

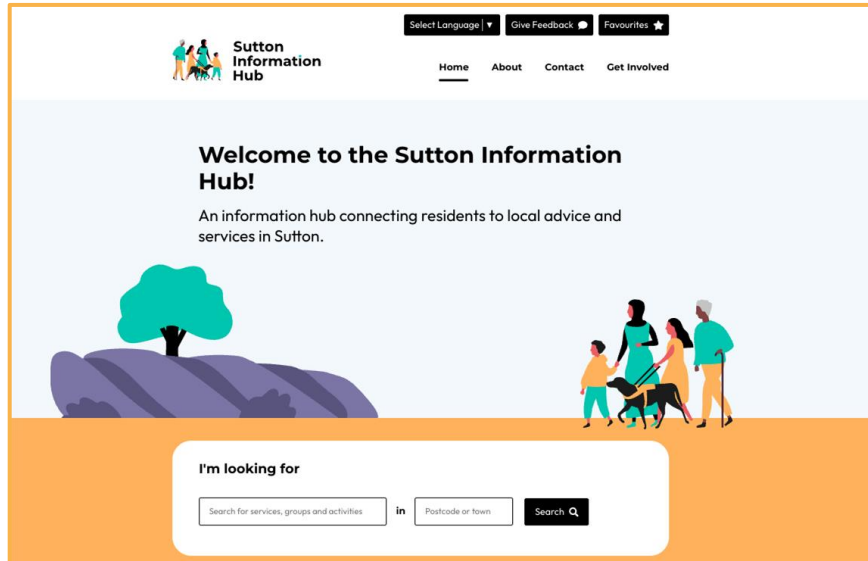
# Sutton Information Hub

An information hub connecting residents to local advice and services in Sutton



# What is the Sutton Information Hub?

The Sutton Information Hub (SIH) is a website designed to be a **single place** for residents and professionals to find information about local groups, clubs, services and support within the London Borough of Sutton.



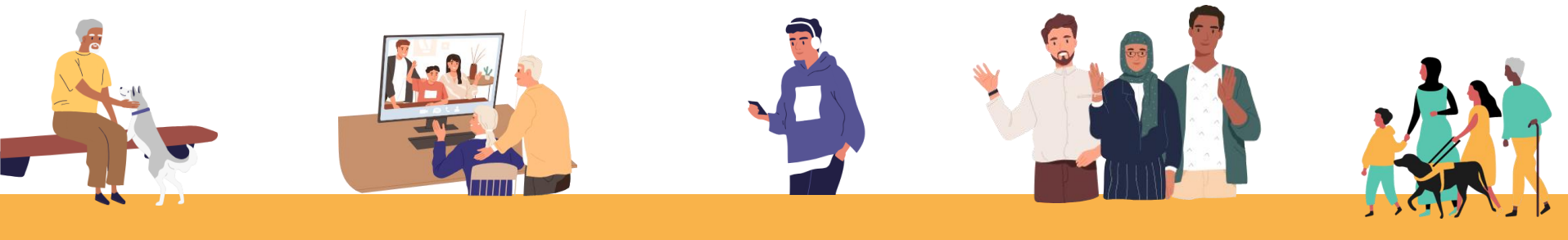
# What is the Sutton Information Hub?

The website is run by Sutton Council in **collaboration** with local partners, charities and statutory organisations, including Cognus and Community Action Sutton.



# Vision for Sutton Information Hub

- Individuals, families and communities are able to access a diverse range of information, advice and guidance services to make informed choices and **sustain positive changes in their lives.**
- To bring multiple websites together to ensure that all digital information and advice can be found in **one place.**
- Have a website where the information is regularly updated and maintained by **organisations directly.**





# 10 things you need to know about the website



# 1.

**567**  
**active services**  
**listed**

**576**  
**organisations**  
**listed**



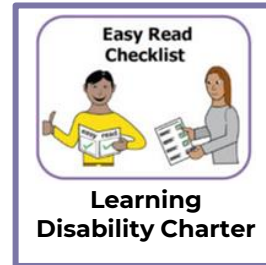
## 2. The website has over 14k users

Year	Users	Page views
2023 (Q1 1st April - 30th June 2023)	2,319	49,659
2024 - Progress to date (Q1 1st April - 30th June 2024)	14,571	153,814
<b>Views Increase</b>	<b>↑ 12,252</b>	<b>↑ 104,155</b>
<b>% Increase</b>	<b>↑ 528%</b>	<b>↑ 209%</b>



# 3.

## 8 Information pages / local offers






# 4. Search engine

I'm looking for

Search for services, groups and activities

in

Postcode or town

Search 



Key Words



Postcode



## Search engine filters:

Age

Disability

Gender

Income

Language

Map



Housing

Ethnicity

Grid



# 5.

## 15 collections of services



**Children & young people**



**Leisure and Social Activities for Children and Young People with SEND**



**Schools in Sutton**



**Healthy and active**



**Information & advice**



**Things to do**



**Older people**



**Mental wellbeing**



# 6.

## Accessibility is at the heart



**At least 1 in 5 people in the UK have a long-term illness, impairment or disability**

- Everything we create should be as inclusive, accessible and as readable as possible. It is often the people who need our services the most, who find them the hardest to use.
- The SIH was built and developed with accessibility in mind, particularly to support the use of assistive technology and screen readers.
- The infrastructure and content is [WCAG 2.1 AA standard](#) compliant.



# 7.

## Select Language



- The 2021 Census identified that over 80 languages are spoken as a first language in Sutton.
- There are 17% (28,871) households who have members who do not speak English as their first language.
- The translate feature allows any page to be translated into 133 languages, supporting more residents to access information.



# 8.

## Members Area

**Services update their own information and service description, including:**

- **Service Cost** e.g is is free or a paid for service
- **Location** Including a map
- **Service Offering** e.g what the service offers
- **Opening Hours**
- **Good to know** e.g how to sign up and what to bring
- **Contact details** including telephone number and website
- **Social Media Links / YouTube Videos and service photos**
- **Print page or add to favourites**
- **Listed search engine filters** e.g by age groups will appear at the top of the page.



# 9. We are giving the SIH a refresh

Coming soon...Autumn / Winter 2024/25



## **NEW Events Calendar**

Services, information and one off community events will all be in all in one place.

## **NEW look front end design / layouts**

With the introduction of an events calendar there will be a new look to the website.

## **Improved accessibility**

The website upgrade will bring improved website accessibility including the introduction of ALT text.

# 10.

**Register now!**



It is **FREE** to register on the Sutton Information Hub!

- Support new and developing charities or organisations
- Supports local businesses and groups / clubs
- Links services in with the existing local offers and categories
- Gives residents access to more information and choice





# Sutton Information Hub

## Our ask from today's presentation....

**Search**



Search to see if your organisation is registered and that your details are up to date.

**Register now!**



Register and update your information.



**SHARE!**

Share the SIH with all your partners, key stakeholders and service users.



Please grab  
some leaflets  
and posters



## Sutton Information Hub

All your local information,  
all on one website!

Sutton Information Hub is your place to  
find:

- information and support
- things to do and activities in Sutton
- local support services
- voluntary, community, charity and faith groups

INFO AND SUPPORT

FAMILY SUPPORT

SEND LOCAL OFFER

THINGS TO DO



Scan the QR code to go to the Sutton Information  
Hub and start finding what you need now!

Register your organisation or group on the  
Sutton Information Hub for FREE

[suttoninformationhub.org.uk](http://suttoninformationhub.org.uk)



# Give Feedback



[www.suttoninformationhub.org.uk](http://www.suttoninformationhub.org.uk)



# Any questions?

[www.suttoninformationhub.org.uk](http://www.suttoninformationhub.org.uk)

**Email:** [suttoninformationhub@sutton.gov.uk](mailto:suttoninformationhub@sutton.gov.uk)

