

# Report for Amaze website survey 2023

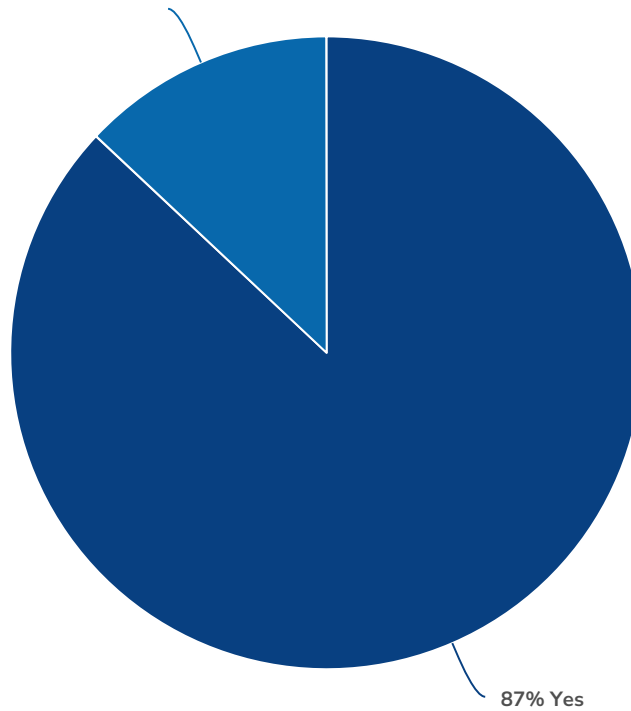
## Response Counts

Completion Rate:	100%	
Complete		 77

Totals: 77

## 1. Do you use Amaze's website?

13% No

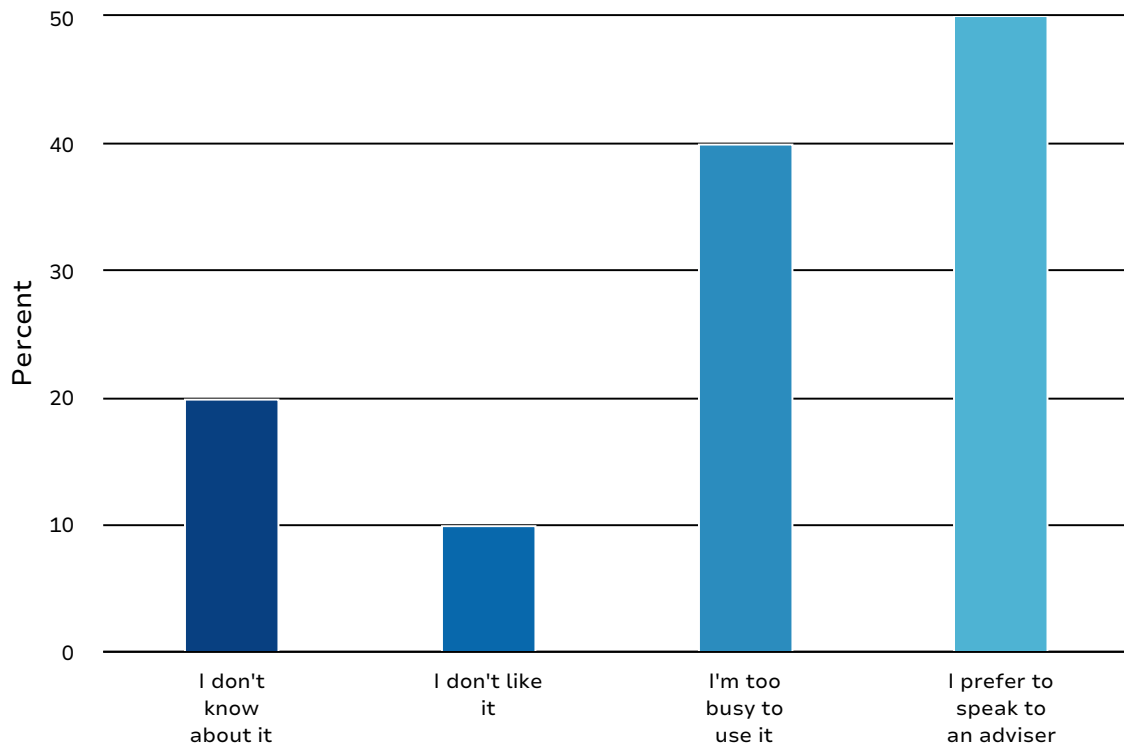


87% Yes

Value	Percent	Responses
Yes	87.0%	67
No	13.0%	10

Totals: 77

## 2. Why not? Tick all that apply



Value	Percent	Responses
I don't know about it	20.0%	2
I don't like it	10.0%	1
I'm too busy to use it	40.0%	4
I prefer to speak to an adviser	50.0%	5

## 3. What might make you use the Amaze website?

**ResponseID    Response**

12            TEST

20            Links in emails

28            Social media gives me all the information I need so don't need to use the website

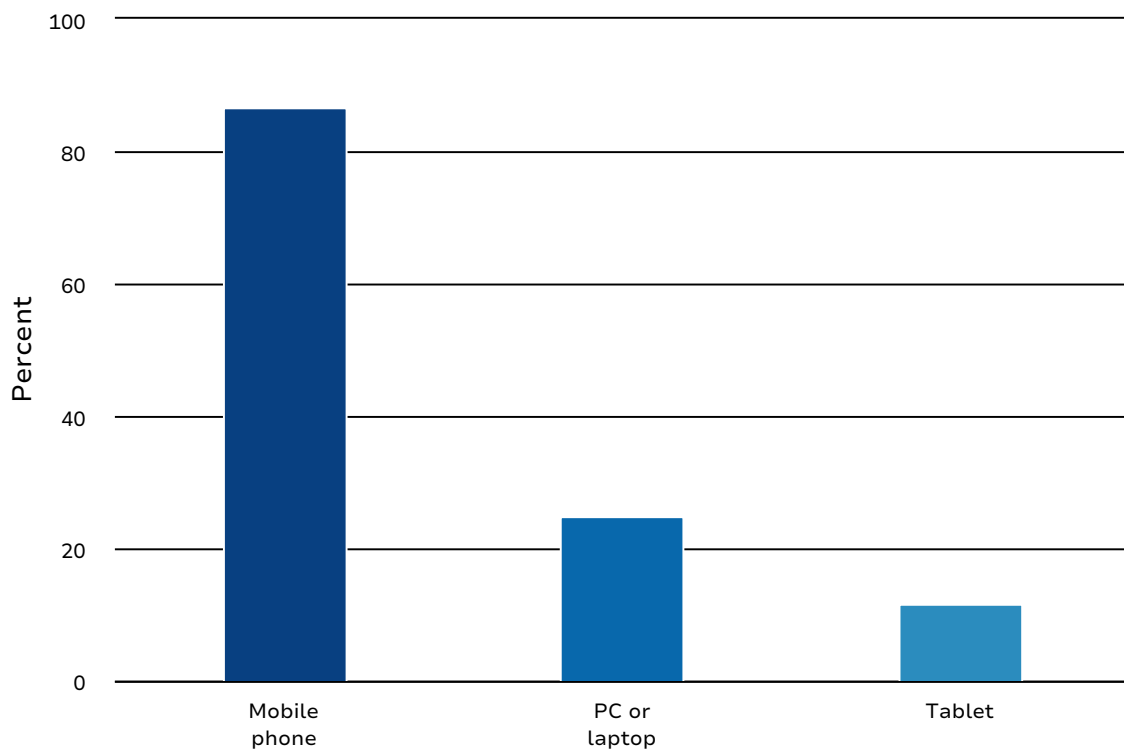
32            Time mainly! I follow the Facebook page and if there was something highlighted there I'd follow the link to the website.

35            Links from social media Tools to download such as social stories and widget stories.

36            If I needed to find something out in particular - for example, I want to look at the Sibs stuff for my daughter.

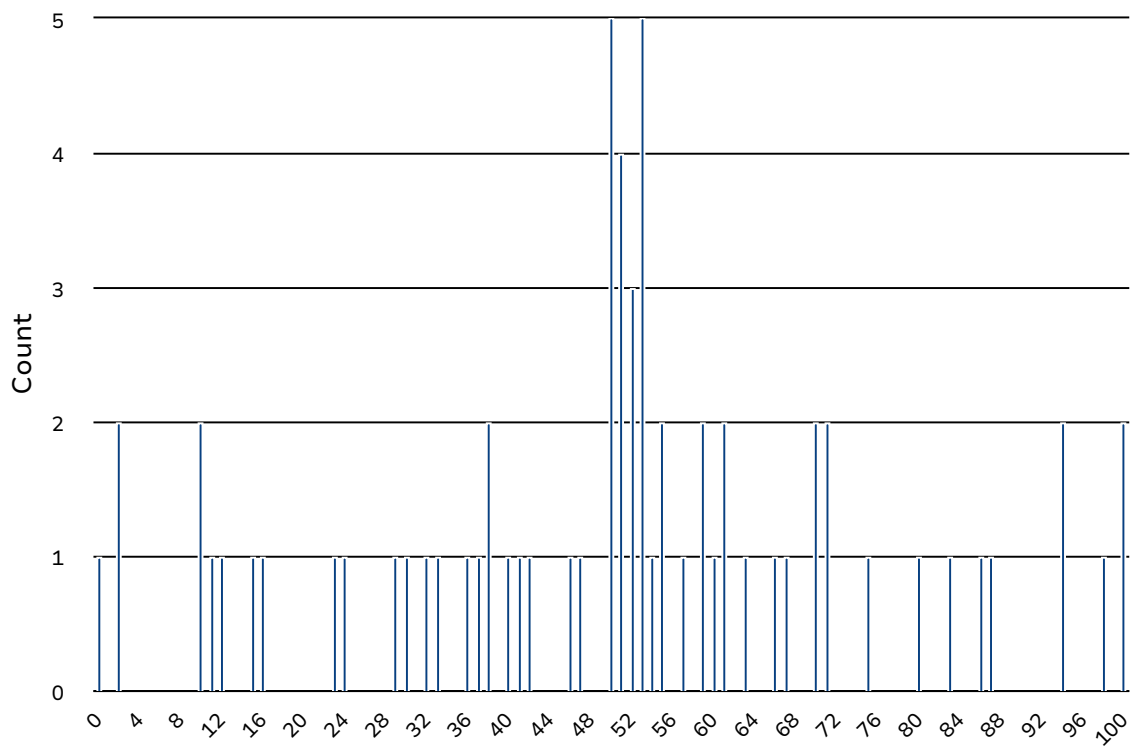
56            For contact phone number details or links to other places that may help / days out places to visit that are autism friendly and accommodating

**4. What device do you use to look at the website? Tick all that apply**

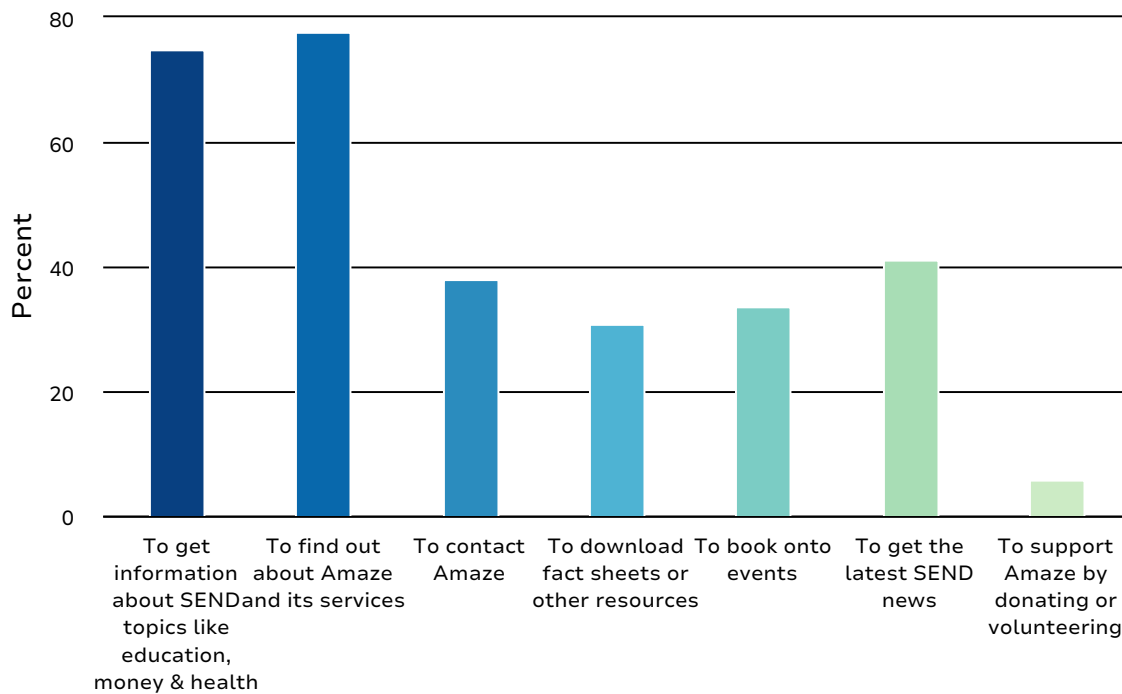


Value	Percent	Responses
Mobile phone	86.8%	59
PC or laptop	25.0%	17
Tablet	11.8%	8

5. How regularly do you use the Amaze website?

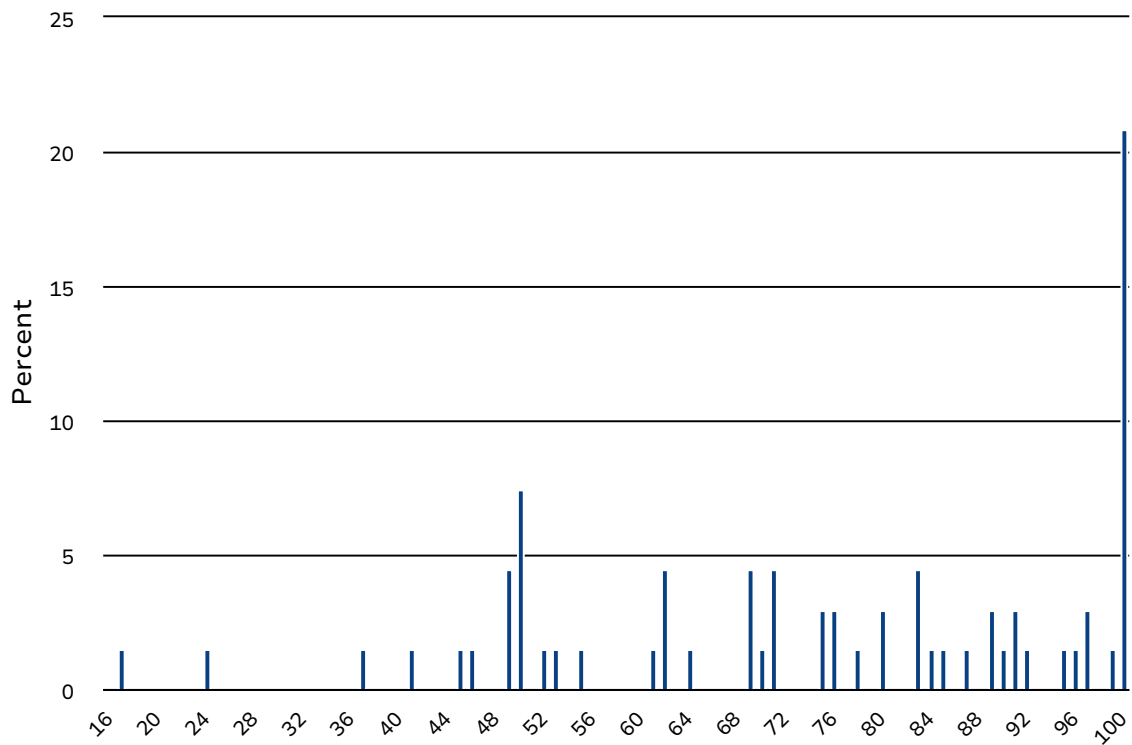


6. How do you use the website? Tick all that apply



Value	Percent	Responses
To get information about SEND topics like education, money & health	75.0%	51
To find out about Amaze and its services	77.9%	53
To contact Amaze	38.2%	26
To download fact sheets or other resources	30.9%	21
To book onto events	33.8%	23
To get the latest SEND news	41.2%	28
To support Amaze by donating or volunteering	5.9%	4

7. How easy is it to find what you're looking for on the Amaze website?



## 8. What do you like about Amaze's website?

**ResponseID**   **Response**

12      TEST

13      Bright and clear

14      X

16      Easy to use Well laid out Clear and concise

17      Lots of information available and easily accessible

18      It's very informative

21      It's clear and easy to navigate, and really does contain a goldmine of helpful information

22      Its easy to use and has lots of information on it

23      Very easy to use and navigate. There is a lot of information, but I find the links very useful to click through. I particularly like the newslttrwr I get emailed, as I get updates each month, and it reminds me to check the website.

24      Really easy to use

## ResponseID Response

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25 The website is friendly and colourful

26 Colourful and friendly

27 Easy to use and get information on the subjects I'm there for

29 I like that's it's easy to use. It's not too 'busy'

30 The info on events and things for sends

31 The visuals. Easy to read

33 Brilliant information

34 All the information is relevant and up to date.

37 Its full of great information for us parents. Easy to navigate and very helpful

38 It's clear, not cluttered and you can navigate it easily.

39 How easy it is to find what I am looking for

40 Events and discounts

41 It's so useful and has so much information that is so handy and easy to find .... being a mum to a SEN child amaze have made my life so much easier .... and if any problems they are a phone call away .... Lizzie is an amazing lady x

44 Lots of advice and info on different services and children's needs etc

45 Easy to navigate and read

46 Give parents a lot off useful information

47 It has useful information

48 I love the regular updates and information always getting uploaded.

49 So much helpful information

50 I think it's amaze I g xx

51 Clear and concise info. Easy to navigate. Very informative.

52 It is so easy to use and the amount of resources is amazing.

53 Very informative and helpful

## ResponseID Response

54 That it is packed full off loads of helpful information

55 It's very easy to navigate and easy to find what I want.

57 Easy to use and navigate Informative Clear and concise information

58 Straightforward to use. Helpful information provided on a range of different things

59 easy to navigate. Lots of info and signposting to other support

61 Parent carer area and listing helpful workshops

62 Ease of using menu, friendly approachable language

63 Easy use

64 Ease of menu

65 It is very easy to navigate around

66 To see what activities to do with the kids

68 Lots of information.

70 Helpful information and support when needing it.

71 Great charity organisation, helpful for special needs children, adults and their families.

73 Simple to use

75 Relevant useful info

76 Relevant useful info

77 Good information and layout

78 Layout and language are really friendly and accessible

79 It's easy to read, lots of information but it's clear. I like the range of topics / thing's available that I hadn't thought I would be interested in.

81 It is very organised You can find what you are looking for

82 It is clear to navigate, and gives general pointers in the right direction.



## ResponseID Response

83	Fact sheets
84	It is very clear to navigate around , large font , a good news section on the right hand side very informative, pictures are friendly
85	Clear signposting for what kind of question I might need answering. Clear calendar of upcoming events.
87	I like seeing what's on around brighton & hove.
88	It looks easy to access and find what you're looking for , Amazes website has been very helpful for me in looking for help to help my daughter
89	I really find all the links really useful as it allows me to look at information that is relevant to me.
90	Offers an ideas for days out
91	Lots of useful information and resources.

## 9. What don't you like about Amaze's website?

### ResponseID Response

12	TEST
13	Finding the right bit
14	X
16	Not much colour - quite grey/purple but bland in colour
17	White stark background
18	Nothing
21	I can't think of anything
22	Nothing I think its fine
23	I personally find the website easy to use, and with lots of useful infomation.
24	N/a

**ResponseID Response**

25 It can come across as busy

26 Comes across as busy

27 There isn't anything I don't like

29 Nothing.

30 Nothing

31 It is quite hard to find information about events unless you know the date

33 Nothing

34 Sometimes I find the navigation a little confusing.

38 The colours are all very similar throughout. Nothing stands out

39 N/A

40 Nothing really

45 Nothing

46 To me looks good

47 Nothing

48 N/A

49 I'm happy with it.

50 Nothing

51 There is an overwhelming amount of info .

52 Not so much the website, but I do feel the courses should be more frequent for time sensitive subjects like dla. But the advisors took my cases individually - and more than made up for that!!!

54 Not everything is up to date

55 N/A

57 N/a

58 Nothing

## ResponseID Response

59 nothing

61 Not easy to find info for 0-5 year olds

62 Images used

63 Nothing

64 Images used

65 I like it

68 Only just found out about it through Facebook Post.

70 Nothing negative.

71 I don't have any issues, maybe I am interested more events

73 That you have to download the compass app to find business that accept it

77 Could be clearer

78 Some of the links were broken or resources missing

79 Sometimes links won't load quickly.

81 Don't think there is anything

82 With most SEND information, I feel a little spun out. I am trying to find support for my 22 yr old son, to live in supported living. I read the general advice, yet do not feel confident, to know where to start.

83 I'd like to see more resources to use with children with SEND. For example the social story produced for the covid vaccine was very helpful. More things like that would be great,

84 I haven't found anything to not like , a link to get a compass card doesn't work which was annoying but I got around it

85 Not encountered any problems really

87 We live in Haywards Heath and would love to come along to events but your compass card is only for your area. Love the website however, I think it would be great if it lists options at the beginning of page , rather than swiping to get to your option...tricky when your on a mobile and people don't have the time. They just want to click and go! Ps. During this survey it constantly said there was an error

**ResponseID Response**

88 Nothing

89 Personally, there's not anything I don't like.

91 Could have better usability. Very text heavy.

## 10. What do you think is missing from the Amaze website? What could be added or changed to improve our website?

**ResponseID Response**

12 TEST

13 More on ...

14 X

16 Nothing

17 More links to resources and areas of information. Possibly books or social media accounts

18 I'm not sure

22 Nothing

23 Possibly some better graphics.

24 N.a

25 Think from the drop down menu when you scroll down, there could be sub under the main titles so you can see what you are after at a glance

26 Make it less busy Drop down menu could have subs under the main so can see at a glance what looking for

27 Nothing

29 Easier visibility of what courses are upcoming and mor obvious information about face2face

31 Make it easier to search for events (and other information)

33 Don't think u can do any more

## ResponseID Response

34 Navigation could be more picture based rather than searching text.

38 I actually think the website is pretty good. You could perhaps have a gallery with links to the groups. So if there was a photo of a family at an event that took my interest it would be handy to have a link to take me to the place or event and have the details instantly available

39 N/A

46 I think need more details about how amaze works and an option to book appointments

47 Not sure

48 More pictures of the community and the amaze stuff! I love seeing them!!

49 I'm not sure as everything is clear I think.

50 Nothing

51 Not sure

52 I don't know - it's a treasure trove!

53 More information with direct links

54 Links to other websites which may be helpful to people

55 I think it's great as it is!

57 I think that the website contains everything that i would expect to find

58 Advice coffee mornings

59 not sure

61 A bit more support for those with PMLD -and newly diagnosed children

62 Website more appealing on tablet than PC

64 Easier to navigate on tablet

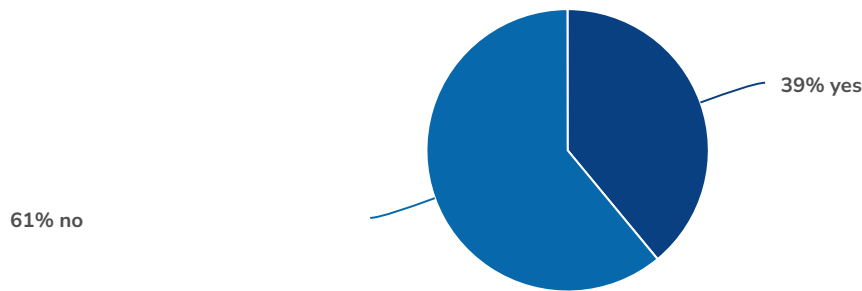
65 I like it

70 Nothing

71 Local events

ResponseID	Response
73	A list of business that accept the card
78	More resources / links to helpful websites
79	More success / personal experiences shared for others to read with pictures.
81	Maybe a bit more information with support for parent/carers mental health
82	Maybe a fact sheets on, taking parents through the process. Like a list with bullet points. Amaze has helped me and my son enormously with information and activities, which has all started from their web site and news letters.
83	More resources to use, videos. Leaving my email here for the prize draw: katherineheritage@hotmail.com
84	it all seems there , I found al the info i needed
85	Video guides might be useful for some people who struggle to read lots of information.
87	A place where all could join from all areas, we struggle with places to go enough in our own area...why limit people from certain places...would be lovely if compass applied to us too.
88	I think it all looks good , all numbers and emails easy to find The website is a easy accessible with all the available links you require
89	It would be more attractive if it was more colourful and maybe a different font to make it more of an attractive website.
90	More family ideas
91	Add icons / colour to describe and differentiate sections. Would make the site easier to scan. le virtual vs face-to-face vs open event.

11. Would you be interested in doing a 30 minute user testing session with Amaze's website manager, via Zoom or in person, to help us understand a bit more about how people navigate the site? We would give you a £20 LovetoShop gift voucher for your time.



Value	Percent	Responses
yes	39.0%	30
no	61.0%	47
		<b>Totals: 77</b>

12. Please give us your email address so that we can contact you to tell you more about the user testing and include you in the prize draw for Drusillas tickets.

ResponseID	Response
14	rostcook@gmail.com
17	lisa.pasmore@yahoo.co.uk
18	hwilliams1974@gmail.com
21	rebeccajladams@hotmail.co.uk
26	juliemartin0611@gmail.com

<b>ResponseID</b>	<b>Response</b>
27	nikkiwoolven85@gmail.com
29	lyndarussell@hotmail.co.uk
34	fmlrigby@gmail.com
36	helenelgin@gmail.com
37	tash_dye@hotmail.co.uk
42	ajh17@hotmail.com
44	teresavanner6186@gmail.com
48	soph_jade@hotmail.co.uk
49	johopkins1980@gmail.com
50	tanya-noggin@hotmail.co.uk
52	corrinabellerogers@gmail.com
53	hayleystevens80@hotmail.co.uk
56	elliemaysupple@outlook.com
57	kerryfleet82@yahoo.com
61	kateandkittie@gmail.com
64	helen@jhcoombs.co.uk
66	lindatraceyadams@gmail.com
70	zoe.willmer@outlook.com
76	sweetshady@hotmail.co.uk
77	adamjhiggins@hotmail.co.uk
78	cooleyfamilyemail@gmail.com
80	naturallygolden@hotmail.com
87	jessie_bullenthorpe@hotmail.co.uk
88	cjohnstone57@gmail.com



**ResponseID****Response**

89

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91

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