

From: [REDACTED]
To: [REDACTED]
Cc:
Subject: RE: EXTERNAL:FW: [EXT] FAQs, digital toolkit and our protection of children event
Date: 05 December 2025 12:12:41
Attachments: [image001.png](#)
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Hi [REDACTED],

We generally avoid publishing FAQs on the website because it's more helpful for users to find answers within the relevant content itself. FAQs can make it harder for users to locate what they need once they're on the page.

There's also a findability issue - users who didn't attend the conference won't know what 'OSA Explained June 2025' means and what the content on that page is likely to be. If we called it something like 'Online safety act Q&A' though, users looking for 'online safety act' could land on it before other OSA resources and then sequencing it around other resources becomes an issue - I think there's potential for it to confuse the user journey.

[REDACTED] and I reviewed the document a couple of months ago and found that a lot of the information was already available on other pages or in guidance. Hopefully, consolidating these on the repository page means users can have an easier time getting to these pages and guidance.

Did we receive any other conference feedback about questions users felt were effectively answered by this Q&A document - or information they now can't find, out of interest? I appreciate that [REDACTED] is obviously a user with needs we want to meet, but prioritising one user here could lead to duplicating content and creating search issues for others.

In terms of the blog content that was going to be updated - does that need picking up again or do we need to find another home for this content? It was about small services and HEAA (which could go in HEAA quick guide) and open source compliance tools.

The dating hub would sit under the 'compliance resources' section, yes

Thanks,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]