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In March 2016, we decided to refresh our website to reflect a change in focus and modernise the site. The redesign would showcase our existing work in India, the developing work in Gibraltar and our work with former coalmining communities in the UK.

After meeting with several agencies we chose to work with Edward Eldon of EE Web Design in conjunction with Lydia Thornley from Lydia Thornley Design Ltd. Their proposal was excellent value for money and they showed a huge interest in the work of the Trust and the project from the outset.

Edward was involved in every stage of the project from brainstorming through to site testing and assisting with the technical issues we had when changing the domain and host. Through out the process Edward kept us fully updated by presenting his work at each stage of the build and seeking our inputs before progressing. Each day Edward would share what he had done and explain the new features and how this would impact the user.

There were several design changes made and suggested as the project progressed. Edward was adaptable to these changes and carried them out with the minimum of fuss but would also clearly explain why some of the suggestions would not work from a user point of view. It was these inputs that we really valued and they showed Edward's expertise in website design and build.

Towards the end of the build Edward provided training on how to use the back office system and was always on hand to answer any queries or problems we had using the software. His training style was very straightforward, clear and easy to understand given that we had never used Word-press before.

Since the new website went live in May 2016 the feedback has been positive with visitor numbers increasing, users being more engaged and staying on the site for longer, and finding it easier to access information. Edward regularly checks to ensure that the site is going well and is always on hand to assist and offer advice. We continue to use Edward on an ad-hoc basis for support and to make updates to the design of the site.

Edward was a pleasure to work with, very easy to communicate with, and his input was a hugely important part in getting our new website live and user friendly. I would recommend Edward and EE Web design to anyone considering building a new website.

Andy Arthurson  
Office Manager  
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