

Comments only - no wire frame tests		Action as a result of feedback
22/04/2010	Flytipping needs to be much more prominent on the site - it's the biggest issue they deal with and it's currently buried under environment. Under 'report something' needs to have more exposure, also under 'popular searches' tags. Feedback needs to be under top tabs - they get no public thanks for the stuff they do.	Report flytipping will be a prominent link under 'report it'. Feedback will be on every page and in nav. Link to rubbish collection / bin collection will be accessible from home page
22/04/2010	Likes the new layout. Wants bins to be on home page	
21/04/2010	Happy with initial wireframe and layout. Issues - concerned with text size, contrast of pink 'I am a' against blue, wants us to check with Bobby re accessibility, wants to be involved in accessibility focus groups when website is on testing server, advised me to speak to Bernadette Keogh re visual impairment testing. Generally very happy w/ the way we've gone about consultation and all of the research and analysis that has gone into it - told me to keep in touch	Text size has been increased. Colours have been swapped around. Accessibility checks are a priority for phase 3.
21/04/2010	Has completed wire frames online - could find everything quickly as easily	n/a
21/04/2010	In agreement with Ian - and particularly likes image of Will Young - thinks we should be telling more people about the good things we do	Strong, clear images will be used to showcase Medway and what we do for Medway
21/04/2010	As per Ian's comments - make sure we consult w/ RNIB	Will do
19/04/2010	Didn't complete wire frames (one member already had online) - general feedback was that the navigation looked a lot more intuitive, the designs were more	n/a
15/04/2010	Is very keen to have a prominent section on walks and walking clubs (wasn't aware of the existence of MGA). Recommended the green flag website as something we should emulate - v user friendly, mapping, contact details, rate this walk etc. Needs section for good feedback - tell us if we're doing a good job rather than just tell us if you want to complain. Thinks there should be a link to 'parks' rather than green spaces - who knows what green spaces means? thinks the language should be simpler across whole site. More sense of community needed on website - links from actual physical location of parks to the community groups who maintain these parks.	We'll use the mapping software to make it easy for users to visualise and plan their walks. Research shows that not that many visitors come to the site looking for walks, as there are good external websites which map these (i.e. green flag) - so why duplicate? All walks, green spaces and walking groups are currently listed on the MGA site too - users will be signposted to there. I am a...young person will resolve this issue as well as e.g Find my nearest youth centre. Youth service doesn't feature on the LGNL top level and we are sticking to this structure so that the navigation doesn't become too long and text heavy
06/04/2010	Be grateful if you could consider Youth Service as an additional item for What we Do section. Few public place us in Education and Learning and a distinctive direct research button would help link to the Mixitonline Youth Directory. Kind regards Geoff	
07/04/2010	Hi Simon, Just a bit of info for the new website. I had terrible trouble finding the rubbish collection over the Easter period on our website, and I can't see anything on the new website layout that would indicate bank holiday rubbish collections, tip opening times etc etc. Will this be shown on the home page somewhere, or will there at least be a home page link to this sort of info please? Just wanted to make sure little but important things like this hadn't been missed. Thanks Moira	A link to rubbish collection times will be featured on the home page and referred to in the image/body content at especially pertinent times of yr (Christmas for example)
07/04/2010	Hi So here it is, too much scrolling up and down and it is too wide to fit on the screen so you have to scroll left and right as well! Also, if you just want to look at the site it is not user friendly you have to know exactly what you want to do and most of the time the customers won't know if they want to apply or just get information.	Our research shows that most people know exactly what they want to do on visiting the site and want to fulfil their task and get off the site as quickly as possible. Re. screen size, nobody else has commented on this. Scrolling down the site is standard but all of the main nav items and links are above the fold. Maybe she was looking at the pdf link? We'll be able to respond more fully after user testing of the full site
06/04/2010	hi a lot of it i cant read as not english under will young and what is on? Lesly	It's lorem ipsum placeholder text - the final site will be in English
06/04/2010	I had a good pla on the wensite and found everthing I looked for - first time ever. It's much more user friendly - as an employee, an residnet, I say WELL DONE.	n/a
27/04/2010	Rob, Feedback on "Wire frame" of new Medway Council website. Generally I feel the "wire frame" has the potential to be much more user friendly than the current website and is welcomed. There is currently a direct link to "bus timetables" on Medway Council's home page. There is no proposed link to "buses" or "cycling" on the Wire frame home page. I suggest that you could replace two of the "roadworks/traffic/potholes" on the popular pages section with "buses" and "cycling" to give a more balanced	Will refer to buses on home page as it concurs with the analytics done on the most visited pages. Cycling pages are currently not top priority for visitors but a link to these will be featured on some of the 'I am a...' pages. There will be an 'I am a visitor to Medway' option on the nav.