

Feedback on design - Service Managers' Meeting 14 May 2010

Natural/ signposting tabs	Colour/images/ graphic design	Page elements/features	Do you like? If so, why? If not, why not?	General comments/ feedback	Service area	Action as a result of feedback
Would like to actually use it before I comment	Looks good and clear	Looks ok from the slide	Much better than current site		ICT	Will ask to participate in user-testing
Seems easier to use than previous pages - more intuitive	ok, the yellow colour on the drop down seemed very bright	Home page related to seasonal issues/activities - link functions together in one place!	yes, easier to read, more pictures, not as cluttered		Housing services	We've used bright colours to make a statement - most people like the use of strong, bold colour scheme
Prefer them to be left of screen	Good	would be helpful if there is a display of where you are on the website at any point in time	like the overall design, more straightforward than the current site	a tracking system for feedback/complaints would be useful	Asset and Property Management	Breadcrumb trail will display where you are as well as constant link back to home. Tracking system for complaints will go to customer services and web manager mailbox.
need to reflect changing 'what we do' top list to reflect key services accessed during different times of year	Good - clear	Good	yes - simplicity for customers, quicker access to information, linked up 'information'	more user-friendly, text too small, keep facts simple, consideration for alternative languages, search engine improved, have complaints and complements, have a link for partners/stakeholders	Business support/housing	What we do is meant to represent traditional navigation - seasonal issues will be addressed through top 'popular pages' list and tag cloud and main content area. Text size has been increased. Welcome button added for different languages (taking them through to translation service info. Added feedback to every page and a nav link to get in touch and to 'tell you something'
Clear and well-ordered, looks easy to navigate	like colours and design - but have colours been tested for partially sighted?	Text a bit small, like maps on 'find my nearest'	Like the site - clean and fresh. Like links to twitter etc		Organisational Services	Colours have been amended already following consultation w/ DWF - will be further changed if necessary following user-testing w/ visually impaired users
Good	Good - not sure about pink	Good	Yes - new, looks lively and interesting		HR Services	Will revisit pink text - maybe change it to plain black with pink links
Need time to look at this and compare with other local authority sites	Don't put blue/red or green/red together - some peoples' eyes can't cope with this	Don't overload with small print - it is off-putting. Check for jargon - use plain english	Haven't looked at it enough yet	It clearly needs managing. If people know it is regularly updated they will want to return for latest news items	School Improvement Team	No other comments on difficulty of reading blue/red together (there is no red on the site) - will check with visually-impaired user testing period. Home page content will be kept to a minimum
Easy to navigate, more than one option to search so more likely to find what I want	Too many colours, keep it simple		I think the front page is too busy. Most people testing focussed on top right of screen so reduce the number of elements showing in bottom left of screen		Communications, P & P	Colours were designed to be inviting, striking - most people are of the opinion that it brings the site to life. Home page content will be kept to a minimum
			Like I am, I want to but must limit subsequent options or will compromise benefits		n/a	Have limited to 10 options - if too much, will refine
Looks so much better	Great	Good	I like it	Could we talk about new interactive petition facility required and where petition scheme will go on 18 June	Democratic Services	Set up meeting for 2 June to discuss petitioning

Good	Good	Please make sure 'building control' does not come under housing. Nobody finds it there.	I think it is good but came along too late for us as we had already contracted with a private company to provide our website. Please make sure our signposting is correct. Our main problem with the existing site is trying to keep our page fresh - which took an age and then was edited so that in some cases the message was changed so as to give the wrong information. I'm sure the new website will be a huge advance which we may be able to take advantage of sometime in the future.	Tony van Veghel		Signposting to building control will be clear. It's not one of the top links so will not form part of main nav but the improved search engine will make it quick and easy to find the page and external link
Ok	Too early to tell		If the search engine works	Worth thinking about sponsored links	Learning & Achievement	Heavy investment in search engine means it will work! Sponsored links - one to think about in the future - not in scope of this project
	Please consider needs of visually impaired residents. KAB could advise			Consider size of fonts. Looks better - cleaner pages	Adult Social Care	Visually impaired residents will be consulted in user-testing.
Text on top tabs (home, pay apply etc) may need to be bigger if they are well used					n/a	Text size has been increased.
Very clear	Like it - but not quite sure about the pink	Drawn to the right hand side, not so much to the middle - does that matter?	Clear, white space, clean, user-led, like it	A real step change. Need to get the content and its quality to match	CPP	It's good to be drawn to right hand side - all signposting is here - middle content will be, to some extent, filler material. Pink text will be looked at - in terms of user friendliness and accessibility - it may be that links are pink but text is black.
Looks good but check text is a legible font size	Good	Good	Need to ensure we use phrases people understand. Not 'highways reporting defects' but 'Reporting a problem in my street'	Must avoid jargon. 'Democracy', 'community' - no idea what they mean. Need a plain english test. Should have web cams for traffic and links to highways agency and KCC for main roads around Medway	RCC	Text size has been increased. Plain english is a priority for the site. Democracy and Community are hard ones - we need one word to explain the services that fall beneath these areas. Will post a link on the blog to ask people. No budget unfortunately to put up extra web cams - we can only link up to existing services from the new platform - will investigate to see if public use of traffic webcams already in place is possible - if not will link out to external provider sites.
	Home page too loud			Please make sure I am includes Council Tenant	Housing services	We'll include 'council tenant' in I am... Home page seems loud because of image (pantomime) - will be toned down with final choice of images which apply to all

Simple - looks easy to use	Like it - modern & fresh	More open	Looks good - like it, love it	Good job - will be important to make sure there are relevant links to other local organisations e.g. GPs, hospitals	Business support	In talks with NHS Choices to provide feeds to link up with 'Find my nearest' - GPs, dentists, hospitals etc
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