




Medway Council Website Consultation Survey

1. How often do you visit the Medway Council website?			Response Percent	Response Count
Regularly (at least every week)			19.3%	62
Not very often (less than once per month)			49.5%	159
Rarely			21.8%	70
Never			9.3%	30
answered question				321
skipped question				2

2. If you have never visited the website before, please tell us why:		Response Count
		58
answered question		58
skipped question		265


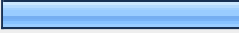





3. If you have used the website before but are not a regular visitor, what was the reason for your visit?			Response Percent	Response Count
To find information			78.9%	202
To ask for something			2.3%	6
To apply for something			5.1%	13
To make a booking			1.2%	3
To make a payment			6.6%	17
To report something			0.8%	2
None of the above. Please tell us more:			5.1%	13
answered question				256
skipped question				67

4. If you are a regular visitor to the website, what is the reason for your visit?			Response Percent	Response Count
To find information			72.5%	116
To ask for something			1.9%	3
To apply for something			4.4%	7
To make a booking			1.9%	3
To make a payment			3.8%	6
To report something			3.1%	5
None of the above. Please tell us more:			12.5%	20
			answered question	160
			skipped question	163


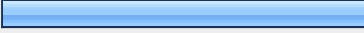



5. Was your visit successful - did you achieve what you wanted to?			Response Percent	Response Count
Yes			86.7%	261
No			5.3%	16
If not, tell us more:			8.0%	24
			answered question	301
			skipped question	22

6. If you come to the website for information, what sort of information do you tend to look for? (tick all that apply)

		Response Percent	Response Count
Adult social care	<input type="checkbox"/>	6.2%	19
Childcare/early years	<input type="checkbox"/>	12.3%	38
Children's social care	<input type="checkbox"/>	3.9%	12
Contact details	<input type="checkbox"/>	39.9%	123
Council meeting minutes, agendas or councillor details	<input type="checkbox"/>	7.5%	23
Council news and press releases	<input type="checkbox"/>	14.3%	44
Education or schools	<input type="checkbox"/>	19.5%	60
Housing	<input type="checkbox"/>	16.6%	51
Jobs at the council	<input type="checkbox"/>	28.9%	89
How to find or visit local facilities (e.g. libraries, school, parks etc.)	<input type="checkbox"/>	31.8%	98
Online services (e.g. payments, bookings etc.)	<input type="checkbox"/>	18.2%	56
Planning	<input type="checkbox"/>	11.4%	35
Refuse or recycling	<input type="checkbox"/>	39.3%	121
Regeneration	<input type="checkbox"/>	4.9%	15
Roads, highways or footpaths	<input type="checkbox"/>	18.8%	58
Tourism, leisure or local events	<input type="checkbox"/>	27.3%	84
Nothing in particular; I like to browse.	<input type="checkbox"/>	5.8%	18
Other (please state):	<input type="checkbox"/>	8.4%	26
answered question			308
skipped question			15

7. Overall, how would you rate the information on the website?		
	Response Percent	Response Count
Excellent 	8.1%	25
Very good 	38.4%	119
Good 	30.6%	95
Fair 	14.2%	44
Poor 	2.3%	7
Very poor 	1.9%	6
Don't know 	4.5%	14
Tell us more:		57
	answered question	310
	skipped question	13








8. How could we improve the information and the way it is displayed?	
	Response Count
	130
	answered question
	130
	skipped question
	193

9. How easy is it for you to find what you are looking for on the website?		
	Response Percent	Response Count
Very easy 	19.0%	59
Easy 	59.0%	183
Difficult 	13.9%	43
Very difficult 	2.6%	8
Don't know 	5.5%	17
	Tell us more:	58
	answered question	310
	skipped question	13

10. How could we improve the structure (where information or services are located)?	
	Response Count
	107
	answered question 107
	skipped question 216

11. How could we improve the design of the website (the way the website looks)?	
	Response Count
	115
	answered question 115
	skipped question 208

12. If you were unable to find what you were looking for on the website, which of the following would you use instead? (tick all that apply)

	Response Percent	Response Count
Telephone 	64.5%	185
Email 	42.2%	121
Letter 	5.2%	15
Text message 	2.1%	6
Face to face 	13.9%	40
None of these 	8.0%	23
Don't know 	5.9%	17
answered question		287
skipped question		36

13. If you could choose only three areas of the website for improvement, what would they be and why?

	Response Count
	114
answered question	114
skipped question	209

14. Are you interested in applying to be part of the user testing groups throughout the project? If so, please enter your email address below.

	Response Count
	121
answered question	121
skipped question	202

15. Which of the following applies to you? (tick all that apply)











		Response Percent	Response Count
I live in Medway		85.3%	256
I work in Medway		28.0%	84
I work for Medway Council		3.7%	11
I am planning to visit		3.7%	11
I am planning to move to the area		1.0%	3
I am a local councillor		0.0%	0
I am looking for information for myself		29.3%	88
I am looking for information for my work		6.3%	19
I am looking for information on behalf of someone else		6.7%	20
I live in council-owned accommodation		1.7%	5
answered question			300
skipped question			23

16. How old are you?		
	Response Percent	Response Count
Under 16	0.3%	1
16-24	7.9%	24
25-34	22.0%	67
35-44	21.4%	65
45-54	26.3%	80
55-59	8.9%	27
60-64	6.6%	20
65+	6.6%	20
answered question		304
skipped question		19

17. Are you male or female?		
	Response Percent	Response Count
Male	41.9%	127
Female	58.1%	176
answered question		303
skipped question		20

18. What is your post code?		Response Count
		289
answered question		289
skipped question		34

19. How would you describe your ethnic origin?

	Response Percent	Response Count
White – British 	90.1%	273
White – Irish 	0.3%	1
Any other white background 	2.6%	8
Mixed – white and black Caribbean 	0.7%	2
Mixed – white and black African	0.0%	0
Mixed – white and Asian 	0.7%	2
Any other mixed background 	0.3%	1
Asian or Asian British – Indian 	1.3%	4
Asian or Asian British – Pakistani	0.0%	0
Asian or Asian British – Bangladeshi	0.0%	0
Any other Asian background	0.0%	0
Black or black British – Caribbean 	0.3%	1
Black or black British – African 	0.3%	1
Any other black background	0.0%	0
Chinese	0.0%	0
Any other ethnic background 	3.3%	10
answered question		303
skipped question		20

20. Please tell us which language you speak (your first language).

	Response Count
	284
answered question	284
skipped question	39

21. If your first language is not English, please tell us whether you would need to use interpreting or translation services for yourself or for someone you know. (tick all that apply)

		Response Percent	Response Count
Would use this service for myself		70.0%	7
Would use this service for a family member		20.0%	2
Would use this service for someone else		30.0%	3
	Please tell us more:		6
answered question			10
skipped question			313

22. Do you have any long-term illness, health problem or disability that limits your daily activities?

		Response Percent	Response Count
Yes		18.1%	54
No		81.9%	245
answered question			299
skipped question			24

23. If so, which of the following apply to you? (tick all that apply) I have:

		Response Percent	Response Count
A visual impairment		4.8%	5
Mobility difficulties		27.6%	29
Cognitive or learning difficulties		1.9%	2
A hearing impairment		2.9%	3
None of the above		58.1%	61
Prefer not to say		9.5%	10
answered question			105
skipped question			218

24. Please share any other comments you would like to make.

	Response Count
	31
<i>answered question</i>	31
<i>skipped question</i>	292