

Contents

Q2: If you do not access council services online, what stops you from doing this? [Free Text]	Page 2
Q6: What could we do that would encourage you to access more council services online? [Free Text]	Page 6
Q8: Do you like the new version of the website? (Comments from those who answered Yes) [Free Text]	Page 24
Q8: Do you like the new version of the website? (Comments from those who answered No) [Free Text]	Page 33
Q9: If you could improve one thing about our website, what would it be? [Free Text]	Page 42

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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

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 it sends me on wild goose chases, sometimes I end up right back where I started. It 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

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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.

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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 DoltOnline 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!

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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	

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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

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

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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

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 or 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

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 manifested	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 is 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 proper thoughtful written response to a question or comment.

Osbalwick 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 too 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

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

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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]

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

Micklethorpe

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

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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

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 colour

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

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

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

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

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 detached 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

Whilst it may be more visually pleasing than 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/DoltOnline/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

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

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 than 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

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 DoltOnline 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 specific 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.	Osbalwick 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

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

Accessibility

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

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'

Bishophthorpe

speed

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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 registration 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

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 DoltOnline 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

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 requiring 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 structure, 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).

Osbalwick and
Derwent

Faster routes to key information without wading through 10 different pages

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

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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.

IMPROVING PUBLIC ENGAGEMENT - COMMENTS

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