Change	Driven by feedback	Result
Removed "Number of Support Options" from blue call to action button on hompage	Customers found it confusing. (Aug 22nd 2019 testing). The number is the total of Products/Services & Events. This is not easy for people to quickly grasp and was adding no real benefit.	Confusion mitigated :-)
Event Tab added to the listings page	Customers expressed confusion when events were mixed through the service listings. Events will massively outnumber Services and so hide them.	Research showed that this was well received and understood by users as a common pattern of delivery that they understood
Filters on changed to Sparate SEARCH and FILTEr sections in Left Hand sidebar.	Customers were confused by the mixing of Search(More results) and Filter(Less Results) options. These have now been separated visually on the side bar.	There is no longer that confusion between the two BUT There is still an outsstanding issue around Search being "OR" and not "AND" for certain people.
Categories...	BUT	
Event Categories		
Location...		
Home page image left untouched	Feedback from stakeholders around perceived Stock Images, caused us to retest the Home Page images with Scotland is Now images that feature staff and customers.	There was very little difference. We made a recommendation on the preferred image but also that it would be a waste of effort changing it, as customers were not that bothered
A11Y	With ongoing and deeper engagement with A11Y customers, we have brodened out our Accessibility testing to include people with Cognitive& Social Inclusion Issues. Traditionally we have concentrated on Sight and physical impairment.	Testing with people experiencing Cognitive issues has unforseen benefits across the board. They tend to consume the site in the same format as Neuro-Typical people but find minor issues to be magnified. Fixing issues for this group, also improves the site for others.
Removed number from Home Page		
"Started Trading" added to form		
Solidified Links at top of Content Listing Template		

Questions	Driven by feedback	Why we have not come to a decision yet
Should we add the phone number back onto the home page	Almost all rounds of testing have identified "not having a visible phone number" as a negative trust issue.	Ongoing discussions about multiple agencies route enquiries and who will eventually run the site in BAU.
Should we add Search to the homepage	Customers have repeatedly expressed the need for a Search option on teh home page	1. More research required.