E-Democracy Scrutiny Review Survey Findings
(As of 29 December 2015)

The survey ran from the beginning until the end of October and resulted in 30 paper responses with only two completed questionnaires being received online. The survey gave those who responded the option to tick multiple boxes in several question categories so no meaningful percentage comparisons are possible. The survey was subsequently extended to 20 January 2016 and as of 29 December 2015 a further five paper responses have been received.

In response to question 1: How do you access council services? A total of 24 answered online followed by telephone (16); email (15); in person (11) and by post (7).

The main reasons for accessing Council services online were: to look for information (23); report issues e.g. streetlights (11); request services (9); send complaints or compliments (8); pay for services (5); watch webcasts (5). The other main reason for accessing the service was to view and comment on planning applications and to access information about CYC services and/or departments.

A total of 32 people felt it was important that they were able to continue to do this.

Responses to the question of what the Council can do to encourage people to access Council services online varied from answering emails quicker to a deduction in charges for online users and making the services better and easier to access.

Of the people who responded 30 used their home PC to access online services; telephone (110); PC at work (11); tablet (10) and shared PC in a public areas e.g. a library (1). Again it should be stressed that some people used multiple methods of accessing services.

While 18 people were aware that the Council's website was re-launched in May this year, 12 were unaware. Of these 13 said they likes the new

website while 12 said they did not. The two online responses indicated they did not like the new version, one saying it was too busy and was difficult to find information and the other describing it as messy, it was hard to find things and was not easy to use.

Supplementary comments from those who liked the new version included:
- Easy to get around
- Easy to find
- It is easy to understand
- It is well laid out. Easy access to information
- Accessible and clear
- It is far more user friendly and functional. It is now much simpler to pay my council tax
- Needs to be multiple ways of getting to key departments

To improve the website, suggestions included:
- Correct information
- Easier to find meetings listings
- Not easy to navigate. Not as friendly
- Ease of reporting. Reporting fly-tipping
- Alphabetical list of services was helpful
- Create a mobile app to pay services and utilise other council services or simply contact them.
- Make the front page simpler
- A-Z would be useful.
- Clearer print (less colours) for people with eyesight problems.
- Difficult to find out which service/department you need. A view of departments/services and telephone numbers at the beginning of website would be useful.

Finally 18 people felt it would be helpful to be able to track requests, reports and payments via the website while nine felt it would not.