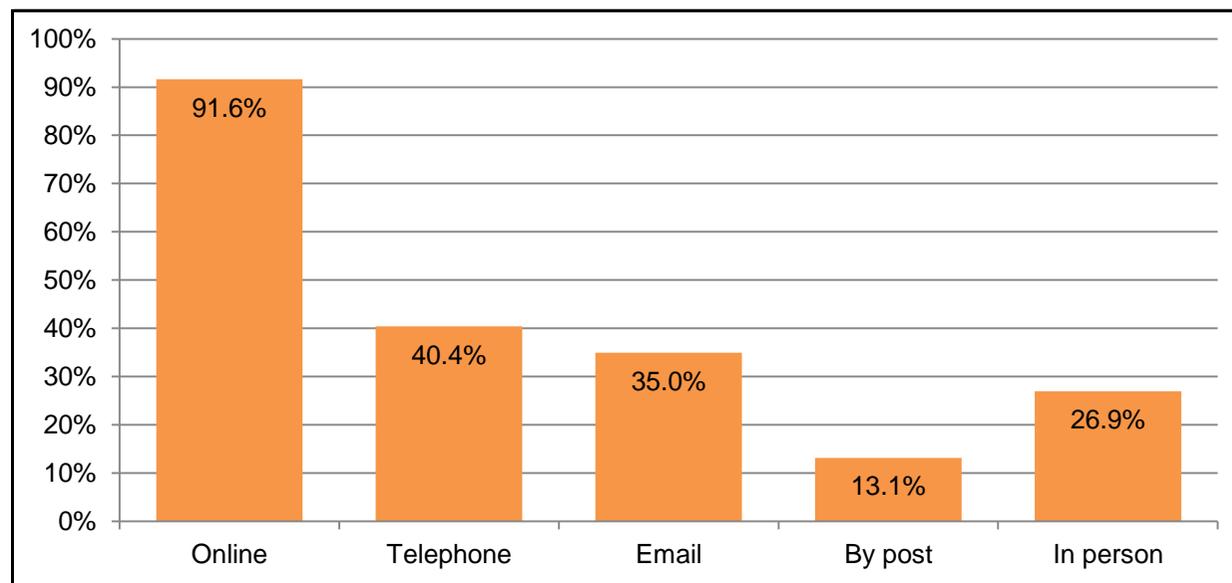


## IMPROVING PUBLIC ENGAGEMENT - RESPONSE DETAIL

### Q1: How do you access council services? [Multiple Choice]

		All	Online	Paper
Online	%	91.6%	95.9%	57.8%
	Number	524	487	37
Telephone	%	40.4%	40.0%	43.8%
	Number	231	203	28
Email	%	35.0%	34.8%	35.9%
	Number	200	177	23
By post	%	13.1%	12.4%	18.8%
	Number	75	63	12
In person	%	26.9%	24.2%	48.4%
	Number	154	123	31
<b>Respondents</b>		572	508	64

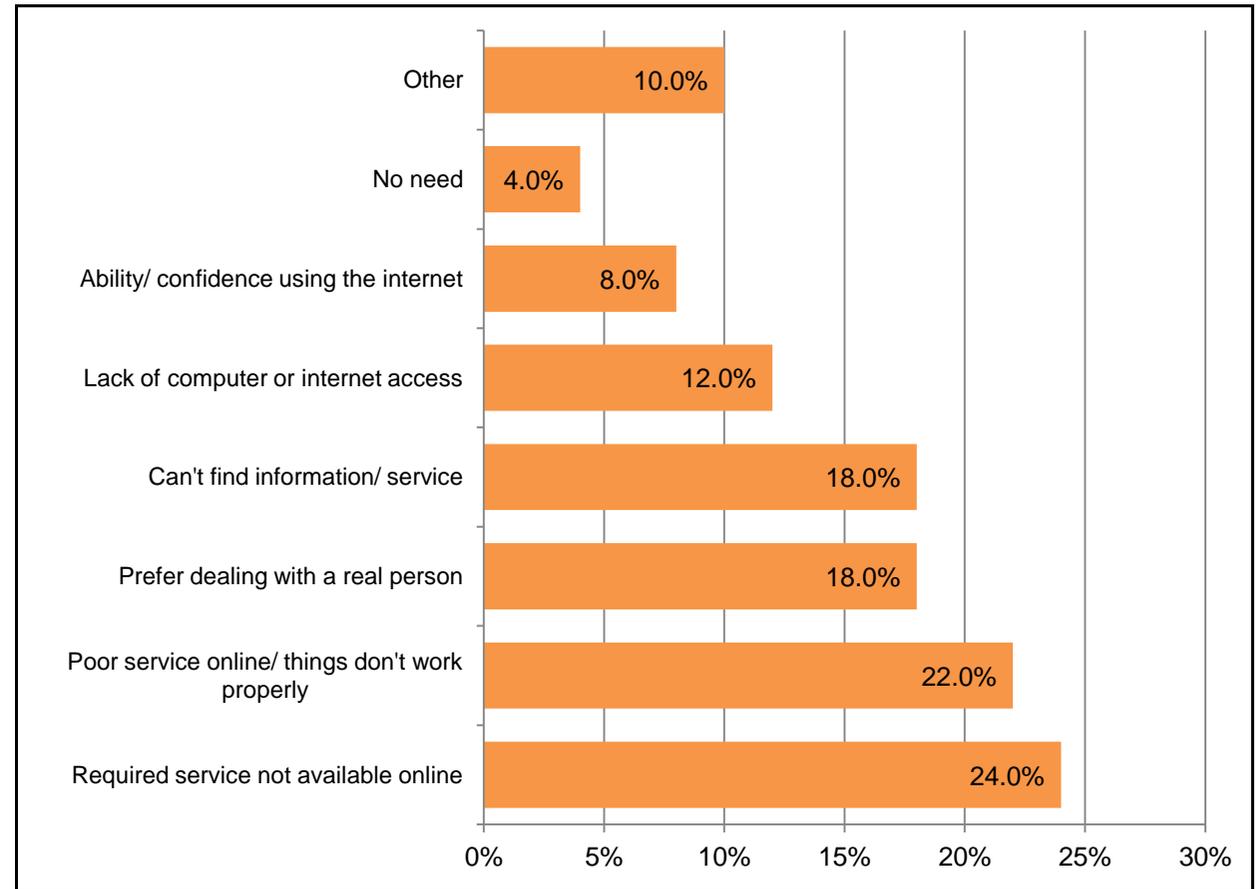


		Gender			Age						Ethnic Origin			
		All	Male	Female	16 to 24	25 to 39	40 to 55	56 to 59	60 to 64	65+	White British	BME	Disabled	Carer
Online	%	91.6%	97.0%	93.1%	87.5%	98.6%	95.9%	89.7%	89.3%	96.9%	94.9%	97.6%	81.3%	88.2%
	Number	524	230	162	7	141	116	26	50	62	355	41	13	30
Telephone	%	40.4%	34.2%	51.1%	12.5%	36.4%	46.3%	51.7%	39.3%	43.8%	42.8%	21.4%	43.8%	47.1%
	Number	231	81	89	1	52	56	15	22	28	160	9	7	16
Email	%	35.0%	35.0%	35.1%	12.5%	30.8%	38.8%	51.7%	33.9%	35.9%	36.1%	28.6%	50.0%	50.0%
	Number	200	83	61	1	44	47	15	19	23	135	12	8	17
By post	%	13.1%	11.0%	14.4%	12.5%	15.4%	10.7%	13.8%	8.9%	10.9%	12.6%	9.5%	18.8%	5.9%
	Number	75	26	25	1	22	13	4	5	7	47	4	3	2
In person	%	26.9%	21.9%	29.9%	25.0%	24.5%	22.3%	37.9%	37.5%	25.0%	27.3%	16.7%	43.8%	26.5%
	Number	154	52	52	2	35	27	11	21	16	102	7	7	9
<b>Respondents</b>		572	237	174	8	143	121	29	56	64	374	42	16	34

## IMPROVING PUBLIC ENGAGEMENT - RESPONSE DETAIL

## Q2: If you do not access council services online, what stops you from doing this? [Free Text]

		All	Online	Paper
Required service not available online	%	24.0%	34.3%	0.0%
	Number	12	12	0
Poor service online/ things don't work properly	%	22.0%	28.6%	6.7%
	Number	11	10	1
Prefer dealing with a real person	%	18.0%	17.1%	20.0%
	Number	9	6	3
Can't find information/ service	%	18.0%	20.0%	13.3%
	Number	9	7	2
Lack of computer or internet access	%	12.0%	2.9%	33.3%
	Number	6	1	5
Ability/ confidence using the internet	%	8.0%	2.9%	20.0%
	Number	4	1	3
No need	%	4.0%	2.9%	6.7%
	Number	2	1	1
Other	%	10.0%	8.6%	13.3%
	Number	5	3	2
<b>Respondents</b>		50	35	15



## IMPROVING PUBLIC ENGAGEMENT - RESPONSE DETAIL

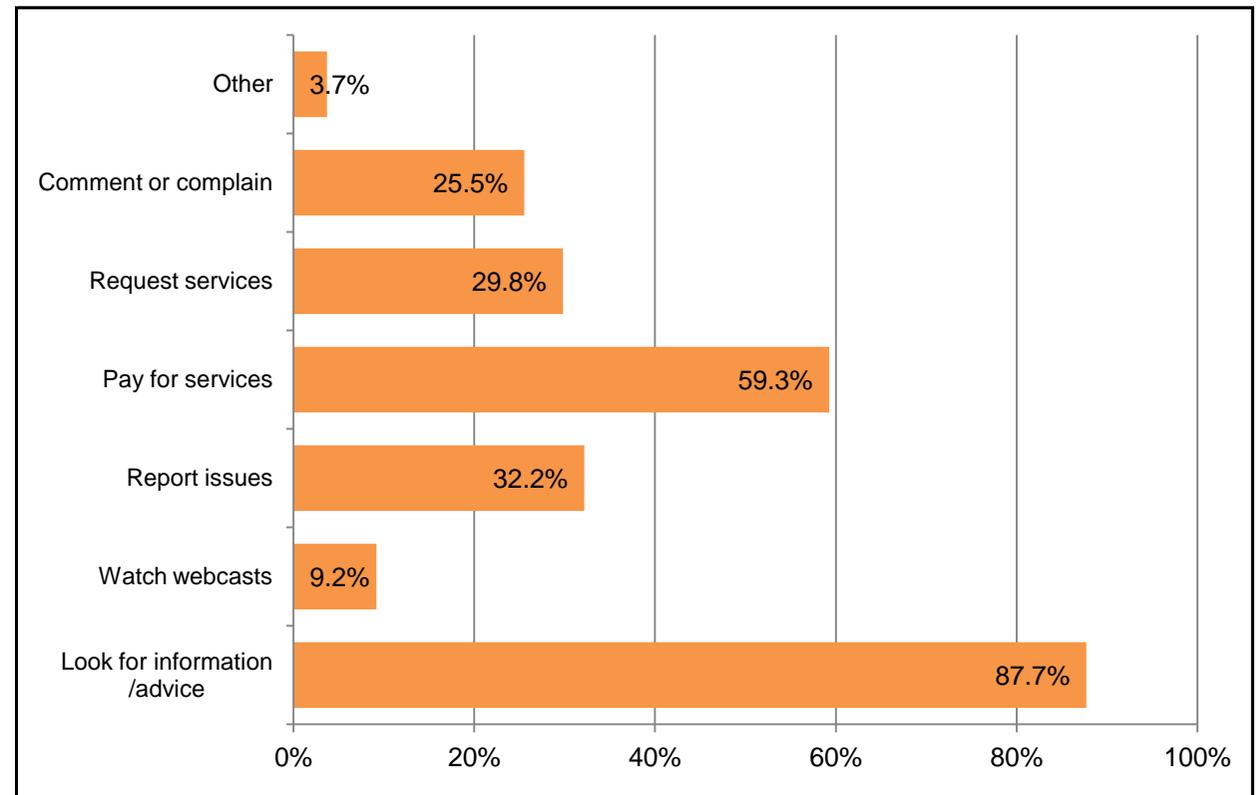
## Q2: If you do not access council services online, what stops you from doing this? [Free Text] (Cont.)

		Gender		Age						Ethnic Origin				
All		Male	Female	16 to 24	25 to 39	40 to 55	56 to 59	60 to 64	65+	White British	BME	Disabled	Carer	
Required service not available online	%	24.0%	45.5%	13.0%	0.0%	28.6%	50.0%	0.0%	0.0%	25.0%	26.5%	0.0%	25.0%	0.0%
	Number	12	5	3	0	4	4	0	0	1	9	0	1	0
Poor service online/ things don't work properly	%	22.0%	36.4%	17.4%	0.0%	28.6%	37.5%	0.0%	0.0%	25.0%	23.5%	0.0%	0.0%	0.0%
	Number	11	4	4	0	4	3	0	0	1	8	0	0	0
Prefer dealing with a real person	%	18.0%	9.1%	21.7%	0.0%	21.4%	12.5%	50.0%	16.7%	0.0%	17.6%	0.0%	25.0%	0.0%
	Number	9	1	5	0	3	1	1	1	0	6	0	1	0
Can't find information/ service	%	18.0%	36.4%	21.7%	0.0%	28.6%	25.0%	0.0%	33.3%	25.0%	26.5%	0.0%	50.0%	0.0%
	Number	9	4	5	0	4	2	0	2	1	9	0	2	0
Lack of computer or internet access	%	12.0%	0.0%	13.0%	100.0%	0.0%	0.0%	0.0%	16.7%	25.0%	8.8%	0.0%	0.0%	100.0%
	Number	6	0	3	1	0	0	0	1	1	3	0	0	1
Ability/ confidence using the internet	%	8.0%	0.0%	13.0%	0.0%	0.0%	0.0%	50.0%	33.3%	0.0%	8.8%	0.0%	25.0%	0.0%
	Number	4	0	3	0	0	0	1	2	0	3	0	1	0
No need	%	4.0%	9.1%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
	Number	2	1	0	0	1	0	0	0	0	0	1	0	0
Other	%	10.0%	0.0%	13.0%	0.0%	7.1%	25.0%	0.0%	0.0%	0.0%	8.8%	0.0%	25.0%	0.0%
	Number	5	0	3	0	1	2	0	0	0	3	0	1	0
<b>Respondents</b>		<b>50</b>	<b>11</b>	<b>23</b>	<b>1</b>	<b>14</b>	<b>8</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>34</b>	<b>1</b>	<b>4</b>	<b>1</b>

## IMPROVING PUBLIC ENGAGEMENT - RESPONSE DETAIL

## Q3: If you access services online – what do you do? [Multiple Choice]

		All	Online	Paper
Look for information /advice	%	87.7%	86.3%	68.8%
	Number	450	417	33
Watch webcasts	%	9.2%	8.7%	10.4%
	Number	47	42	5
Report issues	%	32.2%	32.5%	16.7%
	Number	165	157	8
Pay for services	%	59.3%	61.5%	14.6%
	Number	304	297	7
Request services	%	29.8%	30.0%	16.7%
	Number	153	145	8
Comment or complain	%	25.5%	25.1%	20.8%
	Number	131	121	10
Other	%	3.7%	2.7%	12.5%
	Number	19	13	6
<b>Respondents</b>		513	483	48



## IMPROVING PUBLIC ENGAGEMENT - RESPONSE DETAIL

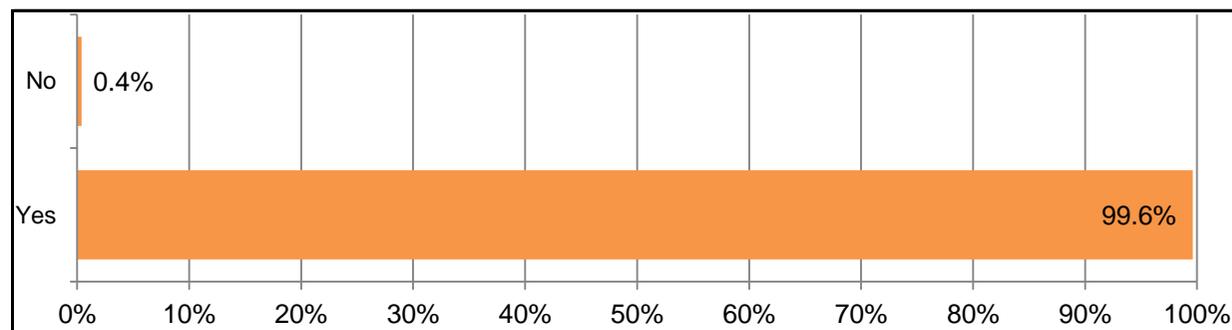
## Q3: If you access services online – what do you do? [Multiple Choice] (Cont.)

		Gender			Age						Ethnic Origin			
		All	Male	Female	16 to 24	25 to 39	40 to 55	56 to 59	60 to 64	65+	White British	BME	Disabled	Carer
Look for information /advice	%	87.7%	87.3%	88.8%	42.9%	87.0%	91.4%	80.0%	94.0%	90.3%	89.2%	77.5%	92.3%	90.0%
	Number	450	199	142	3	120	106	20	47	56	314	31	12	27
Watch webcasts	%	9.2%	7.5%	8.8%	0.0%	3.6%	13.8%	4.0%	6.0%	11.3%	7.4%	10.0%	15.4%	10.0%
	Number	47	17	14	0	5	16	1	3	7	26	4	2	3
Report issues	%	32.2%	36.0%	27.5%	28.6%	25.4%	44.0%	28.0%	26.0%	37.1%	32.4%	35.0%	23.1%	40.0%
	Number	165	82	44	2	35	51	7	13	23	114	14	3	12
Pay for services	%	59.3%	67.1%	61.9%	100.0%	76.1%	60.3%	44.0%	66.0%	46.8%	63.1%	75.0%	61.5%	70.0%
	Number	304	153	99	7	105	70	11	33	29	222	30	8	21
Request services	%	29.8%	33.3%	31.3%	0.0%	33.3%	38.8%	24.0%	30.0%	32.3%	33.8%	27.5%	23.1%	26.7%
	Number	153	76	50	0	46	45	6	15	20	119	11	3	8
Comment or complain	%	25.5%	28.5%	21.3%	14.3%	21.0%	26.7%	24.0%	26.0%	40.3%	26.4%	25.0%	30.8%	26.7%
	Number	131	65	34	1	29	31	6	13	25	93	10	4	8
Other	%	3.7%	3.5%	3.1%	0.0%	2.9%	3.4%	0.0%	4.0%	4.8%	3.4%	2.5%	0.0%	0.0%
	Number	19	8	5	0	4	4	0	2	3	12	1	0	0
<b>Respondents</b>		513	228	160	7	138	116	25	50	62	352	40	13	30

## IMPROVING PUBLIC ENGAGEMENT - RESPONSE DETAIL

## Q4: If you access services online – Is it important to you to continue to be able to do this?

		All	Online	Paper
Yes	%	99.6%	99.6%	100.0%
	Number	505	472	33
No	%	0.4%	0.4%	0.0%
	Number	2	2	0
<b>Respondents</b>		507	474	33

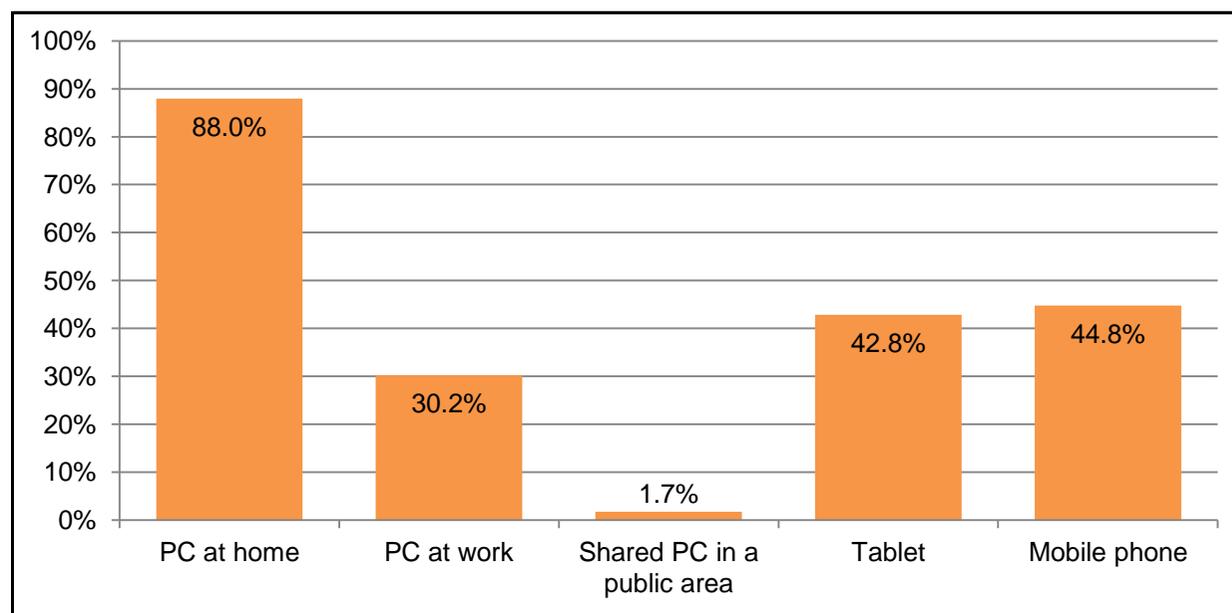


		Gender			Age						Ethnic Origin			
		All	Male	Female	16 to 24	25 to 39	40 to 55	56 to 59	60 to 64	65+	White British	BME	Disabled	Carer
Yes	%	99.6%	99.1%	100.0%	100.0%	100.0%	100.0%	95.8%	98.0%	100.0%	99.4%	100.0%	92.3%	100.0%
	Number	505	225	159	7	138	115	23	49	62	349	39	12	30
No	%	0.4%	0.9%	0.0%	0.0%	0.0%	0.0%	4.2%	2.0%	0.0%	0.6%	0.0%	7.7%	0.0%
	Number	2	2	0	0	0	0	1	1	0	2	0	1	0
<b>Respondents</b>		507	227	159	7	138	115	24	50	62	351	39	13	30

## IMPROVING PUBLIC ENGAGEMENT - RESPONSE DETAIL

## Q5: If you access services online – What do you use to access online services? [Multiple Choice]

		All	Online	Paper
PC at home	%	88.0%	87.7%	91.9%
	Number	454	420	34
PC at work	%	30.2%	30.7%	24.3%
	Number	156	147	9
Shared PC in a public area	%	1.7%	1.5%	5.4%
	Number	9	7	2
Tablet	%	42.8%	43.4%	35.1%
	Number	221	208	13
Mobile phone	%	44.8%	45.9%	29.7%
	Number	231	220	11
<b>Respondents</b>		516	479	37

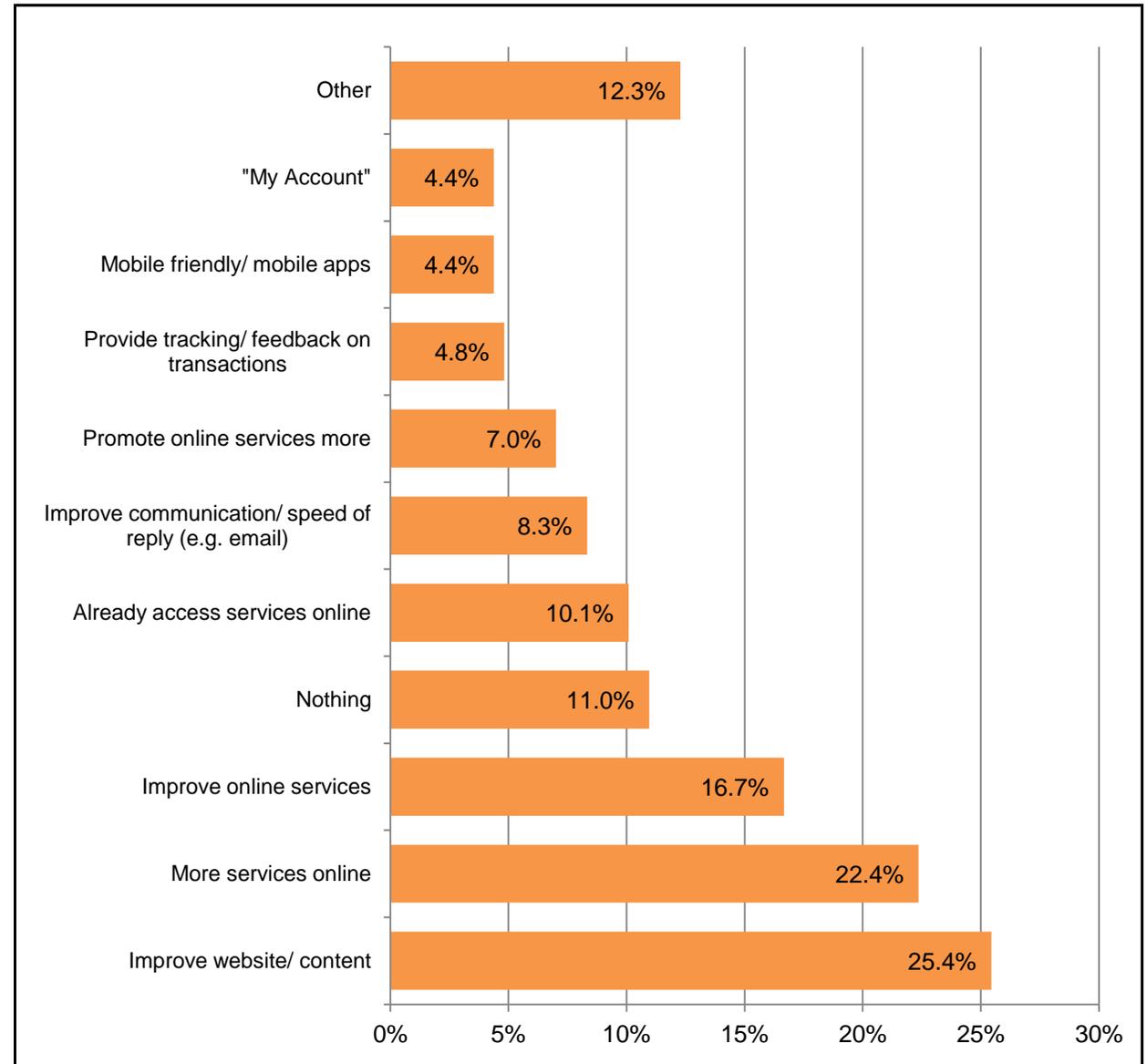


		Gender			Age						Ethnic Origin			
		All	Male	Female	16 to 24	25 to 39	40 to 55	56 to 59	60 to 64	65+	White British	BME	Disabled	Carer
PC at home	%	88.0%	92.1%	85.1%	85.7%	87.1%	87.9%	92.0%	94.0%	95.2%	89.0%	92.5%	100.0%	76.7%
	Number	454	210	137	6	121	102	23	47	59	314	37	13	23
PC at work	%	30.2%	31.1%	32.3%	14.3%	47.5%	42.2%	12.0%	16.0%	3.2%	29.7%	50.0%	23.1%	20.0%
	Number	156	71	52	1	66	49	3	8	2	105	20	3	6
Shared PC in a public area	%	1.7%	0.9%	0.0%	14.3%	0.7%	0.0%	0.0%	0.0%	1.6%	0.6%	0.0%	0.0%	0.0%
	Number	9	2	0	1	1	0	0	0	1	2	0	0	0
Tablet	%	42.8%	45.6%	41.6%	14.3%	44.6%	47.4%	36.0%	48.0%	37.1%	45.0%	32.5%	30.8%	50.0%
	Number	221	104	67	1	62	55	9	24	23	159	13	4	15
Mobile phone	%	44.8%	44.3%	50.3%	42.9%	56.1%	48.3%	44.0%	34.0%	32.3%	47.0%	40.0%	46.2%	53.3%
	Number	231	101	81	3	78	56	11	17	20	166	16	6	16
<b>Respondents</b>		516	232	168	8	141	119	28	54	60	365	41	15	34

## IMPROVING PUBLIC ENGAGEMENT - RESPONSE DETAIL

## Q6: What could we do that would encourage you to access more council services online? [Free Text]

		All	Online	Paper
Improve website/ content	%	25.4%	24.8%	33.3%
	Number	58	52	6
More services online	%	22.4%	23.8%	5.6%
	Number	51	50	1
Improve online services	%	16.7%	17.1%	11.1%
	Number	38	36	2
Nothing	%	11.0%	10.0%	22.2%
	Number	25	21	4
Already access services	%	10.1%	11.0%	0.0%
	Number	23	23	0
Improve communication/ speed of reply (e.g. email)	%	8.3%	8.1%	11.1%
	Number	19	17	2
Promote online services	%	7.0%	7.6%	0.0%
	Number	16	16	0
Provide tracking/ feedback on	%	4.8%	5.2%	0.0%
	Number	11	11	0
Mobile friendly/ mobile apps	%	4.4%	4.8%	0.0%
	Number	10	10	0
"My Account"	%	4.4%	4.8%	0.0%
	Number	10	10	0
Other	%	12.3%	11.0%	27.8%
	Number	28	23	5
<b>Respondents</b>		<b>228</b>	<b>210</b>	<b>18</b>



## IMPROVING PUBLIC ENGAGEMENT - RESPONSE DETAIL

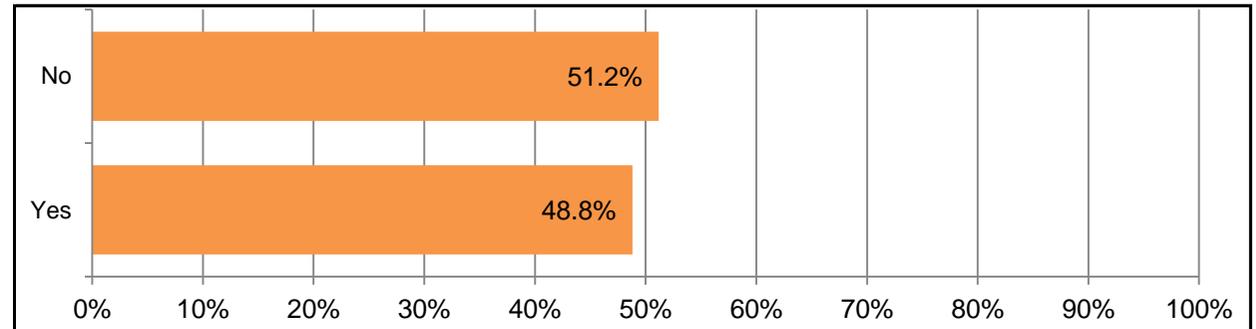
## Q6: What could we do that would encourage you to access more council services online? [Free Text] (Cont.)

		Gender		Age						Ethnic Origin				
All		Male	Female	16 to 24	25 to 39	40 to 55	56 to 59	60 to 64	65+	White British	BME	Disabled	Carer	
Improve website/content	%	25.4%	26.1%	26.3%	16.7%	27.3%	27.5%	11.1%	22.2%	27.6%	24.6%	31.8%	16.7%	42.9%
	Number	58	30	21	1	21	14	2	4	8	43	7	2	6
More services online	%	22.4%	23.5%	21.3%	16.7%	36.4%	13.7%	22.2%	16.7%	6.9%	24.6%	9.1%	25.0%	7.1%
	Number	51	27	17	1	28	7	4	3	2	43	2	3	1
Improve online services	%	16.7%	17.4%	13.8%	16.7%	23.4%	13.7%	5.6%	16.7%	3.4%	14.3%	22.7%	8.3%	0.0%
	Number	38	20	11	1	18	7	1	3	1	25	5	1	0
Nothing	%	11.0%	12.2%	11.3%	16.7%	5.2%	9.8%	16.7%	22.2%	17.2%	11.4%	13.6%	25.0%	21.4%
	Number	25	14	9	1	4	5	3	4	5	20	3	3	3
Already access services	%	10.1%	9.6%	8.8%	0.0%	9.1%	13.7%	5.6%	16.7%	13.8%	9.7%	13.6%	0.0%	0.0%
	Number	23	11	7	0	7	7	1	3	4	17	3	0	0
Improve communication/speed of reply (e.g. email)	%	8.3%	6.1%	10.0%	0.0%	3.9%	7.8%	16.7%	11.1%	13.8%	7.4%	4.5%	25.0%	7.1%
	Number	19	7	8	0	3	4	3	2	4	13	1	3	1
Promote online services	%	7.0%	6.1%	11.3%	0.0%	7.8%	7.8%	11.1%	5.6%	10.3%	7.4%	13.6%	0.0%	7.1%
	Number	16	7	9	0	6	4	2	1	3	13	3	0	1
Provide tracking/feedback on	%	4.8%	7.8%	2.5%	16.7%	6.5%	3.9%	0.0%	0.0%	10.3%	4.6%	9.1%	8.3%	0.0%
	Number	11	9	2	1	5	2	0	0	3	8	2	1	0
Mobile friendly/mobile apps	%	4.4%	4.3%	5.0%	16.7%	6.5%	5.9%	0.0%	0.0%	0.0%	4.6%	4.5%	0.0%	0.0%
	Number	10	5	4	1	5	3	0	0	0	8	1	0	0
"My Account"	%	4.4%	7.0%	2.5%	16.7%	10.4%	2.0%	0.0%	0.0%	0.0%	4.0%	13.6%	0.0%	0.0%
	Number	10	8	2	1	8	1	0	0	0	7	3	0	0
Other	%	12.3%	11.3%	8.8%	0.0%	6.5%	17.6%	11.1%	5.6%	17.2%	12.0%	0.0%	25.0%	14.3%
	Number	28	13	7	0	5	9	2	1	5	21	0	3	2
<b>Respondents</b>		<b>228</b>	<b>115</b>	<b>80</b>	<b>6</b>	<b>77</b>	<b>51</b>	<b>18</b>	<b>18</b>	<b>29</b>	<b>175</b>	<b>22</b>	<b>12</b>	<b>14</b>

**IMPROVING PUBLIC ENGAGEMENT - RESPONSE DETAIL**

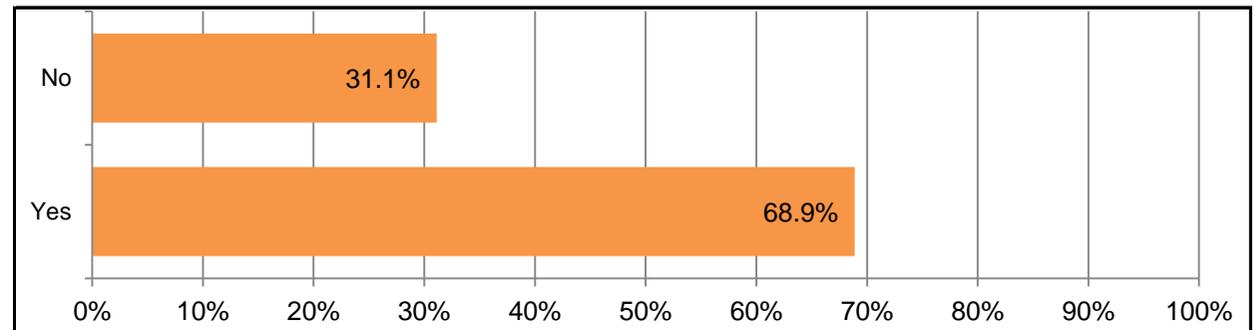
**Q7: Did you know our website was re-launched in May this year?**

		All	Online	Paper
Yes	%	48.8%	48.7%	50.0%
	Number	249	221	28
No	%	51.2%	51.3%	50.0%
	Number	261	233	28
<b>Respondents</b>		510	454	56



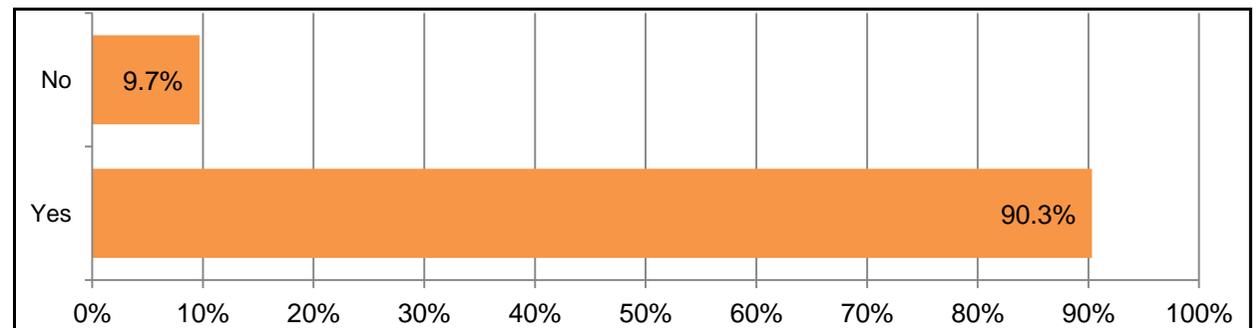
**Q8: Do you like the new version of the website?**

		All	Online	Paper
Yes	%	68.9%	69.7%	60.0%
	Number	270	249	21
No	%	31.1%	30.3%	40.0%
	Number	122	108	14
<b>Respondents</b>		392	357	35



**Q10: Would it help you to be able to track your requests, reports and payments via our website?**

		All	Online	Paper
Yes	%	90.3%	91.7%	78.0%
	Number	448	409	39
No	%	9.7%	8.3%	22.0%
	Number	48	37	11
<b>Respondents</b>		496	446	50



## IMPROVING PUBLIC ENGAGEMENT - RESPONSE DETAIL

## Q7: Did you know our website was re-launched in May this year? (Cont.)

		Gender		Age						Ethnic Origin				
All		Male	Female	16 to 24	25 to 39	40 to 55	56 to 59	60 to 64	65+	White British	BME	Disabled	Carer	
Yes	%	48.8%	48.3%	47.1%	75.0%	47.9%	51.7%	31.0%	41.1%	50.0%	47.7%	47.6%	62.5%	54.5%
	Number	249	114	81	6	68	62	9	23	32	177	20	10	18
No	%	51.2%	51.7%	52.9%	25.0%	52.1%	48.3%	69.0%	58.9%	50.0%	52.3%	52.4%	37.5%	45.5%
	Number	261	122	91	2	74	58	20	33	32	194	22	6	15
<b>Respondents</b>		510	236	172	8	142	120	29	56	64	371	42	16	33

## Q8: Do you like the new version of the website? (Cont.)

		Gender		Age						Ethnic Origin				
All		Male	Female	16 to 24	25 to 39	40 to 55	56 to 59	60 to 64	65+	White British	BME	Disabled	Carer	
Yes	%	68.9%	73.7%	64.0%	71.4%	68.0%	72.4%	81.0%	63.6%	71.1%	69.1%	77.8%	53.3%	55.6%
	Number	270	137	87	5	83	71	17	21	32	199	28	8	15
No	%	31.1%	26.3%	36.0%	28.6%	32.0%	27.6%	19.0%	36.4%	28.9%	30.9%	22.2%	46.7%	44.4%
	Number	122	49	49	2	39	27	4	12	13	89	8	7	12
<b>Respondents</b>		392	186	136	7	122	98	21	33	45	288	36	15	27

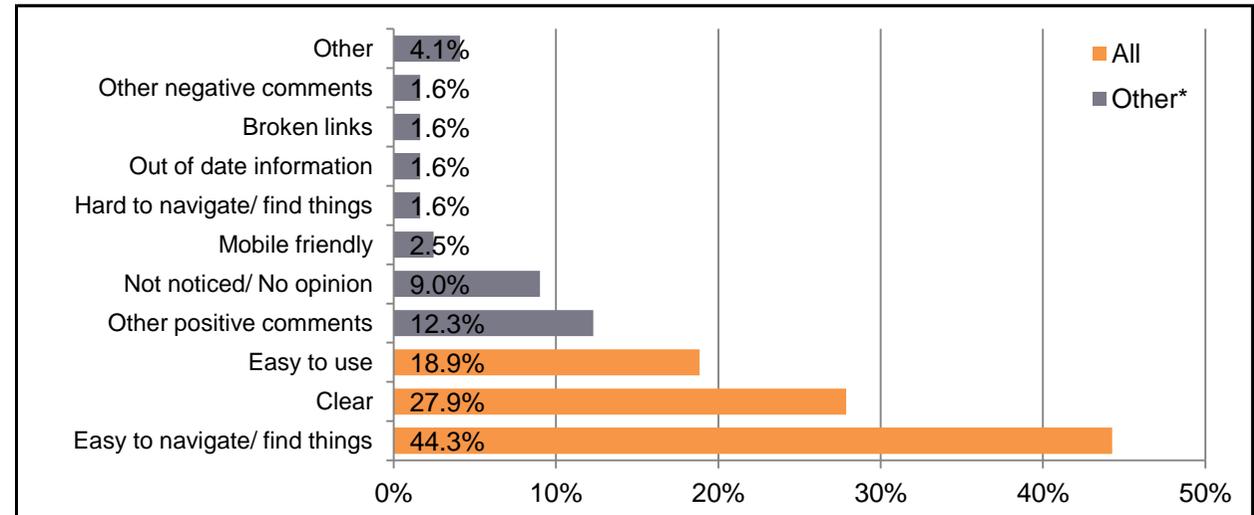
## Q10: Would it help you to be able to track your requests, reports and payments via our website? (Cont.)

		Gender		Age						Ethnic Origin				
All		Male	Female	16 to 24	25 to 39	40 to 55	56 to 59	60 to 64	65+	White British	BME	Disabled	Carer	
Yes	%	90.3%	93.1%	91.1%	100.0%	95.0%	89.9%	92.9%	87.0%	91.7%	92.6%	87.8%	86.7%	97.1%
	Number	448	216	153	8	134	107	26	47	55	338	36	13	33
No	%	9.7%	6.9%	8.9%	0.0%	5.0%	10.1%	7.1%	13.0%	8.3%	7.4%	12.2%	13.3%	2.9%
	Number	48	16	15	0	7	12	2	7	5	27	5	2	1
<b>Respondents</b>		496	232	168	8	141	119	28	54	60	365	41	15	34

IMPROVING PUBLIC ENGAGEMENT - RESPONSE DETAIL

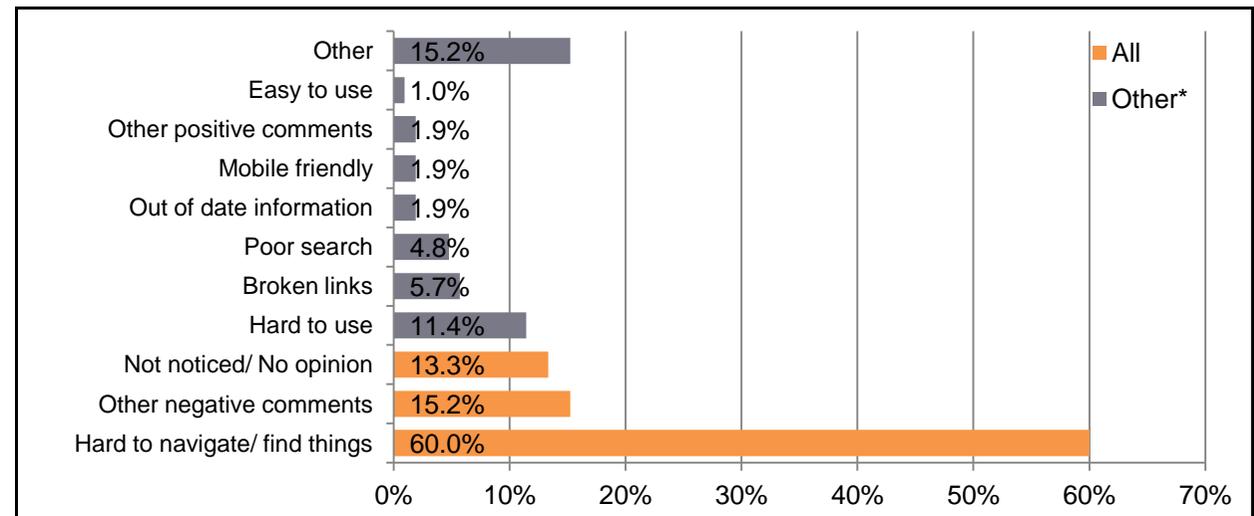
Q8: Do you like the new version of the website? (Comments from those who answered Yes) [Free Text]

		All	Online	Paper
Easy to navigate/ find things	%	44.3%	45.5%	30.0%
	Number	54	51	3
Clear	%	27.9%	25.9%	50.0%
	Number	34	29	5
Easy to use	%	18.9%	17.9%	30.0%
	Number	23	20	3
Other*	%	34.4%	34.8%	30.0%
	Number	42	39	3
<b>Respondents</b>		122	112	10



Q8: Do you like the new version of the website? (Comments from those who answered No) [Free Text]

		All	Online	Paper
Hard to navigate/ find things	%	60.0%	59.0%	80.0%
	Number	63	59	4
Other negative comments	%	15.2%	16.0%	0.0%
	Number	16	16	0
Not noticed/ No opinion	%	13.3%	14.0%	0.0%
	Number	14	14	0
Other*	%	43.8%	44.0%	40.0%
	Number	46	44	2
<b>Respondents</b>		105	100	5



## IMPROVING PUBLIC ENGAGEMENT - RESPONSE DETAIL

## Q8: Do you like the new version of the website? (Yes: Comments) [Free Text] (Cont.)

		Gender		Age						Ethnic Origin				
All		Male	Female	16 to 24	25 to 39	40 to 55	56 to 59	60 to 64	65+	White British	BME	Disabled	Carer	
Easy to navigate/ find things	%	44.3%	39.1%	53.8%	50.0%	38.7%	48.4%	40.0%	62.5%	43.5%	48.5%	12.5%	50.0%	37.5%
	Number	54	25	21	1	12	15	4	5	10	47	1	2	3
Clear	%	27.9%	25.0%	25.6%	0.0%	32.3%	29.0%	10.0%	12.5%	21.7%	24.7%	12.5%	0.0%	25.0%
	Number	34	16	10	0	10	9	1	1	5	24	1	0	2
Easy to use	%	18.9%	10.9%	23.1%	0.0%	9.7%	16.1%	20.0%	25.0%	26.1%	15.5%	12.5%	25.0%	50.0%
	Number	23	7	9	0	3	5	2	2	6	15	1	1	4
Other*	%	34.4%	43.8%	23.1%	50.0%	48.4%	25.8%	40.0%	12.5%	30.4%	30.9%	75.0%	25.0%	0.0%
	Number	42	28	9	1	15	8	4	1	7	30	6	1	0
<b>Respondents</b>		122	64	39	2	31	31	10	8	23	97	8	4	8

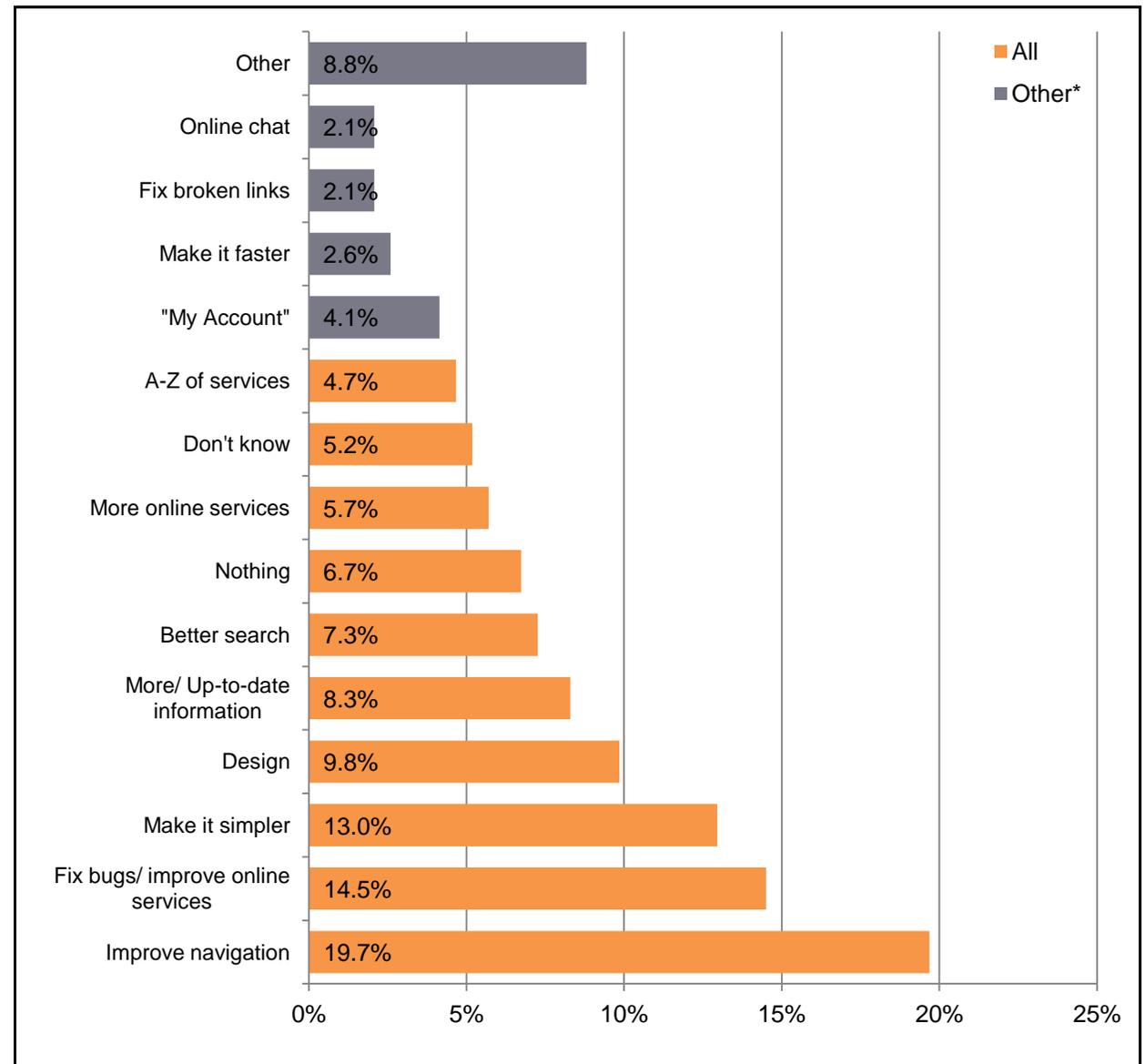
## Q8: Do you like the new version of the website? (No: Comments) [Free Text] (Cont.)

		Gender		Age						Ethnic Origin				
All		Male	Female	16 to 24	25 to 39	40 to 55	56 to 59	60 to 64	65+	White British	BME	Disabled	Carer	
Hard to navigate/ find things	%	60.0%	62.2%	56.5%	0.0%	69.4%	64.0%	50.0%	33.3%	50.0%	59.0%	71.4%	66.7%	72.7%
	Number	63	28	26	0	25	16	2	4	6	49	5	4	8
Other negative comments	%	15.2%	15.6%	13.0%	0.0%	13.9%	12.0%	0.0%	25.0%	25.0%	14.5%	14.3%	0.0%	0.0%
	Number	16	7	6	0	5	3	0	3	3	12	1	0	0
Not noticed/ No opinion	%	13.3%	8.9%	15.2%	50.0%	5.6%	8.0%	50.0%	16.7%	16.7%	12.0%	14.3%	16.7%	9.1%
	Number	14	4	7	1	2	2	2	2	2	10	1	1	1
Other*	%	43.8%	42.2%	43.5%	50.0%	44.4%	56.0%	25.0%	58.3%	16.7%	41.0%	57.1%	33.3%	45.5%
	Number	46	19	20	1	16	14	1	7	2	34	4	2	5
<b>Respondents</b>		105	45	46	2	36	25	4	12	12	83	7	6	11

## IMPROVING PUBLIC ENGAGEMENT - RESPONSE DETAIL

## Q9: If you could improve one thing about our website, what would it be? [Free Text]

		All	Online	Paper
Improve navigation	%	19.7%	18.8%	29.4%
	Number	38	33	5
Fix bugs/ improve online services	%	14.5%	15.3%	5.9%
	Number	28	27	1
Make it simpler	%	13.0%	13.6%	5.9%
	Number	25	24	1
Design	%	9.8%	9.1%	17.6%
	Number	19	16	3
More/ Up-to-date information	%	8.3%	8.5%	5.9%
	Number	16	15	1
Better search	%	7.3%	6.8%	11.8%
	Number	14	12	2
Nothing	%	6.7%	7.4%	0.0%
	Number	13	13	0
More online services	%	5.7%	6.3%	0.0%
	Number	11	11	0
Don't know	%	5.2%	5.1%	5.9%
	Number	10	9	1
A-Z of services	%	4.7%	4.5%	5.9%
	Number	9	8	1
Other*	%	19.7%	19.3%	23.5%
	Number	38	34	4
<b>Respondents</b>		<b>193</b>	<b>176</b>	<b>17</b>



## IMPROVING PUBLIC ENGAGEMENT - RESPONSE DETAIL

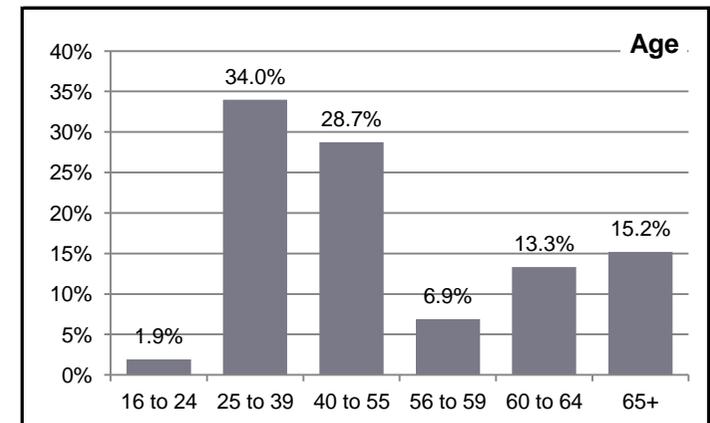
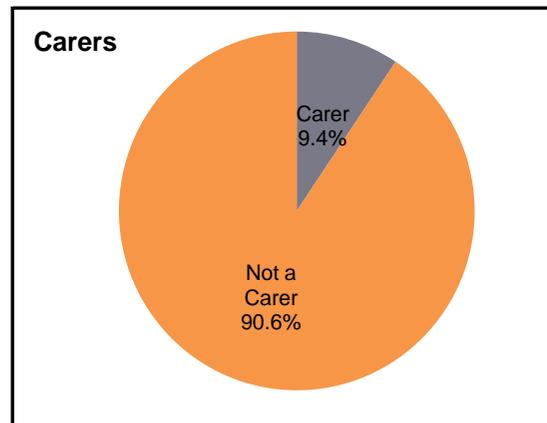
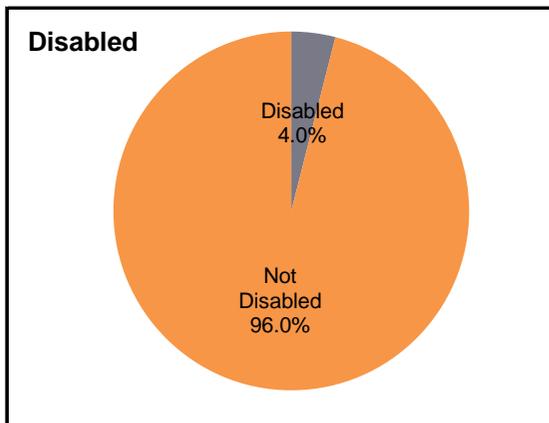
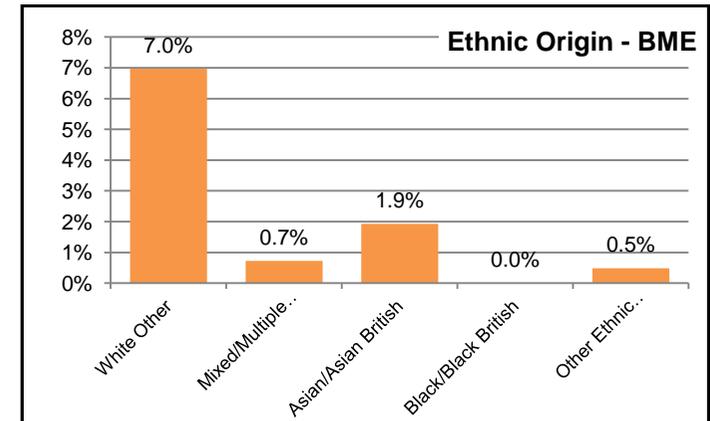
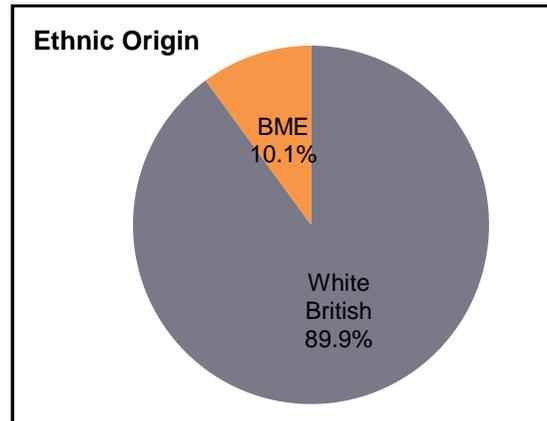
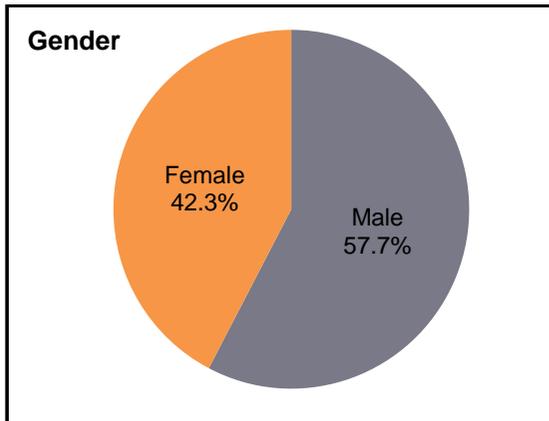
## Q9: If you could improve one thing about our website, what would it be? [Free Text] (Cont.)

		Gender		Age						Ethnic Origin				
All		Male	Female	16 to 24	25 to 39	40 to 55	56 to 59	60 to 64	65+	White British	BME	Disabled	Carer	
Improve navigation	%	19.7%	25.0%	15.1%	0.0%	27.7%	21.3%	9.1%	7.1%	12.5%	19.7%	25.0%	25.0%	15.4%
	Number	38	22	11	0	18	10	1	1	3	28	5	2	2
Fix bugs/ improve online services	%	14.5%	15.9%	13.7%	0.0%	18.5%	19.1%	0.0%	14.3%	4.2%	14.1%	10.0%	12.5%	7.7%
	Number	28	14	10	0	12	9	0	2	1	20	2	1	1
Make it simpler	%	13.0%	13.6%	11.0%	0.0%	15.4%	10.6%	9.1%	7.1%	12.5%	13.4%	5.0%	12.5%	7.7%
	Number	25	12	8	0	10	5	1	1	3	19	1	1	1
Design	%	9.8%	6.8%	11.0%	0.0%	12.3%	8.5%	18.2%	14.3%	4.2%	9.2%	15.0%	12.5%	15.4%
	Number	19	6	8	0	8	4	2	2	1	13	3	1	2
More/ Up-to-date information	%	8.3%	5.7%	12.3%	0.0%	4.6%	10.6%	0.0%	7.1%	12.5%	7.7%	10.0%	0.0%	15.4%
	Number	16	5	9	0	3	5	0	1	3	11	2	0	2
Better search	%	7.3%	6.8%	8.2%	0.0%	1.5%	12.8%	9.1%	14.3%	12.5%	7.7%	10.0%	0.0%	15.4%
	Number	14	6	6	0	1	6	1	2	3	11	2	0	2
Nothing	%	6.7%	10.2%	5.5%	0.0%	0.0%	6.4%	9.1%	14.3%	29.2%	9.2%	0.0%	0.0%	7.7%
	Number	13	9	4	0	0	3	1	2	7	13	0	0	1
More online services	%	5.7%	1.1%	9.6%	50.0%	4.6%	6.4%	9.1%	0.0%	0.0%	4.9%	5.0%	0.0%	0.0%
	Number	11	1	7	1	3	3	1	0	0	7	1	0	0
Don't know	%	5.2%	5.7%	5.5%	0.0%	3.1%	4.3%	18.2%	7.1%	8.3%	5.6%	5.0%	0.0%	0.0%
	Number	10	5	4	0	2	2	2	1	2	8	1	0	0
A-Z of services	%	4.7%	2.3%	5.5%	0.0%	0.0%	2.1%	0.0%	28.6%	4.2%	3.5%	0.0%	0.0%	7.7%
	Number	9	2	4	0	0	1	0	4	1	5	0	0	1
Other*	%	19.7%	19.3%	19.2%	50.0%	27.7%	10.6%	27.3%	14.3%	8.3%	18.3%	30.0%	37.5%	15.4%
	Number	38	17	14	1	18	5	3	2	2	26	6	3	2
<b>Respondents</b>		<b>193</b>	<b>88</b>	<b>73</b>	<b>2</b>	<b>65</b>	<b>47</b>	<b>11</b>	<b>14</b>	<b>24</b>	<b>142</b>	<b>20</b>	<b>8</b>	<b>13</b>

# IMPROVING PUBLIC ENGAGEMENT - RESPONSE DETAIL

## Respondent Demographics

		Gender		Age						Ethnic Origin			
All		Male	Female	16 to 24	25 to 39	40 to 55	56 to 59	60 to 64	65+	White British	BME	Disabled	Carer
%	-	57.7%	42.3%	1.9%	34.0%	28.7%	6.9%	13.3%	15.2%	89.9%	10.1%	4.0%	9.4%
<b>Respondents</b>	572	237	174	8	143	121	29	56	64	374	42	16	34



## IMPROVING PUBLIC ENGAGEMENT - RESPONSE DETAIL

## Respondent Demographics (Cont.)

	Ward							
	All	Acomb	Bishopthorpe	Clifton	Copmanthorpe	Dringhouses & Woodthorpe	Fishergate	Fulford & Heslington
%	-	3.5%	3.5%	10.4%	3.0%	7.0%	4.5%	3.0%
<b>Respondents</b>	572	7	7	21	6	14	9	6

	Guildhall	Haxby & Wigginton	Heworth	Heworth Without	Holgate	Hull Road	Huntington & New Earswick	Micklegate
%	10.0%	3.0%	3.5%	1.5%	10.4%	1.0%	3.0%	10.0%
<b>Respondents</b>	20	6	7	3	21	2	6	20

	Osballdwick & Derwent	Rawcliffe & Clifton Without	Rural West York	Strensall	Westfield	Wheldrake	Unknown Ward
%	0.5%	4.5%	3.0%	3.5%	9.5%	1.0%	1.0%
<b>Respondents</b>	1	9	6	7	19	2	2

