew about the website would support them to access Live Well York.

Quality of information, range of information and ease of navigation returned positive results with upwards of 80% of respondents reporting that they were satisfied or didn't have a particular overall view.

Only 25% of public responses and 30% of practitioner responses said they had viewed the latest news section of the website with many adding that they hadn't noticed that area of the website. As a result we will make the latest news section more visible and easier to navigate to including adding "Latest news" to the menu bar of the website.

Practitioners are making more use of the My Information Booklet feature of the website than public website users with 67% of practitioner respondents reporting using the booklet feature and 29% of public respondents reporting they had used the booklet feature.

### **Proposed changes following the annual survey**

- Some website users found that the Live Well York homepage was slow to load on some browsers. We are going to reduce the number of videos hosted on the homepage and ensure they are replaced by a single instructional video showing how to use the website.
- Significant improvements to the My Information Booklet feature of the website as outlined earlier in this newsletter.
- Some practitioners fed back that they couldn't always find what they were looking for. We have already made improvements to the website search engine with further improvements to be implemented early in 2020.
- Some website users fed back that they knew of some activities that haven't been captured on Live Well York, particularly around dance, pets and walking groups. Some further mapping of the city will take place to increase the capture of these activity types. If you know of any activities not captured on Live Well York please do let us know at [livewellyork@york.gov.uk](mailto:livewellyork@york.gov.uk)


### **Help Live Well York continue to provide solutions for residents in York:**


- Let us know if any information / community activity / event or service is missing or needs updating
- Use your area of expertise to be a critical friend ensuring the website content is of a high quality


- Not found something using the search engine? – let us know so we can fix it
- Spread the word, encourage other people to use the website
- Be our eyes and ears – is there a notice board that would benefit having a LWY poster on is there a group that would benefit from a presentation, is there another [partner](#) we should be communicating with?

## Community Events

Recently posted community events:

	<a href="#">Dementia Information and Support Stall - Shambles Market</a>
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	<a href="#">York Foodbank Tang Hall</a>
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	<a href="#">Learn to Nordic Walk</a>
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## Service and Products Directory

Recent additions and updates to the service and products directory:





**York Neighbours**  
...for that little bit of help

[York Neighbours - Reducing isolation and enabling independence](#)



[Autism Hub - United Response](#)



[Dementia Forward - Helpline](#)

## Latest News

Want to raise the profile of something that is happening in York? Does it have a community focus or help to improve people's Health & Wellbeing? You can [post it here](#). Here are a few recent news items:



[Get your staff and volunteers noticed - Affordable ID cards](#)



[Find volunteering opportunities - York CVS volunteering opportunities website](#)



[Age UK York help older people to claim  
£1.3m](#)

[Go to website](#)



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## Contact us:

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