



Registered providers and groups performance report May 2018 to April 2019

1space.eastsussex.gov.uk

If you offer a care, support or wellbeing service in East Sussex, 1Space is a great way to tell people what you do and what you can offer. It's Adult Social Care & Health's self-service online directory and it's free.

This performance report lets you know how people are using 1Space, some changes we've made to the site and also gives a glimpse of further improvements in the pipeline.

Statistics

Services – At the end of April 2019 there were 1,692 services and groups listed in 1Space, providing local and national help for East Sussex residents. The site lists a range of services from personal assistants to home care to day centres to care homes to support groups.

Visitors – Between 01 May 2018 and 30 April 2019, 1Space averaged well over 4,000 views a week. The chart shows how it was viewed throughout the year, with an expected dip over the Christmas and New Year holidays.

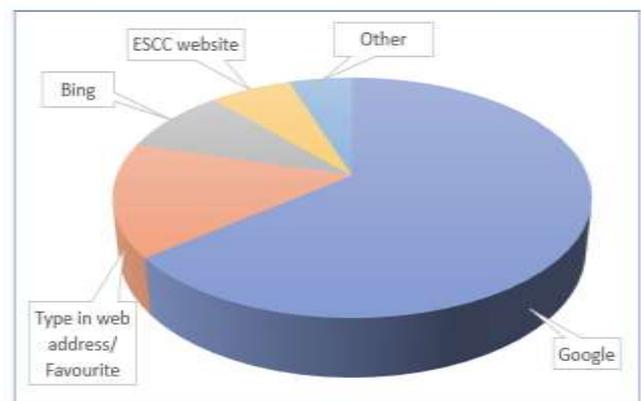


Searches – Over 6,500 keyword searches were made within 1Space using over 3,500 different search terms. The top five most popular terms related to personal assistants, dementia, cleaning, befriending and homecare.

Categories – Some people prefer to browse through the categories and over 35,500 searches were made this way. The top five categories to visit were Living at Home, Sheltered / Supported / Extra Care Housing, Personal Care, Carers – Looking after Someone, and Housing and Accommodation.

How visitors find 1Space –

- Google – 64%
- Type in web address / Favourite – 15%
- Bing – 9%
- East Sussex County Council website – 7%
- Other – 5%



Updates to 1Space in 2018/2019

As well as ensuring information about the groups, services and organisations listed on 1Space is kept up to date, there have been a few changes:

Re-brand – Did you spot the differences? The main one is that 1Space has a new address: <https://1space.eastsussex.gov.uk/>. This new URL links us more closely to the East Sussex County Council website and should improve our ranking on Google which likes ‘.GOV.UK’ sites. To make sure people using the old address can still find us, a ‘redirect’ has been added to the old URL.

Plus we’ve had a change to our colour scheme, another way that 1Space fits more closely with the council’s website.

Submitting updates to your 1Space page(s) – When you make changes to your service(s) on 1Space, you can now save a draft before sending it to us for moderation, even when you’re making updates on several tabs. The system now groups all your edits together and you submit them in one go, rather than a separate submission for each tab.

Filters – We continue to extend the Search Filters to additional categories. These filters help visitors narrow down a long list of results and find services relevant to them, saving them time and frustration.

New info fields and groups –

If you use languages other than English, you can show them via a new information field. The field is set up so that visitors to the site can use the field as a filter to find you more easily.

Plus, we now have an info group for social media. This means you can include a link to your facebook page and twitter account.

Languages (in addition to English)

British Sign Language (BSL) (8)
French (3)
Multiple (Language Service Provider) (3)
Spanish (3)
Japanese (2)
[Show full list...](#)

Reporting – New reporting packs are giving us a better insight into how 1Space is being used and where we can focus improvements.

Marketing of 1Space

The council's promotion of the site means your service benefits and can lead to you getting more contacts and clients. We continue to publicise 1Space using:

- Postcards
- Some GP websites
- Publications within the council
- Liaising with the Support With Confidence team
- Attending events and meetings
- Links on East Sussex County Council's intranet and website, including a widget
- Liaising with Locality Link Workers in the East Sussex Better Together programme



If you have any suggestions for where else we can promote 1Space we'd love to hear from you.

Future updates to 1Space

The next upgrade is expected in August 2019. As well as fixing some bugs, enhancements will include:

- easier to select multiple info fields
- improved accessibility for keyboard users when in Admin area

We'll continue to

- ensure all services are reviewed annually –up to date entries are essential to maintain trust in the site
- review and tidy up the categories, add new search filters so that visitors can quickly find what they need without having to read about services that are irrelevant to them
- collaborate and share best practice with other local authorities
- look at stronger links between the East Sussex County Council website and 1Space
- look into how we can exploit new features that are being introduced and share them with you

And finally...

What feedback do you get about 1Space? Have you been told that someone found you through 1Space? Did they find it easy to find you on there? Do let us know.

We hope you found this report helpful and informative. Please let us know what you thought of it by dropping us a line.

How to contact 1Space

Email us at 1spaceadmin@eastsussex.gov.uk

Or, if you're working in 1Space, you can click on Contact Admin



Background

Set up in November 2012, 1Space is a self-service directory of services, groups and businesses: one place to find a range of care, support and wellbeing provision across the county.

It was developed by East Sussex County Council's Adult Social Care and Health Department for use by the public and those supporting them – for example friends and families, staff in the council and NHS and voluntary organisations.

The aim was to create a site where groups, organisations and individuals who provide care and support in East Sussex could:

- add details about their services and groups free of charge
- keep the information up to date themselves
- benefit from the council's promotion of the directory
- reach a wider audience

If you provide care and support in East Sussex and would like to have an entry on 1Space, you can find out how to list your service free of charge by emailing us or by visiting [East Sussex 1Space/providers guide](#)