

Leicestershire Equalities Challenge Group

Statement from the Review of Mental Health Web Pages Task Group

Background

The Equalities Challenge Group was invited by Leicestershire County Council to comment from an equalities perspective on the review of the mental health web pages on the County Council Website.

A task and finish group was set up with this intent, where LECG members met with County Council Officer on 24th October 2018 at Glenfield Parish Council rooms.

The group went through the Adult social care sections on the website as well as the material on the Stickyworld platform on mental health.
<https://leicestershire.stickyworld.com/room/presentation?roomid=20#funnel/about>

The group were asked to comment on the advice and information for people with mental health and their carers that is on the County Council website to make the information clear, useful and easy to read.

Following the meeting on 24th October the following statements were agreed by the group:

The group acknowledges that County Council colleagues are exploring new ways of engaging with the wider public through the use of the Stickyworld platform and accepts that there may be challenges presented by this which need to be addressed in order to keep users engaged and to obtain useful feedback.

In regards to accessibility to the site, we have the following comments and suggestions:

- It would be useful to make clear on the Stickyworld engagement platform that LCC officers are able to respond to comments as this may ensure that comments are not anonymised and people are encouraged to register themselves on the site.
- It may also be useful to clearly state on sticky world the methods of feedback that will be used following the close of the engagement period, as this will help to manage expectations and encourage people to leave sign on or leave their contact details.
- Although we note that the LCC website has to have a corporate front, we encourage officers to consider how the information is read, received and understood by the end user (service user).

- It would be useful if the information on the website is less wordy, we suggest the incorporation of pictorial messages to encourage people of all abilities to access the website. We feel that currently the website is best suited for the professional and not the service user.
- We note that the LCC website primarily uses Green as it's main colour however we ask that officers keep in mind that distinguishing colours such as green can be difficult for some individuals who have low vision.
- We would encourage the representation of the LGBT community on the pictorials for the website pages, this will help show that services are inclusive.
- We also note that the same information is repeated on several pages therefore encourage officers to revisit this and reduce duplication.

The Group would be interested in continued conversations and work with officers on the evaluation of other sections within the Adults and Communities pages on the LCC website.

The Group thanks the County Council officers for their time.

LECG Task Group Members

Peter Lewis	LECG Chair
Mina Rodgers	Older Persons Engagement Network
Tad Stenzel	Leicester & Rutland Minority Ethnic Forum
Samantha Smith	Transactive
Misaki Yuki	Transactive
Vicki Kainth	The Bridge
Carine Cardoza	LECG Engagement Officer