

Results of website user survey

Survey ran 22 September 2022 to 21 October 2022

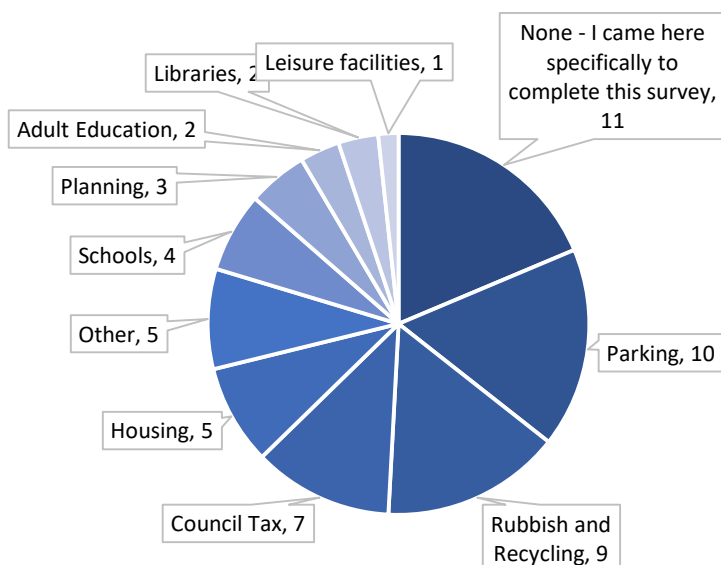
59 respondents accessed the campaign

What was the main service that you were interested in today?

Answered by 59 respondents.

Response	Number of Respondents	Percentage of Respondents
None - I came here specifically to complete this survey	11	18.64%
Parking	10	16.95%
Rubbish and Recycling	9	15.25%
Council Tax	7	11.86%
Housing	5	8.47%
Other	5	8.47%
Schools	4	6.78%
Planning	3	5.08%
Adult Education	2	3.39%
Libraries	2	3.39%
Leisure facilities	1	1.69%
Electoral Register	0	0.00%
Health	0	0.00%
Highways	0	0.00%
Social Care	0	0.00%

What was the main service that you were interested in today?

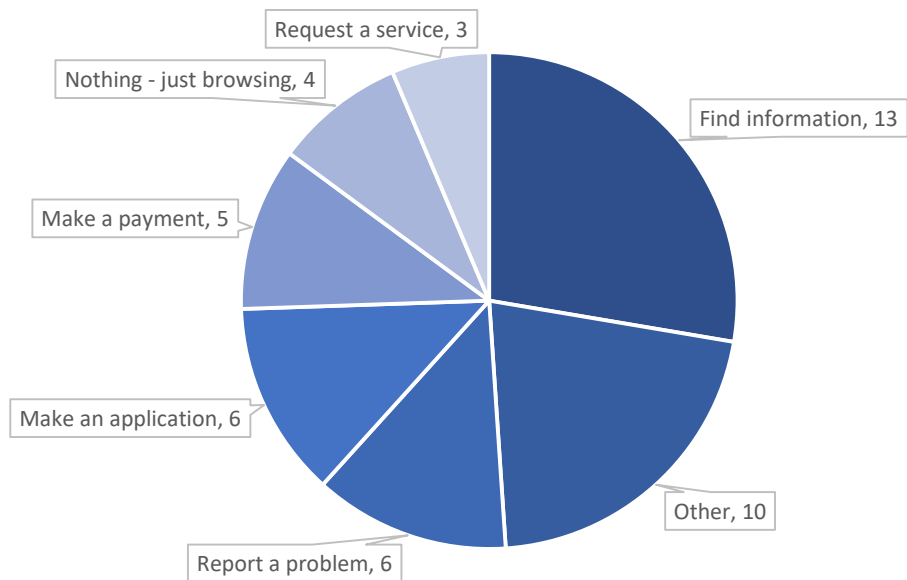


What did you want to do?

Answered by 47 respondents.

Response	Number of Respondents	Percentage of Respondents
Find information	13	27.66%
Other	10	21.28%
Report a problem	6	12.77%
Make an application	6	12.77%
Make a payment	5	10.64%
Nothing - just browsing	4	8.51%
Request a service	3	6.38%
Make a booking	0	0.00%

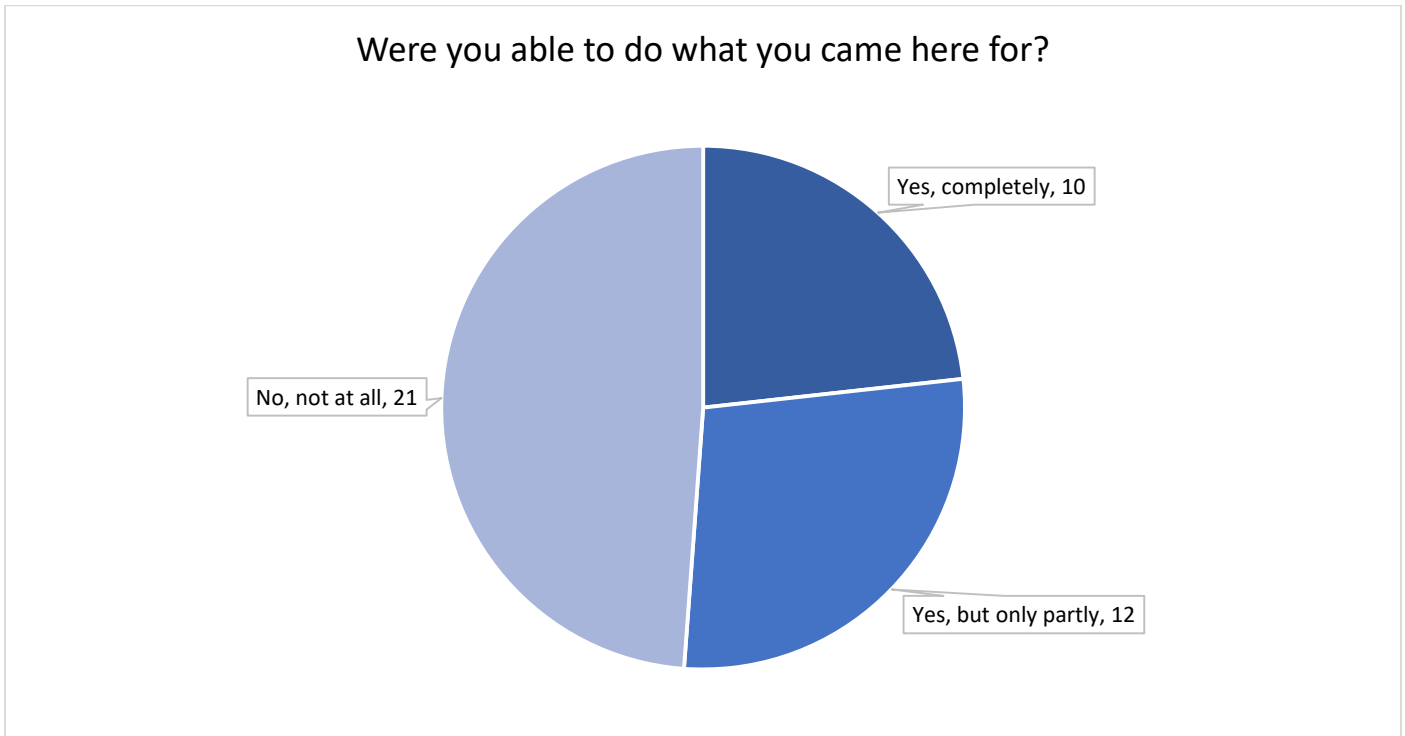
What did you want to do?



Were you able to do what you came here for?

Answered by 43 respondents.

Response	Number of Respondents	Percentage of Respondents
Yes, completely	10	23.26%
Yes, but only partly	12	27.91%
No, not at all	21	48.84%



Please tell us what you could not do. Don't include personal information in your response, such as names or contact details.

Answered by 28 respondents.

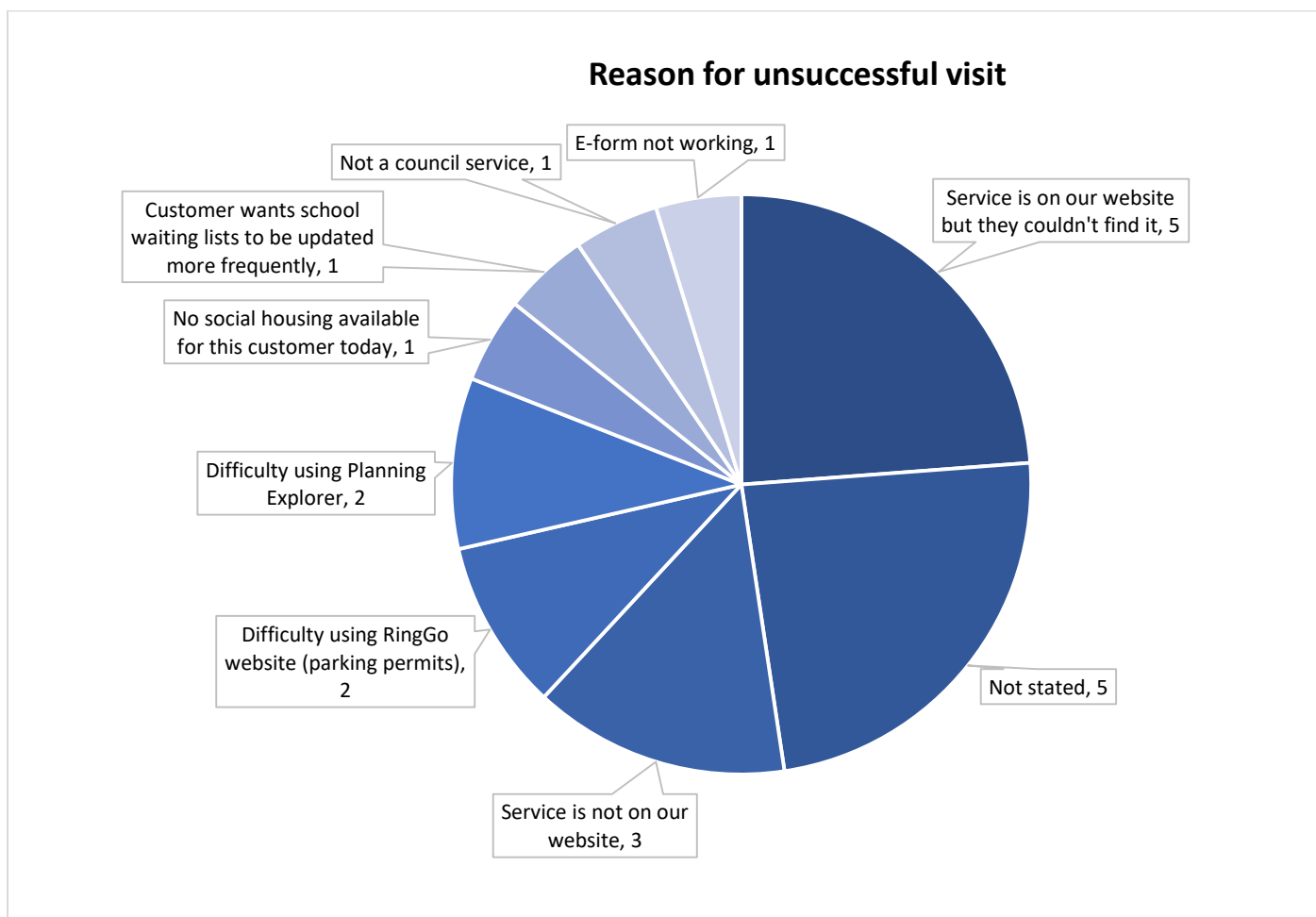
Summary of feedback:

Service	Task	Category
Rubbish and Recycling	Find contact details for complaints	Service is on our website but they couldn't find it****
Rubbish and Recycling	Report a missed recollection (assisted collection)	Service is not on our website
Rubbish and Recycling	Couldn't find link to request a replacement bin	Service is on our website but they couldn't find it**
Rubbish and Recycling	Complain about the conduct of waste crews	Service is on our website but they couldn't find it**
Rubbish and Recycling	Not stated	Not stated
Parking	Apply for/renew a visitor parking permit	Difficulty using RingGo website (parking permits)
Parking	Apply for/renew a visitor parking permit	Difficulty using RingGo website (parking permits)
Parking	Check the status of a dangerous tree report *	Service is not on our website
Parking	Not stated	Not stated
Schools	Check school waiting list	Customer wants school waiting lists to be updated more frequently
Schools	Apply for a school place	Service is on our website but they couldn't find it**
Schools	Not stated	Not stated
Planning	Find a planning application	Difficulty using Planning Explorer
Planning	Find a planning application	Difficulty using Planning Explorer
Planning	Object to a planning application	Service is on our website but they couldn't find it**
Council Tax	Follow up on an application for single person discount	Service is not on our website
Council Tax	Not stated	Not stated
Other	Report dead tree	E-form not working
Other	Find out about warm hubs	Not a council service
Housing	Not stated	Not stated
Leisure facilities	Bid for properties on Home Connections *	No social housing available for this customer today

* These 2 customers' comments didn't match the service they selected on the previous question - this is not an error in our analysis of the survey

**The services these respondents couldn't find were:

- Contact details for complaints
- Request a replacement bin
- Complain about the conduct of waste crews (complaints)
- Apply for a school place
- Object to a planning application

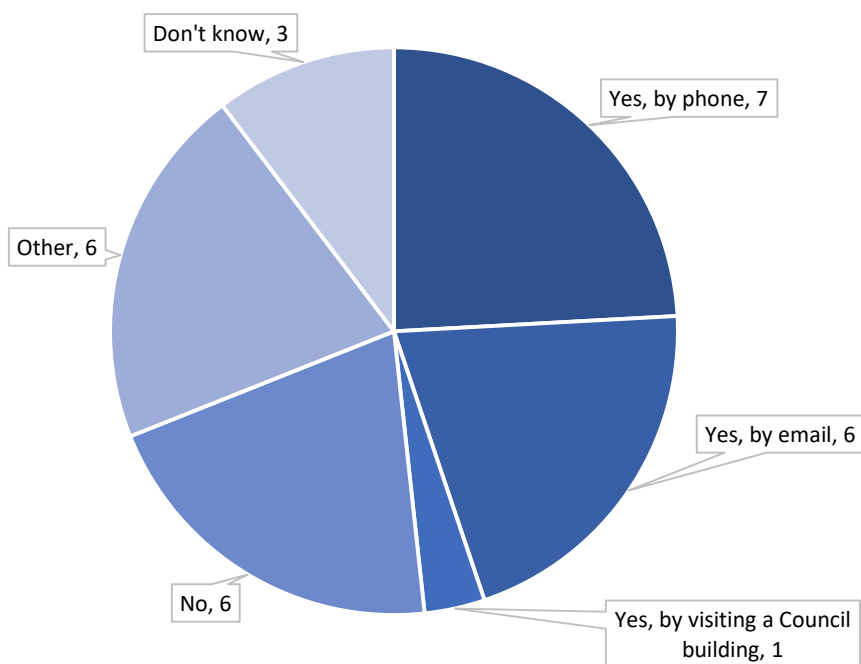


Will you contact us to complete your task?

Answered by 29 respondents.

Response	Number of Respondents	Percentage of Respondents
Yes, by phone	7	24.14%
Yes, by email	6	20.69%
Yes, by visiting a Council building	1	3.45%
No	6	20.69%
Other	6	20.69%
Don't know	3	10.34%
Yes, by post	0	0.00%
Yes, by social media	0	0.00%

Will you contact us to complete your task?

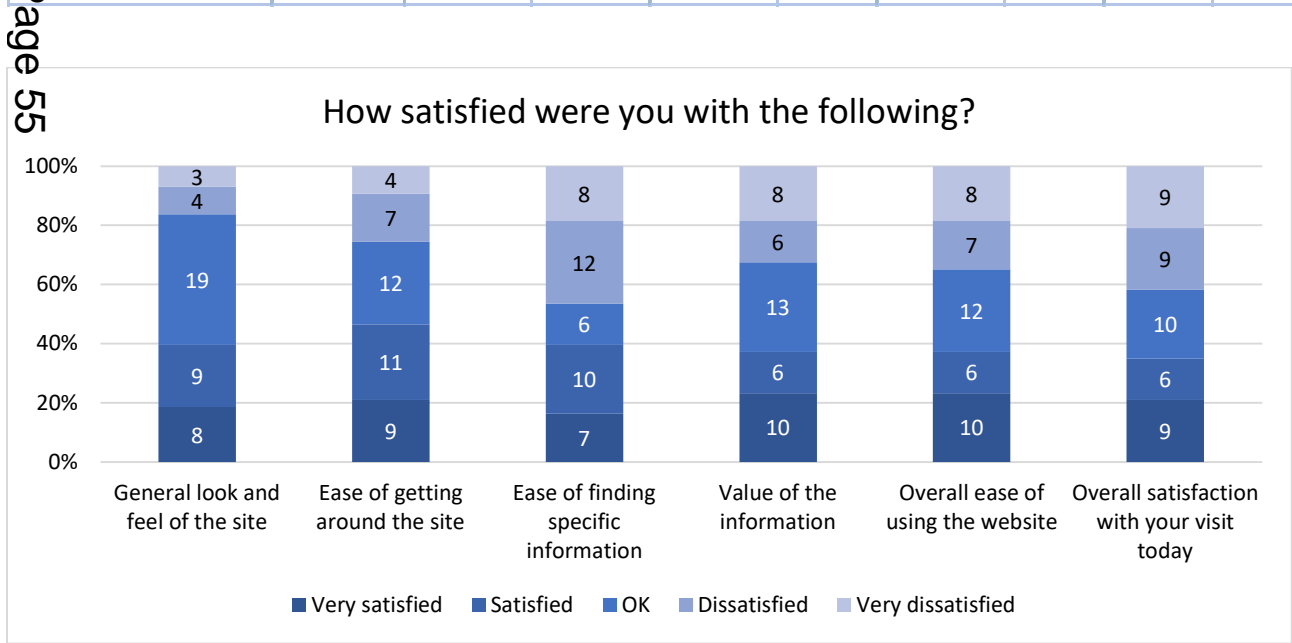


How satisfied were you with the following?

Answered by 43 respondents.

Response	General look and feel of the site		Ease of getting around the site		Ease of finding specific information		Value of the information		Overall ease of using the website		Overall satisfaction with your visit today	
Very satisfied	8	19%	9	21%	7	16%	10	23%	10	23%	9	21%
Satisfied	9	21%	11	26%	10	23%	6	14%	6	14%	6	14%
OK	19	44%	12	28%	6	14%	13	30%	12	28%	10	23%
Dissatisfied	4	9%	7	16%	12	28%	6	14%	7	16%	9	21%
Very dissatisfied	3	7%	4	9%	8	19%	8	19%	8	19%	9	21%

% positive or neutral		84%		74%		53%		67%		65%		58%
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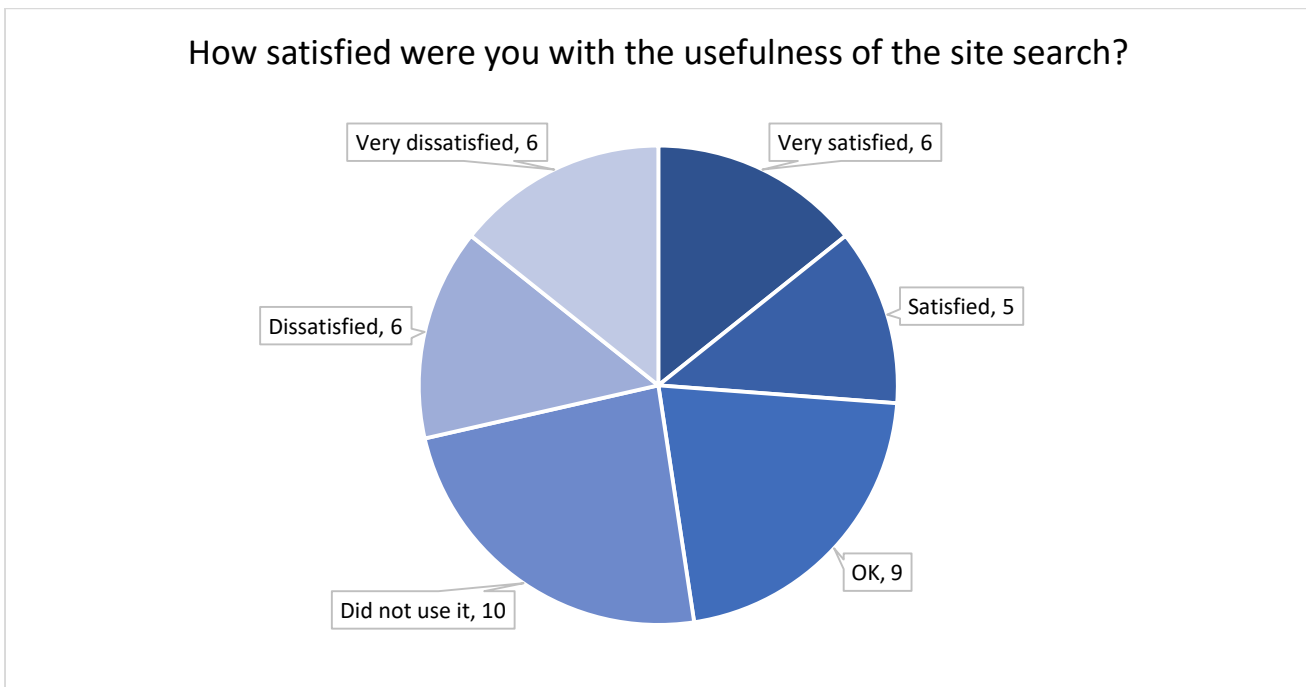


How satisfied were you with the usefulness of the site search?

Answered by 42 respondents.

Response	Number of Respondents	Percentage of Respondents
Very satisfied	6	14.29%
Satisfied	5	11.90%
OK	9	21.43%
Did not use it	10	23.81%
Dissatisfied	6	14.29%
Very dissatisfied	6	14.29%

% positive or neutral	71.43%
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Do you have any conditions that affect how you use technology, for example a visual impairment that requires you to use a screen reader?

Answered by 42 respondents.

Response	Number of Respondents	Percentage of Respondents
Yes	4	9.52%
No	34	80.95%
Prefer not to say	4	9.52%

We plan to add a 'My Account' section to the website where you can log in to access information and services that are personalised to you. What information or services would you like to find there?

Answered by 27 respondents.

Suggestions	Count of Suggestions
Nothing/don't know/unclear	12
Bin collection days	4
Council tax accounts	2
Local plans in my area	2
Services I've signed up for	1
Benefits accounts	1
Activities and events	1
CPZ rules in my area	1
Schools and education	1
Garden waste account	1
Statistics about climate-friendly changes to buildings	1
Account status	1
My councillors	1
PCNs	1