

Appendix A – Website Survey Feedback



1. Were you able to do what you needed on our website?



OPTION	PERCENTAGE	RESPONDENTS
	13 %	6
	87 %	41

SATISFACTORY AVERAGE: 12.8 %

TOTAL UNIQUE RESPONDENTS: 47



2. What could we improve?

"Cannot get an email address to contact you about residential rates"	2019-01-30 12:22
"Ooops. Sorry! I just complained about a non-working link. I expected to see it on-screen. I now find that it was downloaded!"	2019-01-28 10:34
"The link to your letter (28/1/2019) regarding non payment of tax by second home owners did not work."	2019-01-28 10:27
"So far I have taken 20 min to find the council tax reduction review. Then it tells me the self-employed form is below which it isn't. It also tells me to search online for it, so I start again. Close to tears and cross!"	2019-01-27 16:00
"weekly trash collection"	2019-01-25 20:38
"council tax calculator for people thinking of buying or renting a property wishing to budget for ct bills"	2019-01-25 14:06
"List of councillors by political party? Where is it?"	2019-01-21 17:46
"I am totally distracted by the adverts appearing on your site but when I try and block them I get a message in GERMAN!!"	2019-01-21 09:28
"How to write to you regarding council tax"	2019-01-18 16:37
"give me somewhere on your website where i can change my wife's maiden name as we have got married"	2019-01-17 18:25
"I wanted to find out whether we were on Calendar A or Calendar B for waste collection. Your answer: Ask a neighbour!!! How totally useless is that???"	2019-01-02 11:11
"The website is not designed very efficiently for mobile devices and should be of a "responsive" design like other government websites. I was unable to find out what waste service was being picked up on Monday as this information does not seem to be available."	2018-12-29 11:18
"have a professional website"	2018-12-27 16:15
"Enter text herelt used to be simple to find refuse collection day but with the new site it is impossible!!!!"	2018-12-27 15:13
"No way to contact Council Tax team"	2018-11-30 18:47
"I HAVE BEEN LOOKING FOR A WAY TO EMAIL THE COUNCIL/PLANNING. IT IS NOT CLEAR AND COULD BE SO EASY. WHY DO THE COUNCIL NOT PUT THE EMAIL ADDRESS WITH THE OTHER WAYS OF CONTACTING COUNCIL? TH EBUTTON "CONTACT US" HAS 'PHONE BUT NO EMAIL DISPLAYED."	2018-11-28 11:10