IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Contents

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IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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

Comment	Area
Lack on online transaction ability. Great for information but not to "do stuff". New site great! Use it all the time.	
I have not got regular access to IT, plus I use the children's centre open access computer to access services.	
Nothing (but present York Council systems are very limited)	Westfield
I take issue with the word 'service' as in my experience an adequate or professional 'service' is rarely provided from CYC whatever the medium.	
Questions not answered online or need advice from a person.	Huntington and New Earswick
The York Council website is a veritable labyrinth. Sometimes is sends me on wild goose chases, sometimes I end up right back where I started. I gives little to no useful information. It could be better. Navigating the website has turned me off even trying the online services, aside from paying council tax.	
Some services are not available online such as fly tipping.	Rural West York
Bad website design and maintenance.	Huntington and New Earswick
I did have a login, but got locked out and can't reset my password. I found the website not user friendly as the minute text used led to login errors resulting in, as in my case, security lockout.	Bishopthorpe
Some services aren't available.	
The website is hard to navigate and very slow	Heworth
Was not aware of online services and don't know how to access them.	Clifton

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can't buy parking permits online	
Tried several times to use the do it online service but it doesn't work!!!! Infuriating! Also tried to report issue but maps weren't working	
Residents parking permits don't seem to be available online	Clifton
Sometimes I just find it easier to talk to someone face to face to resolve queries	Heworth
worry about giving any info on line due to online hacking	
server issues. minimal availability of options	Fishergate
i have to use all these services because your entire system is so poorly designed and held together that the only thing i do online is pay council tax bills. your email system is terrible, i have tried changing my address for council tax online only to discover your pages arent even coded so i can fill in forms properly, and even when i go in and talk to real people i find that you mysteriously loose paperwork, photocopies, and 'forget' information that i have been told by people sat in front of me 'are now on my records'. the council doesnt need to improve its website, your entire system needs a total overhaul.	
Lots of things cannot be done online, the service is patchy and unreliable.	
when you don't offer them online	
I have nothing to do at the moment.	Fishergate
If I remember rightly, parking permits aren't obtainable online, so I do this in person.	
I do access services online, but if they aren't working properly, or there's something I can't do full online, then I will phone instead...	Unknown
Im not very good at doing things online yet.	Clifton

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Comment	Ward
Can be difficult to find exactly what you are looking for. Signposting and range of answers to questions needs to be clearer. Haven't used very recently however so there may have been changes.	
I prefer to speak to someone face to face	
Web site never works properly, and council staff have been horrible at fixing issues with logging in.	
prefer phone	
Difficult to navigate website	Unknown
I have had many frustrations online with Usability, Navigation and look and feel of the website. Some services exist and are then removed (e.g. Reporting waste). I have had some requests ignored (e.g. Requests to have public park bins emptying). The indexing and searching facility are also substandard in areas. More recently I have searched the Waste collection times over Christmas period and whilst disappointed the bins weren't being collect the information was accessible and accurate.	
I do try to access online but depending on where I want to go will usually depend on ease of use and your website isn't always easy to navigate	Rawcliffe and Clifton Without
Usually need an answer or information quickly and prefer to get that from a person who is then available for follow up questions.	
Because I prefer to do it face to face	
Some services are not available online. E.g. voting (do this by post), getting my bus pass (done in person), contacting the council to complain (do this by email so as to have an audit trail - e.g. have complained online four times about i-travel and have no proof of this, so will do it by email next time it happens).	Micklegate
No equipment.	
Don't need to at present.	Holgate

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No PC.	Clifton
Easier to call in. Customer services excellent.	
Lessons on computer not readily available - Hm! This form is a waste of time - typical!	
Difficult to find way through website.	Dringhouses and Woodthorpe
Am not good enough to use the equipment correctly. Generally very poor with electronics.	Heworth
Can be complicated; sometimes don't get the answers needed; prefer to speak to someone.	Guildhall
York Council's website.	
No internet.	
No internet at home.	Micklegate
Never tried.	Clifton
Not being attended to. Lack of confirmation. Prefer to speak to someone in person.	
Don't like online.	
WiFi availability.	

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

Deduction in charges for online	
Offer more services and direct email addresses of Councillors, and ensure that they answer ALL emails, not just ones who are in line with their own thinking.	
Put more online for example parking, better council tax stuff ie change dd details	
Nothing - I see it as an option only not a default	
None	
Make them less rubbish.	
Reporting street lights, antisocial behaviour, bus stops, traffic lights , road signs.park&ride	Clifton
Make sure that any requests for action are actioned within a specified time and provide feedback on progress (electronically)	Westfield
Stop demanding so many steps - make issues do we can follow them - advise when issue done - stop sending countless emails re same issue - stop using so many systems & email accounts	Guildhall
More apps	
Improve website. Very confusing. Too many redirects.	
Make the website easier to navigate. The 'refresh' made it much more difficult to find information.	
Nothing really, I can generally access what I need/want to.	

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Develop a better-organised website. Don't hide information away in hard-to-find places. Publicize online services effectively (as you have not done, for example, with this survey).	
I don't need any more services.	
Better information, being able to do more online eg parking permits	
No need in my case.	
confirmation that any reported issues have been remedied	
Improve the website search engine. Include the telephone numbers and email addresses of different departments, to enable easier contact with the relevant person at the council.	Fishergate
I would like to see better and more transparent information provided on line re: documents for council meetings. It should be easy to access these, but often key issues are burried so as to hide controversial information away eg. Veritau Grand Departy and Mazars investigation into s151 officer etc receiving payments from Make It York. I would also like to see the Freedom of Information log sorted out so that it is searchable and easy to interrogate rather than having to go into each individual request for a particular week to find information. I don't think front line services should be taken away or replaced by online services. Staff jobs should be preserved.	
Make them better.	
Better navigation into required functions.	
Nothing all fine by me	
Make it quicker, more services available online	Fulford and Heslington
Nothing special	

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find me the time to do it	
Straighten out the layout, fix dead links, and make combine payment and service viewing. There have been times I have been late to pay for council tax because the links on your website redirected to an older version that no longer existed. I have also had issues with one of either the bill viewing or payment portions of the site are down. Further, even when everything is working, the fact that payment and my services view are separate, I have missed reference numbers or manually entered the wrong payment amount. (Really? Why do I need to tell you how much I'm paying? I should just be able to pay the amount due) An accurate, up to date payment history is also needed. I've had to request payment records because of faulty confirmation pages, and no subsequent update to my payment record online.	Holgate
Ensure that services are easy to find.	Heworth
Offer more services; improve the usability of the existing services. Payment processes are not very user friendly, require to remember and enter codes, etc. should all be automatic reading from the account. In general all the different online services are not very well integrated, leading to a bad experience overall.	Fishergate
Everything must be available online. Information, Bills/Payment, Reporting of All issues, etc. Many are available NOW but the standard of online content and process is ver very POOR. Letters and Telephones are essential but keeping it to minimum and only to essential person will help everyone and everything.	
Make it good. The current system is abysmal, takes forever, your customer services are poorly tracked... Just everything could be made better, the fact that we have it at all is one of the good points...	Heworth
1 Cease continually changing the design of standard pages without any tangible benefit 2 On paper communications print the weblinks etc in larger font than telephone contacts - I implemented this with a major water company and bizarrely it worked	Dringhouses and Woodthorpe
I already access most services online. The only main one I don't is purchasing visitor parking permits. If this could be done online and delivered to my home, it would be more convenient.	
Make it clearer.	Holgate

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Comment	Ward
Easy access and easy to find the info I require	Haxby and Wigginton
Improved online facilities	
Access could be even quicker and easier especially a comprehensive search facility.	Heworth
Nothing, your website is already mobile friendly and responsive.	Holgate
offer more services online	
Make the link to make online payments/log onto account work	Clifton
Simpler online experience with modern interface. The current DoItOnline service is very clunky and old fashioned.	Rawcliffe and Clifton Without
Make the services more readily available and make it clear exactly which services are available.	
Integrated services Actual updates to ongoing cases e.g. requesting replacement green bin	
Have more services based online	
Nothing	Dringhouses and Woodthorpe
I personally use very few online services so not a lot.	
More mobile friendly approach. Finding my council tax ref number from my demand in "My Services" is pretty much impossible.	
I already do so!	

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Comment	Ward
Announcing improvements in public areas, traffic control measures and significant planning applications and initiatives.	Copmanthorpe
Email when new services are available	Acomb
Create a simplified log-in procedure to all access all services	Acomb
Provide online chat where you can also chat with someone either by typing q and a's or Skype talk.	
Make the website more user friendly. It's not easy to find the link to pay council tax online	
Allow viewing Housing Benefit details online, and submitting change of circumstances would be great.	Clifton
Make them easier to use	Rural West York
no idea	
Separate the various divisions at an earlier stage in the process. Ypur opening memu is okay but could be clustered a bit more...	Guildhall
Can't see what other services that I could use	
Not much. It seems to be all there.	Bishopthorpe
Easier to use User friendly	Dringhouses and Woodthorpe
Nothing! Already very good.	
n/a, I already access everything I need to online	

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IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Comment	Ward
Break down access to the most common services into as few 'clicks' as possible. It often takes too long to find the information we seek.	Huntington and New Earswick
Would like to see rent account via online	Westfield
Don't have meaningless categories such as a reference code without an explanation.	
Clearer ways of finding online services User friendly forms online	
I already do	
Better website.... More services(!)	
Nothing - already find it by far the easiest way to make contact.	Fulford and Heslington
Make the website easier to find relevant departments. Offer more online services, have a residents portal where you can access everything for your household.	Rural West York
Put more services online. I am already willing to access what is online when the need arises.	Bishopthorpe
Incentive for paper-free billing, email/SMS alerts - eg for changes to bin collections	Micklegate
Make more facilities available to be accessed online. Set yourselves a target to have 80% of all transactions dealt with by customers online without the need to contact you by phone etc.	Fulford and Heslington
Help me reset my login data.	Bishopthorpe
Improve the awful website!	
Silly question; I already access online - see above	Guildhall

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Comment	Ward
Make the system easier to use. Half the links don't work for the do it online pages, have to search for it to get a link that works	
Nothing that I can think of. I do everything I can online as far as YDC is concerned.	Dringhouses and Woodthorpe
Stop wasting money on non-online services	Guildhall
Not much- any service I need I will always go online for	Clifton
I have access to all the services I need	
Be able to do more online.	
Leaflet drop explaining what services the council offer on line	
Already access most information	Westfield
Make more services fully available. Many services can only be partially used.	
Have a clear login (non-jobs) portal that is highly visible from the council starting home page.	
make the site more user friendly	
To pay rent and check how much I owe	Clifton
Make the website easier to navigate. make it clear whether or not I need to log on. Give an accurate update of what has been done to rectify any problem I report.,rather than saying "completed" which seems to mean"passed to the relevant dept. for them to do nothing about it"	Heworth
To have an application for mobile phone	Clifton

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Comment	Location
Make sure the information is right up to date.	Guildhall
Let me know what I can access and how.	Clifton
More FAQs and help pages	
make more services available	
Make finding things easier	
Improve the functionality of the website. It is possible to access lots of forms via the website but most have to be downloaded, completed offline, and returned by post. If you extend access to online services please don't also bombard us with mail. I have never received so much mail about electoral registration since it went electronic. This clearly defeats the object and adds to operational costs.	Holgate
make such the emails sent for repairs are replied as i have only ever got one reply so have to phone and thats not easy when working 6 days a week	Westfield
Make it as easy and intuitive as possible to get to the right place. Your web site is sometimes a bit confusing.	Fishergate
Happy with current arrangement	
An app	
NOTHING	Guildhall
Mobile app	Micklegate
dont know	Micklegate
Test systems to make sure they actually work!	

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Have green bin available to pay for online	Copmanthorpe
Make it very easy to access. Age is the barrier.	
Bring it all into one account - tax, library, parking, sport, bins, education...	Copmanthorpe
auto response when I send an email is good however, nothing happens after that - if in my email I request something e.g. information no one responds to my email.	Holgate
Move more services online	
Allow me to do more with my account. Single view of all council services that were applicable for me.	Heworth Without
Be able to do complete transactions without then being redirected to phone or in person	Copmanthorpe
Promote the services a bit more. I was not aware of all available services.	Micklegate
I would have used the online system for updating the electoral register but couldn't because there was no way to delete someone that no longer living here. I then sent in the paper version but got a letter from the council saying that I had only partially completed the online version. That was a waste of council resources.	
Clear instructions and also receive a response and update within 24 hours.	Westfield
Nothing, I use what I need	
Actually enable simple services to function. It is unbelievable that I have an account and yet can't order residents parking tickets through it	Fishergate
Nothing - everything is fine. I can always find what I want.	Rawcliffe and Clifton Without
Facility to buy parking permits and visitor permits.	

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Comment	Ward
Ensure the services that you currently have on line actually work and are accurate. You are quite happy to take my money to pay an online council tax bill! But when I want to order recycling items from you this is the reaction I get: Two attempts to make two different orders for recycling boxes or lids - first attempt order never arrived - had to phone to chase and re order! Second attempt still waiting having waited the ten workings days instructed on your website (then was informed by making a telephone call that the website was incorrect!!!).	Fishergate
Do more things online eg. Resident parking discounts	Strensall
Make it easier to find specific issues	
Make them available and I'll use them. I much prefer using a web form than using phoe services. A good example would be the notification of car parked illegally in residents' bays. It's turgid doing it over the phone and having to explain everything multiple times until the operator gets the message right - it'd be much faster to simply type and address and a registration number into a form or to text it somewhere. A second example would be the noise patrol - leaving a voicemail message on the evenings that they aren't operating is really unsatisfying (no feedback/confirmation of receipt)	
Information easier to access and to be able to find services better	
Provide more up to date information	
Nothing more, except for a quicker response time via email.	Dringhouses and Woodthorpe
Send more communications electronically	Rural West York
Easier access, more online services.	Haxby and Wigginton
should list dates and amounts my council tax will be debited.	
Make it simple to do transactions and reply to online queries	

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Provide a leaflet or email that lists services available online	
Nothing	Haxby and Wigginton
I will pay for things like my council tax online but anything I want a response from, I tend to email directly, phone or come in in person ever since I applied for a student council tax discount online and received no response at all (even to hear a 'no') via the website. If responses via online submission forms were reliable then people might use it more.	Acomb
the more comprehensive the service the more likely i am to use it	
Access on mobile	
Put everything online and in a way that can be access through any device	Hull Road
You have everything accessible that I need	
put up some information at bus stops to advertise that there is more online facilities available and its new and improved - also with stating the 'feedback' is welcome	Westfield
Make it easier to use. Allow details to be saved so you do not need to reenter each time.	Acomb
Nothing at the moment	Huntington and New Earswick
Easier to use website and offer more services thus encouraging further use.	Holgate
Make more obvious where can somebody log in his/ her account in the home page.	
Reply to complaints. I have mentioned several issues over the years without any real response.	
Make it clearer what is available and easier	Bishopthorpe

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

You don't need to	Micklegate
Clearer layout and navigation. More help popups for pages	Heworth
I already always look online as the first step	Clifton
secure online access	
Not sure.	Guildhall
mobile & tablet friendly pages. increased availability of options. clearer layouts. make it easier & simpler to update personal and home information.	Fishergate
Have every service available online e.g. applying for parking permits.	
Mobile accessibility	
Knowing that the information that is shared and what is arranged or discussed will actually be recorded and put on record accurately or even paid attention to.	
Make more services available online as I would always prefer to use online service where possible	
Some way to get resident visitor parking vouchers instead of having to make a trip to the offices	
Improved navigation, certainly a better URL structure and/or tiny URLs bitly etc. (send as an option) so when you're following a link in it is easier. I've had a lot of links about planning permission, they're a nightmare to type and follow. Your payment of bills is not clear either - it wasn't clear if you were taking money for my council tax of if I had to pay a bill from your site, I had to check with my bank.	Guildhall
Make it easier to find stuff	
Not much. All the council services that I use I already access online.	

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

More reliable website	
Having a smartphone but that is hardly your problem	Guildhall
Get accurate data. Data held for me personally has been incorrect for over 2 years despite asking for it to be corrected.	Bishopthorpe
I Would very much like to have a account feature, where I can see what status my payments are at. presently the council only provide a few statements of accounts per year.	Micklegate
deliver services online in easy form	
Make the website more usable.	Copmanthorpe
Nothing, the service is very good, but I don't need to access until I have to pay council taxes or so. really busy	Fishergate
Nothing...it is my first port of call...	Strensall
nil. I have easily used services	
Make more services available online, make them respond faster, provide followup information	
only have me log in once to get to all of the accounts you have for me. I can't remember my jobs login and then my council tax login and then planning is separate too. I want to get to all of my information in one place, like account balances and applications.	
Show me my rent account so that I know how much I've paid and how much I owed.	Clifton
Make more services available, and make them easier to use.	
We are able to view our council tax on-line so why is it taking so long to get the same for rent accounts too?	Micklegate

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IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Make purchase of parking permits available online	Micklegate
More info about what is available and clearer signposting.	
Add more	Micklegate
none	
Increase number of facilities that can be accessed.	Bishopthorpe
Actually fix the issue that prevents me from logging in	
It is not worth logging complaints etc if you don't reply. I emailed several times about problems with the Marygate carpark but never got a reply from the person to whom the complaint was referred	
Publish what services are actually available.	
Offer more.	Westfield
Enable direct debit for council tax.	
Make system work properly.	Clifton
I love the current mobile page design, is great.	Guildhall
Put more docs on the website. Officers to be able to answer emails I send. This point relates to gvt cuts, resulting in staffing cuts, ridiculous piling up of impossible workloads and tasks on to remaining staff. Residents end up with their expectations Not being met, using electronic means is not the answer, because tasks still remain however they are manisfested	Guildhall
Be able to check voter registration details online, including status of open register. Should be able to absolutely anything online rather than in-person, telephone or email.	

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Greater awareness of what I can access online. I pay my council tax that way because I know it it the easiest method	
a council bulletin / email each month making me aware of services available	Haxby and Wigginton
I find the online account services difficult to negotiate to find the right area.	
A conviction that email communications made the slightest difference, or even to get a a proper thoughtful written response to a question or comment.	Osbaldwick and Derwent
Make it possible to pay/request more charges/services	
No need, I already access services online....	
Include ways to contact the council that actually work. Easy ways to report concerns or dissatisfactions, and make suggestions.	
Design a 21st century website	
No opinion on this.	Rural West York
Better usability (buttons rendering, rendering correctly and rendering in page), navigation (clear and easy structure around the page and between pages), better look and feel (modern, clean screens, not to full of info and offshoots). Timely responses to my requests (acknowledgment via email things are being looked at and actioned). Responsive design so I can use on mobile, tablet or PC.	
I already access as many services as possible	Heworth
Include direct links to webcasts within meeting agendas on democracy.york.gov.uk - at the moment it's hard to find the right webcast because the agenda just links to a separate page on the main council website with a long list of webcast links. If the direct link to the webcast were included in each agenda it would be quicker and easier for users to find (both for the live webcast and to catch-up at a later date).	

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Comment	Ward
easier to pay for services	
Place adult education courses on line; create a Twitter page with live feeds; create a Pinterest page to showcase the wonderful places in York to attract further tourism; waste calendar to be placed online rather than post a leaflet each year. All leaflets/correspondence should be placed online rather than by post.	
Send emails with updates on consultations and proposals	Holgate
Improve the website	Holgate
Have staff contact details online	
Make easy to navigate and not have to have a degree. How can your website have been re-launched in may its only Jan	Rawcliffe and Clifton Without
Make your website easier to navigate although there have been big improvements	Holgate
More communication on what can be achieved online with the Council	Dringhouses and Woodthorpe
De-"improve" the website.	
It's my first point of call anyway	
Send a confirmation email when the comment form is used. Monitor the comments: have internal audit follow up on a small percentage to check that the service responded to it (or members might like to take this role). Put ALL the busses onto i-travel, and add in the 'walking distance' feature other online travel sites have (not all of us are able to walk half a mile to a more distant bus stop, and NEED to use the once-an-hour service from a nearby bus stop.	Micklegate
as a number of people Do Not have a computer or access this is a difficult question. Not All Citizens have access or even computer literate, this is again the Council assuming we all have access, like a telephone it costs money, Technical Nohow.	Holgate

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Make it so you can report and do things without registering for an account but still be able to leave our contact details.	
I do already	
I suppose you could make more mistakes. Then I could report them on-line!	Guildhall
Better and more streamlined design - built with user involvement and testing, designing inline pages and process in the way the user thinks about things, not compartmentalised into council departments or structuring processes to suit the (invisible) council process. Also, don't always assume the customer is wrong or trying to con you out of something (e.g. missed bins). Make the processes straightforward and manage the exceptions, not provide for capturing every possibility. Better online payment services.	
Nothing	Micklegate
Better and easier access.	Fulford and Heslington
A quicker response to emails.	
Easier google search.	
Make sure info is up-to-date and working e.g. inputting info for FIS.	Holgate
Better navigation.	Dringhouses and Woodthorpe
Ensure search engine is fit for purpose. Only put simple transactions online; complex customer queries need a person to deal with.	
Online webchat (24/7). I feel the need to always speak directly with someone.	Guildhall

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Comment	Ward
Make the website more user friendly. Not least the search facility.	Rawcliffe and Clifton Without
Provide a better online service.	
We prefer to come in.	
Yo-card.	
In the future yes.	Micklegate
Not interested in using online services. Easier to come in as usually for housing benefit. Pay Council Tax at local shop.	Clifton
Nothing	
Events information. Reporting driving offences.	
Don't like online.	
Be more polite - welcoming and positive not like sour crouts! Don't do the job if you're not helpful.	Westfield
Appropriate hardware and fast broadband speed.	
Make pages easier to access.	Clifton

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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

Comment	Ward
It's an improvement but there's still an issue with out of date information and broken links.	
Easy to use and to find information	
Easier to locate info and better (modern) type face	
I didn't notice it had changed, so it mustn't be bad.	
Modern design.	
It is clearer	
There are many, poor quality and lack of pin point information are major ones. York's "Do It Online" needs revamped.	
Clean and easy to navigate	Micklegate
I clicked yes because you did not have a neutral button - I think it is about much the same in terms of ease of use	Dringhouses and Woodthorpe
It is much clearer and user friendly than before.	
Difficult to find things. Heavy website	
seems easy to find what you want, very straightforward	Rural West York
It's much clearer and somewhat easier to navigate.	Heworth
Mobile friendly, easy and clear to use.	Holgate

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Seems fine. Not really sure what it was like before	
Very "Web 3.0", easier to find things!	
easy to find payment screen	
Easy navigation to what I need to find.	
Easy to navigate	Copmanthorpe
Easy to navigate	Acomb
Contemporary feel and visually simpler	Acomb
ease of usage.	Strensall
clearer and slicker	
Anything clearer is worthwhile	Guildhall
Easier to access, not as slow	Dringhouses and Woodthorpe
Very clear and easy to navigate.	
Visually pleasant.	
Easy to find the link to the relevant service	
Easy to access and use	Guildhall

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Comment	Ward
I didn't know the old one	
It's better and easier to use, but there is room for improvement.	Rural West York
There's more online than before.	Bishopthorpe
Very clear, modern and responsive design	Micklegate
I find it easy to access and to follow through to the department which I wish to contact.	Rawcliffe and Clifton Without
More user friendly appearance.	Fulford and Heslington
Easy to find things	
Not used it much as yet	
Easier to navigate	
Search function makes it easier to find what I'm looking for. Refuse collection now gives me the correct collection calendar for my address.	
I have not noticed any change: I do not need to refer to YDC very often.	Dringhouses and Woodthorpe
easy to use	Holgate
It is simpler to navigate from a single screen	
compared with many other local authority sites its very easy to navigate and find things.	

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

No reason	
Easy to use	Westfield
Cleaner design and quicker (fewer clicks) to get to the pages I use.	
It works alright.	
I think it's slightly easier to find things	Dringhouses and Woodthorpe
easier to navigate	
Easier to navigate to what you need now.	
i find it easier to navigate	Clifton
I'm not hugely enthusiastic and wished you hadn't changed all the web addresses.	Guildhall
It is easier to navigate to particular service groups.	Holgate
It's easy to use	Acomb
Easy to use	
Easy to navigate	
looks fine easy to use lots of info	Micklegate
User friendly	Rural West York

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Comment	Location
Front end looks a lot better, search is good and content better written. However, back end process is letting it down badly. Some parts of site - eg Jobs don't seem to fit with rest of style and look unprofessional	
easier to navigate and faster loading	Holgate
It works	Copmanthorpe
Clear symbols have been used for the services.	Micklegate
Easy to navigate	Westfield
Bright. Lively. Easy to navigate	Rawcliffe and Clifton Without
Although I find some things more difficult to find after the relaunch.	
it is clear and easy to navigate	Holgate
Much easier to access the information I was after. Looks pretty too. Well done!	Micklegate
Set out well	
Clearly set out	Dringhouses and Woodthorpe
seems little different to last one other than the coour	
Makes looking for each service provided easier to find.	
clear information.easy to access	
It makes contacting the right departments very easy - something an awful lot of web sites don't do!	

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Comment	Location
Looks simpler.	
links to services	Wheldrake
it was easy to use and the format was great	Westfield
We received our rates bill, via email, this is the only contact I have needed in the last 12 months	Huntington and New Earswick
Better than the previous website	Holgate
You can do many things on-line specifically paying bills	Bishopthorpe
I have no feelings either way about the difference between the old and new websites	Micklegate
Better to navigate but still needs improvement	Heworth
Better layout, fast access through pages & easy to find what is available	Clifton
Easy to navigate	
It's more responsive.	Guildhall
I think it is pretty effective	Guildhall
Better layout and design. Easier to find information.	
looks modern	Micklegate
Look and feel is clean and easy to navigate	

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

it's easier to search and find things. most of the pages are simple to understand	NA
Easy to use	Micklegate
Looks better	Micklegate
Not had any issues using the website	
Much easier to navigate	
It seems clearer.	
Much easier to navigate	Haxby and Wigginton
Slightly easier to find things	Dringhouses and Woodthorpe
Easy to find things. Based on what citizens would be looking for not how the council structures things.	
Better than the old one!	Wheldrake
More accessible.	Rural West York
Much cleaner	
Less out of date content and somewhat better written (but still not perfect on either account).	
easier to navigate	
I have said yes but neutral really	Holgate

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Comment	Location
It's easier to navigate.	Holgate
Easy to navigate	
With the old website it was often difficult to find the department you wanted. The new version is much better!	
Easier to navigate	Holgate
Seems clear for the obvious service recycling etc but as difficult for more rarely used services	Dringhouses and Woodthorpe
Improved clarity and navigation	Holgate
Not been there yet but I'm sure it's fine!	Guildhall
It's cleaner and easier to navigate.	
Easier to navigate	Micklegate
Easy to understand.	
Layout and links.	
Needs to be multiple ways of getting to key departments.	
Easy to find.	Strensall
The ease to get around.	
Well laid out, easy to access information.	Westfield

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Accessible and clear.	Westfield
It is far more user friendly and functional. It is now much simpler and quicker to pay my council tax.	Clifton
Clear, modern, more online options.	Holgate
It's easy	Westfield

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IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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

Messy, hard to find things, not easy to use

---

too busy to difficult to find information

Its not as straightforward. Things aren't easily located

Harder to search and find things

---

no answer.

Is very confused. Report it type facilities have a low profile and latest system is appalling. Virtually impossible to recover research information.	Westfield
Can't find anything much anymore much easier before	Guildhall

---

Not as informative. Way too many redirects. Information not up to date.

Cannot find information I need.

It lacks clear organisation. It assumes you know what it is you are looking for, and can phrase it in the way that suits the site's very limited search engine. The redesign produced a plethora of broken links that have not been fixed.

Old links to documents and pages are all broken should be redirected to new location.

In parts it is better. But should have been more work on URL redirections, Google searches have dumped me onto irrelevant pages when searching for specific information. The front page icons didn't work for me on a tablet (perhaps fixed since), I always now use the search box instead.

Harder to find information and still requires multiple clicks before you can download something. Why are you using a template so different to the rest of the Internet, just let us download from the body of the text

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IMPROVING PUBLIC ENGAGEMENT - COMMENTS

More difficult to find information	
It is really hard to find what you are looking for when it doesn't fit one of the categories in the boxes on the front page.	Fishergate
It is not much different to the old one and is not much of an improvement.	
Finding info isn't all that easy, other than using search function	Huntington and New Earswick
Last time I tried I could not get to the thing I wanted but kept going round in a loop.	
Much harder to find services from front page. Items are far too spaced out. Number of items available on front page reduced.	Rawcliffe and Clifton Without
It is not initiative to use, I generally have to browse around a bit, then resort to doing a search to find things.	Heworth
UX improved, but usability didn't at all, it was just revamped and sometimes is even slower.	Fishergate
It's very gov.uk but the pictures overlaid onto the text sometimes makes things impossible to read.	Heworth
Trying to find page to log onto your own account is near impossible. Also when you are logged in making payments why cant name and address be filled in ready ?	Clifton
Still feels old.	Rawcliffe and Clifton Without
See earlier question. To add, a number of the links don't actually work.	
Online services feel overly detatched from the main site and I always have to find through google	Dringhouses and Woodthorpe
It's still difficult to drill down to certain things and the search functions poor	

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

It made certain things harder to find/get to	
Not looked at it since launch yet	
I didn't notice a difference	
Find it harder to find certain things	
It seems much harder to find things, particularly finding and logging on to the 'Do it Online' area.	Clifton
Because things are not straight forward to find	Dringhouses and Woodthorpe
Not really looked recently	
As I said before, the text is too small.	Bishopthorpe
Whilt is may be more visually pleasing that the previous site, navigating it and finding the correct information is a nightmare.	
Complicated	
It was just a waste of money as the old web site worked fine in reality all you did was to change the party colours and as such made no value changes in what you can do on the site	Huntington and New Earswick
I don't find things are always in the most intuitive places. It can take a lot of clicking around. I'm thinking especially of council tax info bills etc. It seemed like there was one cluster of pages for one part (info) and a separate cluster for my bill & I could not travel between those pages in the most intuitive way.	Clifton
Complicated to navigate, especially hard to find My Account.	Acomb
Didn't know it was redone in May. It's no more useful than it was before	Heworth

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Not always easy to find what you want	
see 6 above	Fishergate
Haven't looked at it	
It's OK but if I cannot find what I am looking for on the site I do a web search for it	Guildhall
Awkward to navigate	
Difficult to navigate	
not looked at it yet	
I find navigating around quite difficult	Fishergate
It's harder to find contact details for certain services. I feel its harder to navigate to find the information I'm after. This is for all services, I can't pinpoint particular pages.	
I happen to know that my online account can be accessed at the address https://doitonline.york.gov.uk/DoItOnline/Pages/MyAccount.aspx but that is only because I have it saved as a bookmark in my browser. I have no idea how to reach it starting from the homepage of https://www.york.gov.uk/	
Too complicated to find things	
I think it has focused on style more than function. I can't navigate easily and can't subscribe to topics that I'm interested in.	
Lots of glitches and broken links	
Like to navigate to different areas so can see all the available pages, sections and content but end up having to search for what I want as can't get to it otherwise.	Haxby and Wigginton

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Comment	Ward
Not as easy to find information	Clifton
Difficult to find anything	
Haven't seen it	
I answered no as there was no better or worse but pretty much the same and the money invested seems wasted.	
Could be simpler to use/navigate	Acomb
I find it difficult to find things easily on the website.	
Very poorly integrates with My Account, i.e. making council tax payments and viewing bills	
Seems to be more difficult to navigate and to find where to log in. Also when paying rent, the address look up does not work. That would be useful, I pay rent and council tax before I start work. It would save me time to just enter house number and postcode.	Dringhouses and Woodthorpe
gimmicky, badly laid out and difficult to find anything other than basic functions	
It is good for a general overview of services but when you need specific information it can be difficult to locate. Also still cannot do some thing online, such as booking and paying for bulky waste collection	
Its far simpler and bigger type which I suppose is good for those with sight problems but all the pictures have gone and its less enjoyable and interesting to use. Its dull!	Heworth Without
Its more confusing to find things	
Please can we go back to the version we had about 5 years ago.	
Seems harder to find information now - no clear full list	

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Comment	Ward
Font is too large on desktop/laptop. Hard to navigate around without "breadcrumbs" (the structure is hard to understand/follow). Out of date or broken content.	
It takes longer for me to find what I'm looking for.	Micklegate
I have found it difficult to get to the page I was looking for, however I have now saved it so I can pick it up on my tab bar.	Micklegate
i don't find it very user friendly or easy to navigate. the red and black colouring is not very calming. i work for CYC and when members of the public have accidently phoned my extension I cannot work out how to find the telephone number for the department they want on the website	
Clarity and ease of navigation	
Wasn't aware that it had been redeveloped.	Bishopthorpe
You have to know exactly what you're looking for in order to be able to find it. More difficult to search.	
Bit of a mess. The main site is nicely designed and well laid out, but when I go to pay my council tax it's a bit of a messy site and badly laid out.	Westfield
The sizing of pages are difficult to manage on my laptop	
More confusing that previous	Rawcliffe and Clifton Without
It was not working when I tried to pay council tax	Clifton
Issues accessing the council tax payment section	

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Comment	Ward
A lot of previous docs have disappeared. There should be links to the archive. Or if this exists it needs to be more prominent. The kinds of info that used to be available should still be available, council reports, papers for meetings etc. Eg the most recent Guildhall ward meeting had 3 copies of the agenda but none of the papers although these were mentioned as being available. A comparison with the previous list of contents would demonstrate that less info now is available than before.	Guildhall
Harder to find the DoItOnline service, harder to generally browse and find out what kind of information is online due to removal of left-hand navigation.	
It is too simplistic - pictorial approach is infantile and condescending for anyone seeking specifice documents, departments or specific information.The search engine serves only to confuse. In my experience, the centralised contact email service has never produced a response (c. 5 attempts now!).	
The old one was so bad I have yet to fully investigate any " improvements" in the new one.	Osbaldwick and Derwent
More difficult to find some information	
It doesn't actually work any better.	
Cannot navigate easily	
Unable to validate as previous experiences have put me off using it except for searching Christmas waste pickup dates - which was better as explain	
Can't find contact names for council staff - black is an awful colour to use for a council website. I would like to see ward based section of the site that are directly relevant to me	Heworth
It is still confused and difficult to find information	Holgate

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Comment	Ward
I don't really dislike it, but it seems to be following the trend for targeting websites more at users of mobile devices rather than PCs. By which I mean it has big, friendly buttons and links. It's great for when I'm using a mobile or tablet to access the site, but when I access on a PC the vast screen real estate that I have is wasted. The entire home page could fit on my screen at once if it was redesigned, but instead I have to scroll through 4 pages to see all of the content. I guess I'm just stuck in the dark ages, one of the few still preferring a PC to a mobile device. On the flip side, the big friendly buttons/boxes do cover most of the areas that people would want to access, with the first 10 rightly focussing on the more frequently visited areas. I also like the (short and sweet) sub-menus that pop up when you move your mouse over the boxes. The prominent search box is also good. Overall a pretty intuitive interface.	Guildhall
It is not as easy to navigate	
Still not easy to navigate	Rawcliffe and Clifton Without
Not seen it	
I have a large screen, the site is clearly designed for mobile phones and looks "childish" on a big screen. Wipe over "more" tiles are very annoying. Lost the A-Z index.	Micklegate
Difficult to find what I need.	
Its ok	
the search function is unhelpful	
Have not noticed any difference.	Micklegate
Looks the same as I remember.	
Not so easy to navigate.	Clifton

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Find some things difficult to understand.   Guildhall

Cumbersome to use and seems to be hard to navigate.

Not easy to find information like the old website.

Preferred older version as easier to navigate. With newer version you have to know what you're looking for.

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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

Make the front page simpler	
A - Z that is useful	
Breadcrumb trail links across the top. Navigation can be clunky and information too pared down to be useful.	
More transactions	
Easier searching	
Make the direct debit for council tax work.	
remove info and data that is no longer applicable. ensure that all pages only contain current info and details	
Quick response	Clifton
Make all customer transactions available from home page	Westfield
Just revert to shay it was	Guildhall
None as its does the job	
Redesign totally	
Have a search facility that is comprehensive and works.	
Ensuring content is up-to-date.	
Develop a search engine actually capable of finding things.	

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Better search	
The planning access part for commenting on planning applications needs a complete overhaul. It is confusing and very difficult to use, completely offputting. Engagement in the planning system is I would have thought a crucial part of a citizen's engagement. Please do something with that part of the site, preferably asking people first for their input and ideas on making it more user-friendly	
Downloading from text not multiple clicls	
Ditch the home page photos. Clear type face. Logical ordering based on likely use	
To include ways to contact different departments directly (phone number or email address).	Fishergate
The Freedom of Information request log. The planning portal is problematic and often is not accessible. It should be more reliable.	
Improve/streamline the online payment process for council tax.	
Make it more user friendly!	Huntington and New Earswick
Accessability	
The front page.	Rawcliffe and Clifton Without
live chat	
Actually update it, instead of the broken phased approach that was done. For at least a month, the "new" website was just a front-end to a number of broken links trying to reach the old version of your site.	Holgate
On the mobile version swimming is not included under the 'sport and physical activity' menu, but on the full site it is. Not sure why.	Heworth

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Comment	Ward
Interconnection between different services.	Fishergate
View Council tax and make payment easily.	
increase speed	Micklegate
The old links are not working correctly sometimes	
Quite happy with it	Dringhouses and Woodthorpe
Get the council to respond to emails via email, they always wright in response, I use email because I'm not always at home, writing jst causes a delay.	Holgate
not an expert	
Search option.	Heworth
A live chat service	Holgate
Have a quick link bar with one click to make online payments	Clifton
Modernise. M	Rawcliffe and Clifton Without
It's basic map. I can't find anything.	
Have had some problems with making payments online. Would appear to work with IE, but not Firefox or Chrome.	Guildhall
Better integration with other online council services	Dringhouses and Woodthorpe

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Improve the search function to give meaningful results.	
Responsiveness on smaller screen's	
Works ok	Copmanthorpe
Being able to buy a york card online.	
I want to be able to see my council tax calculation	
no idea	
Lose the jargon. This whole questionnaire is steeped in 'council-speak'. Make everything clearer for the people who are paying for your services!	Guildhall
Search facilities	
Information easy to find	Dringhouses and Woodthorpe
I can't find my council tax bill on the site. I can find the place to pay the bill, but I can't find the bill itself.	
Nothing	Guildhall
Remember payment info rather than having to enter details of address etc everytime a council tax payment is made	
Resident portal.	Rural West York
It's not always easy to search for things unless you hit on the exact terminolgy used as keywords by the council. For example I live on a park home site. But searching for 'park homes' is not much use, one has to use 'mobile homes'	Bishopthorpe
speed	

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Comment	Ward
Not always obvious where to find content, tend to use the search box	Micklegate
Nothing that I can see	Rawcliffe and Clifton Without
Nothing at this early stage - see how usage develops. Too many changes in a short time tends to switch users off! Give adequate time for users to develop familiarity with the site.	Fulford and Heslington
Be able to book and pay for swimming lessons online, and to arrange a monthly direct debit for them too	
Navigation	
See above.	
Have a personal online account where I could track such things as council tax and how much I owe, also to suggest which services I could benefit from. If such a thing already exists it isn't very apparent or well designed.	Holgate
I would like to be able to see my rent balance	
The do it online system	
Basic	
Ability to track all communications with the council and get the latest information and view the latest outstanding balance of council bills and when that council is going to make a payment	Huntington and New Earswick
As above.	Dringhouses and Woodthorpe
Please debug the payment and registation scripts	Guildhall
Navigation - this sometimes seems to make more sense from the council's perspective than from an end user perspective.	Clifton

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Better mobile viewing	
Keeping simple	
Less clutter. Remove dead links!	Acomb
Have a clear login (non-jobs) portal that is highly visible from the council starting home page that would give access to all online accessible services.	
Needs to be slightly more intuitive, I'm decent with IT and at times it fools me	Dringhouses and Woodthorpe
none	
The on-line payment system isn't as user friendly as it might be.	
Make it easier to find the service I need.It's actually (usually) much quicker to phone than to use the website, and it shouldn't be!	Heworth
when paying for services, it would be easier for the site to store my information rather than having to enter it each time I pay for anything	Clifton
I think departments need to be able to keep their pages up to date. I have been waiting years for the information about bin collections in my street to be corrected. They are still wrong.	Guildhall
No idea	Clifton
Navigation to more options	
Alphabetical list of services	
email addresses on front page for all	Westfield

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Comment	Ward
see 6 above	Fishergate
Not sure	
Tracking previous requests etc	
Nothing	
Make it so the box leads to a list of every item available from choosing that option	Guildhall
Improve transactional processes	
where's webchat?	Holgate
Navigation	
Use a unique symbol per service and give them slightly more space on the website. They are almost overlapping and hard to differentiate.	Micklegate
Be able to delete people from the electoral register	
not sure	Westfield
See above	Fishergate
Have contact email and telephone numbers clearly visible on every page relevant to the service you are looking at. At the side of the page rather than down at the bottom.	
Accuracy!	Fishergate
Have an easily identifiable link from the homepage to the DoItOnline page.	

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Make it simpler with better search facilities	
Adding a curated/filtered rss feed that sends me new posts for topics I'm interested in	
Access different services easier	
See above	
Not certain	Dringhouses and Woodthorpe
More Downloads	Rural West York
Ease of navigation, more prompts like on this site you can...... what would you like to do today........	Haxby and Wigginton
MAke Services clearer	Clifton
Ensure that correct council tax reference is shown	
Easier login	
easier navigation to list of council tax outgoings like a bank statement.	
nothing	
Looks pretty good to me.	
Nothing	Haxby and Wigginton

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Comment	Location
Do it online account login available from home page and various other pages (if it's there, it's not at the top of the page in its usual place - needs to be standardised).	Acomb
nothing it good just keep improving and dealing with customers enquires as quickly as possible and being honest and transparent with answers to question	Westfield
Be able to store my details	Acomb
Easier access to planning applications, say, residents in an area of, say 250 metres of their home/business being advised of pending/new applications which, may or may not affect their home / business or locality'	Huntington and New Earswick
Online council tax payment section is still the same and needs to be more intuitive to use. Being able to save details would make it much easier to use.	Holgate
Make more obvious where can somebody log in his/ her account in the home page.	
Make it simpler, easier and clearer. Still confusing and silo'd unless you understand how the council is organised	Bishopthorpe
As above, clearer layout and navigation	Heworth
When I was trying to change my address for my council tax on an iPad it wouldn't let me press the continue button	
make it easier & simpler to update personal & home information.	Fishergate
Make it more user-friendly and move all services online.	
Viewing council tax bills.	
Address look up on payment screen or save details when you log into your account.	Dringhouses and Woodthorpe
Picture too large on front page, the options should appear above this.	

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

See account info (eg up to date council tax bill) online	
Clarity.	Guildhall
Bring back the pictures!	Heworth Without
As a general observation, the fewer links set in tiers the better to reach the final point.	Guildhall
Navigaton	
See above.	Guildhall
see section 6	Micklegate
take the information out of pdfs and put it in html on pages - make it easier and quicker ot access and not requring downloads	
ease of use. have found getting to the page to pay council tax hard in the past	
the do it online part and the payment part are disjointed, they seem too separate from the pages about services. even the font is different when I want to look at invoices or apply for things!	
Make things easier to find, especially in planning.	Micklegate
Has said in other comments I thinks it would be good to have access to our rent accounts so we can keep an eye on it you have to wait for a statement to come through and even then it's not up to date it should be in real time ie like a bank statement.	Micklegate
More services	Micklegate
Quicker access.	Bishopthorpe

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Contents page and/or glossary of terms.	
I would like to be able to pay my council tax without filling in the same details every time, I should be able to save my address and securely save my card details so that I can pay it easily when I want to.	Westfield
Better contents list	
Make it easier for mobile phones	Rawcliffe and Clifton Without
Make it work	Clifton
A function that can track the reports if this is not yet done.	Guildhall
Load more docs.	Guildhall
Navigation of related articles.	
Buttons on front page for key services. Have to log in and drill through a few menus to find option I need	
Clearly set out the full range of data available on the home-page, to allow the customer to see council strucure, governance and people, range of services, structure etc. A comprehensive A-Z glossary might also help.	
See comments above	
Make it accessible and meaningful language to ALL members of the public who probably do not speak/comprehend "officialese. I would also ban the use of the term "DEEP DIVE", a meaningless term that few outside of the "Council Bubble" understands (assuming it does have a meaning!). All official Minutes of Meetings should identify and publish the name and position (if any) of all speakers.For those that are videocast this should be the Chairs responsibility to name them (not just their first name).	Osbaldwick and Derwent
Faster routes to key information without wading through 10 different pages	

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IMPROVING PUBLIC ENGAGEMENT - COMMENTS

ability to get to what i want without drilling down through pages e.g. A-Z	Huntington and New Earswick
Usability.	
Keep it really up to date as far as possible. For example, Main Street, Nether Poppleton still reported closed due to flooding some 24 hours after floof had cleared.	Rural West York
Pick any item from question 6	
Put staff depts and contact details - what they can do and with all the cuts what they can't do. I have put in names that I know work for CYC and nothing comes up in the search.	Heworth
Breadcrumbs so you can find your way back up the content hierarchy from any page (e.g. if I end up on a page from search I might want to go "up" a level to read around related content). Also it would be helpful if downloads were more integrated and less clicks away from main content- at the moment there is no way to return to webpage content from a download apart from the "back" button in the browser. It also takes about three clicks/pages from a content page to actually reach the file you wanted to download!	
Improve search box to find more accurate information.	
Take the big boxes at the bottom of the home screen and make them smaller and in alphabetical order	Holgate
The information provided is muddled and hard to find	Holgate
Have teams and staff and description of the work area	
Make it simpler each department has its on page it isn't rocket science	Rawcliffe and Clifton Without
More traceability and responsibility	Holgate

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IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Comment	Location
Remove the large background image on the home page. Add the A-Z index.	Micklegate
A better index facility.	
improve the search function	
Put the walk distance onto i-travel.	Micklegate
Make it, Access (if the person has a computer) Keep it Simple (Its over complicated) as programs are written by computer geeks. Computer Talk gets frustrating to a 50 years old lady with no "GEEK TALK" . The use of word search is a good help.	Holgate
If I had an issue, I wouldn't feel confident calling customer services as they are so rude and condescending. Plus, eventually, it will land people out of more jobs if I do it online.	
That online jobs got a reply when applied for	
Some processes still clunky and ask for info which seems unnecessary to the user. (may be validly required by council, but could be collected in a better way).	
Unsure	Micklegate
Clearer print (less colours) for people with sight problems.	Fulford and Heslington
Difficult to find out exactly which service/departments you need. Add department/services and phone numbers at beginning of website.	
Correct information.	
Easier to find meetings listings.	

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IMPROVING PUBLIC ENGAGEMENT - COMMENTS

Comment	Area
Not easy to navigate. Not as friendly.	
No suggestion but don't frequently use it.	Westfield
Ease of reporting - reporting fly-tipping, graffiti application.	Westfield
Alphabetical list of services was very helpful.	Clifton
Create a mobile app to pay for services and utilise other council services or simply contact them. If you have done so already I am not aware of the fact.	Clifton
Speed (it's still quite slow).	Holgate
Search function. "Fuel poverty" results is nothing!	
Web chat. If I get stuck with something have an option to add telephone number so someone can call me back within 24 hours.	Guildhall
Navigation. It got worse.	
Main page needs revisiting/simplifying to allow better navigation.	
We prefer to deal with the council face to face in person.	
Search	
Pictures	Westfield