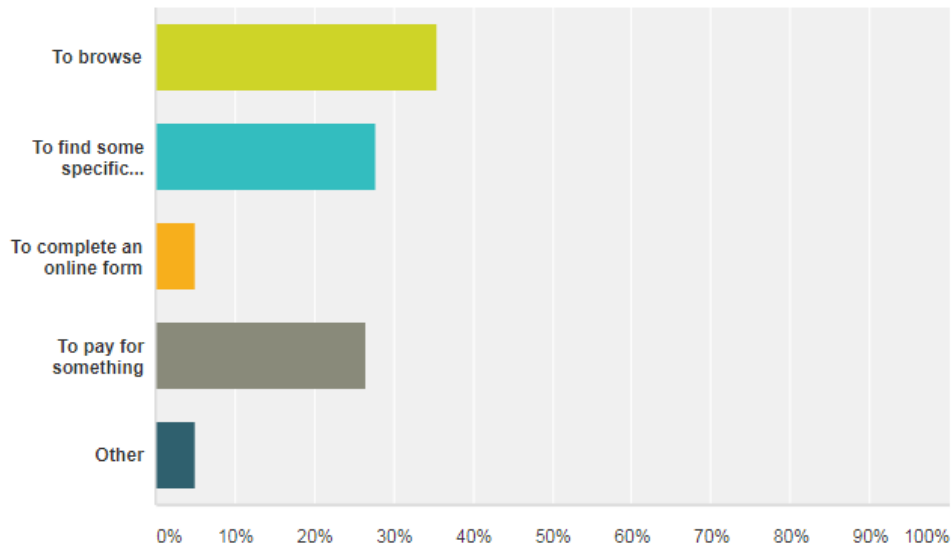


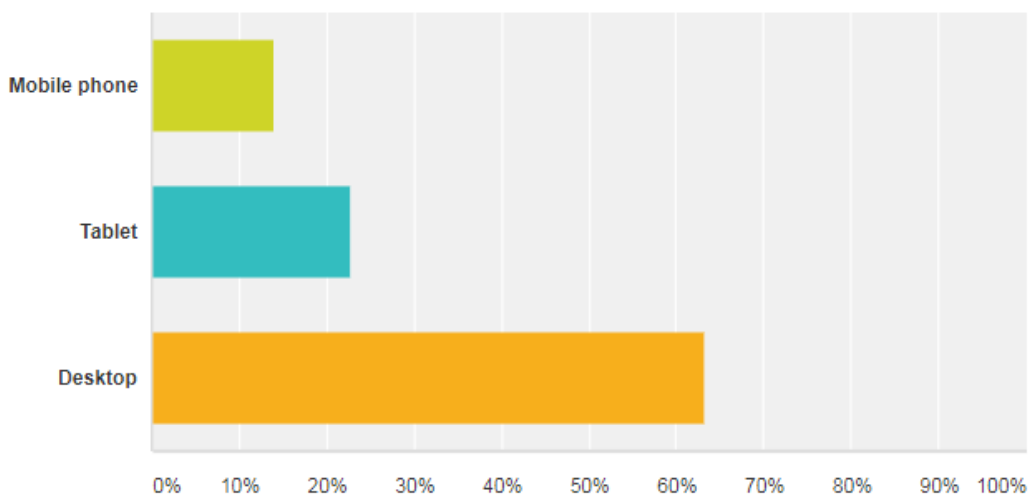
## Tell us what you think of our new website

### 1. Why did you visit our website?

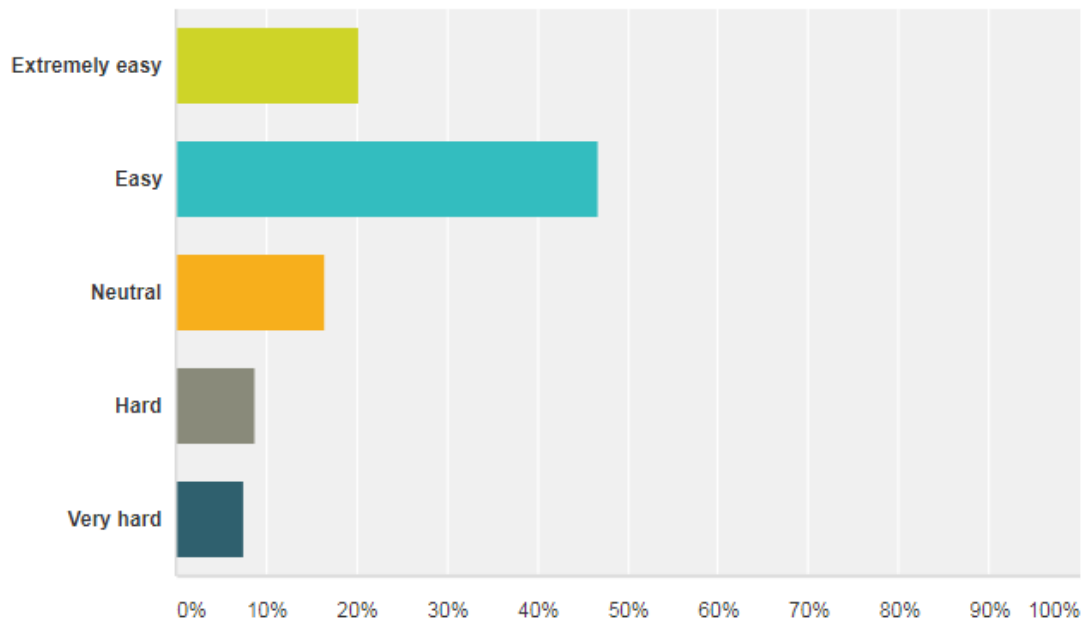


Answer Choices	Responses
▼ To browse	35.44% 28
▼ To find some specific information	27.85% 22
▼ To complete an online form	5.06% 4
▼ To pay for something	26.58% 21
▼ Other	5.06% 4
Total	79

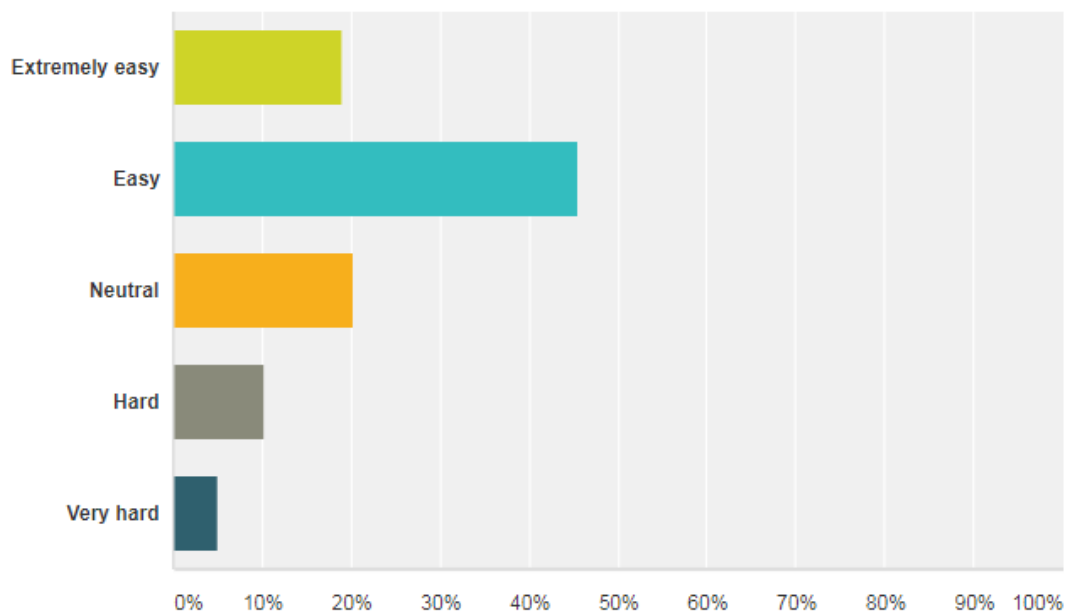
### 2. What device were you accessing the website on?



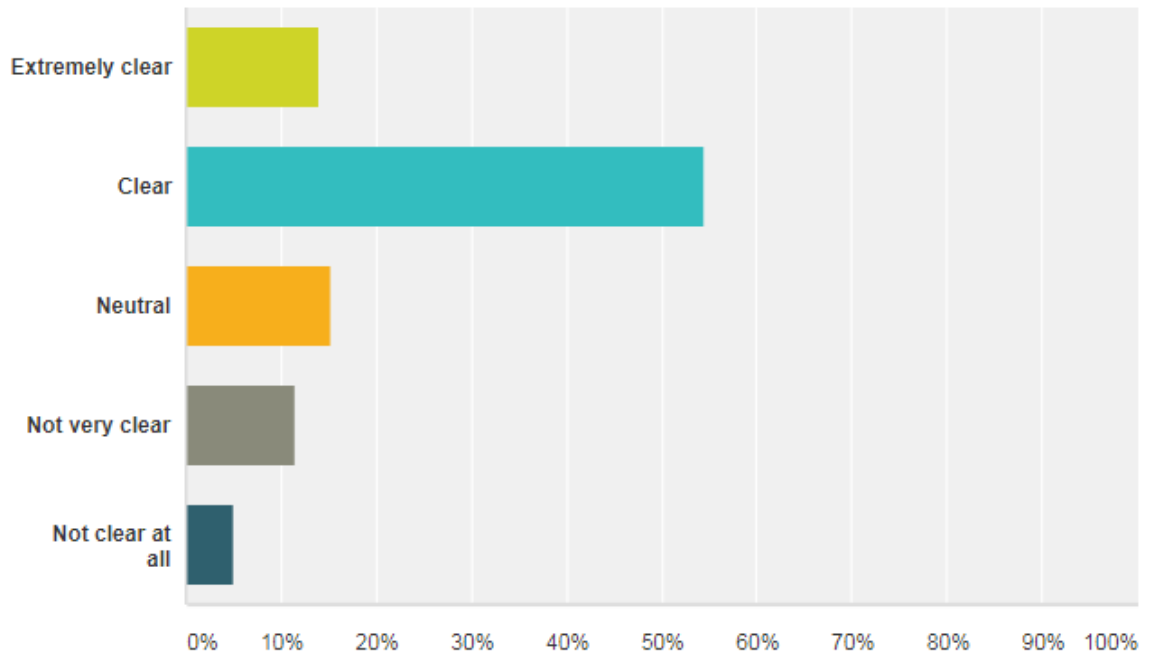
### 3. How easy is it to navigate our new website?



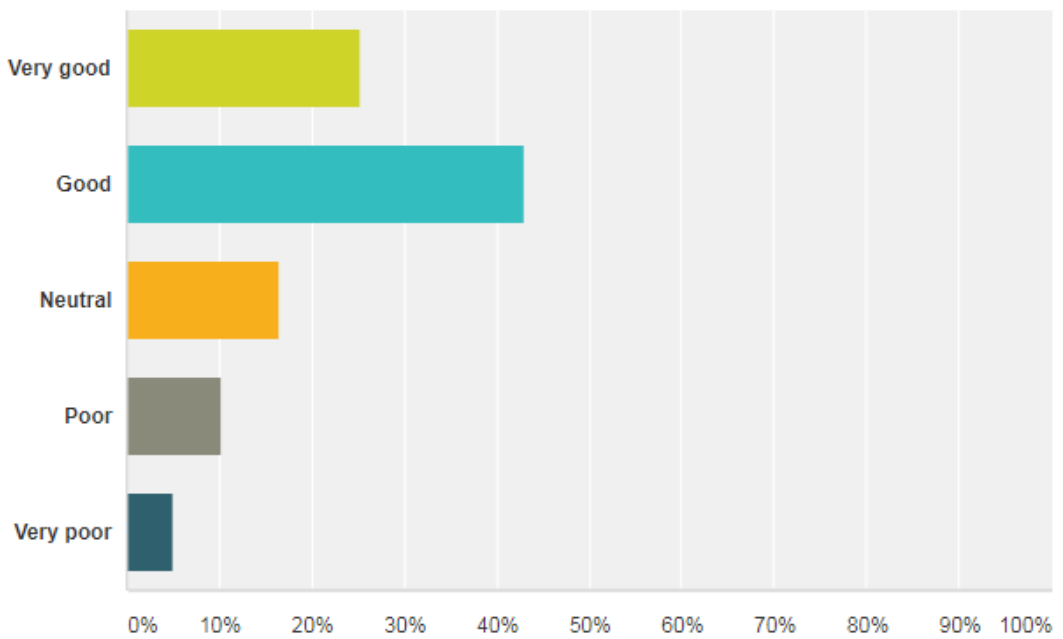
### 4. How easy is it to find information you are looking for on the new site?



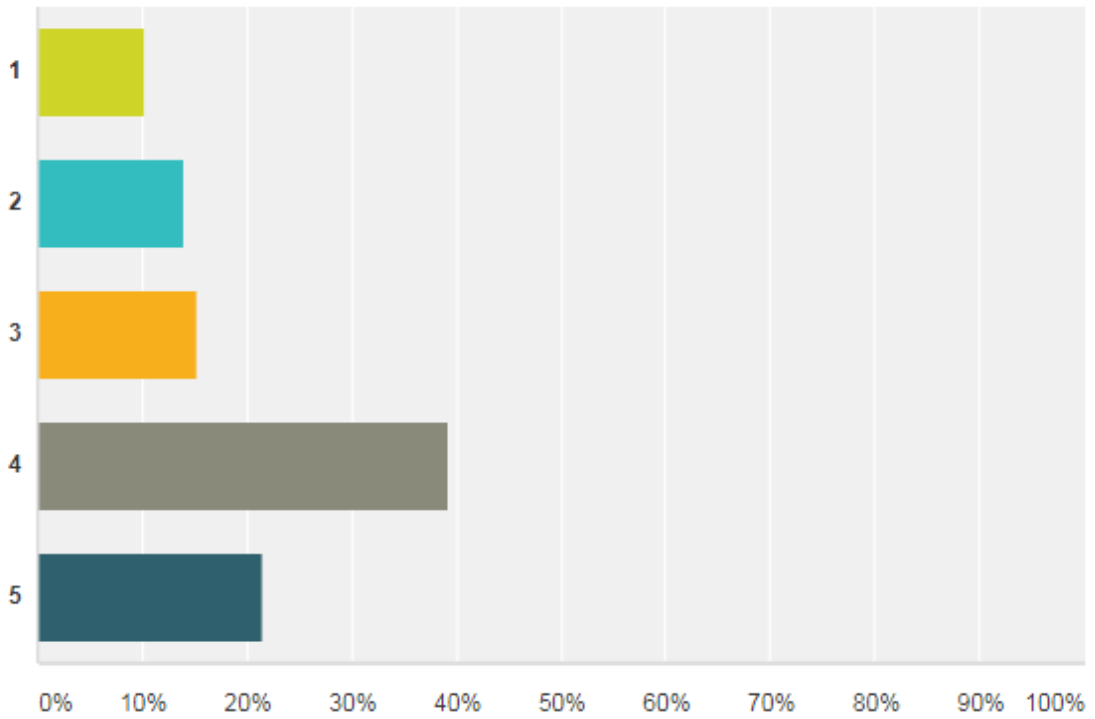
**5. How clear is the information on our webpages?**



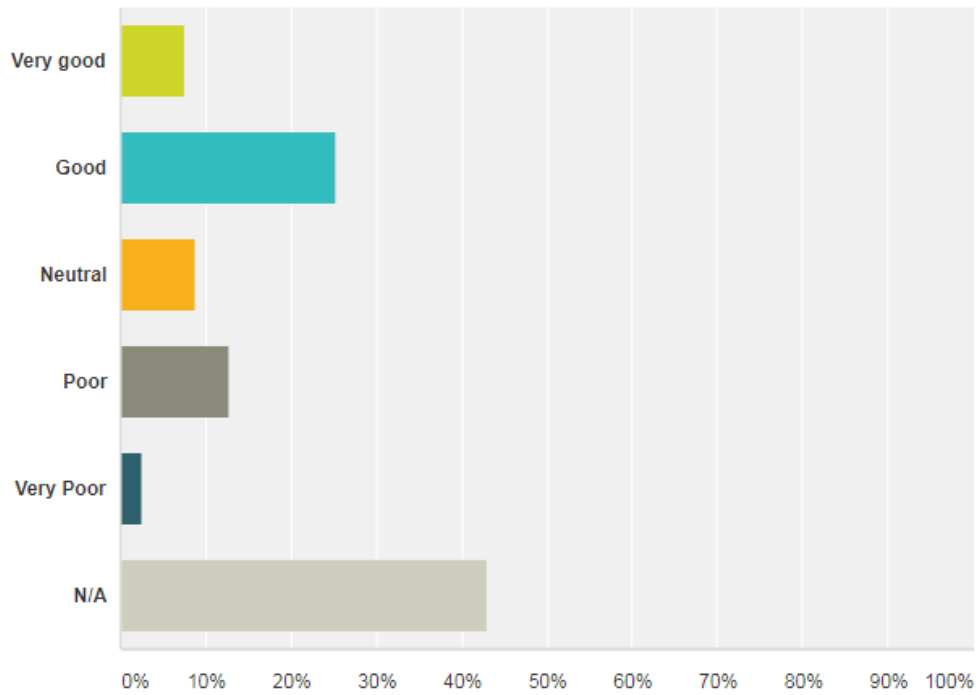
**6. How would you rate the look and design of the new site?**



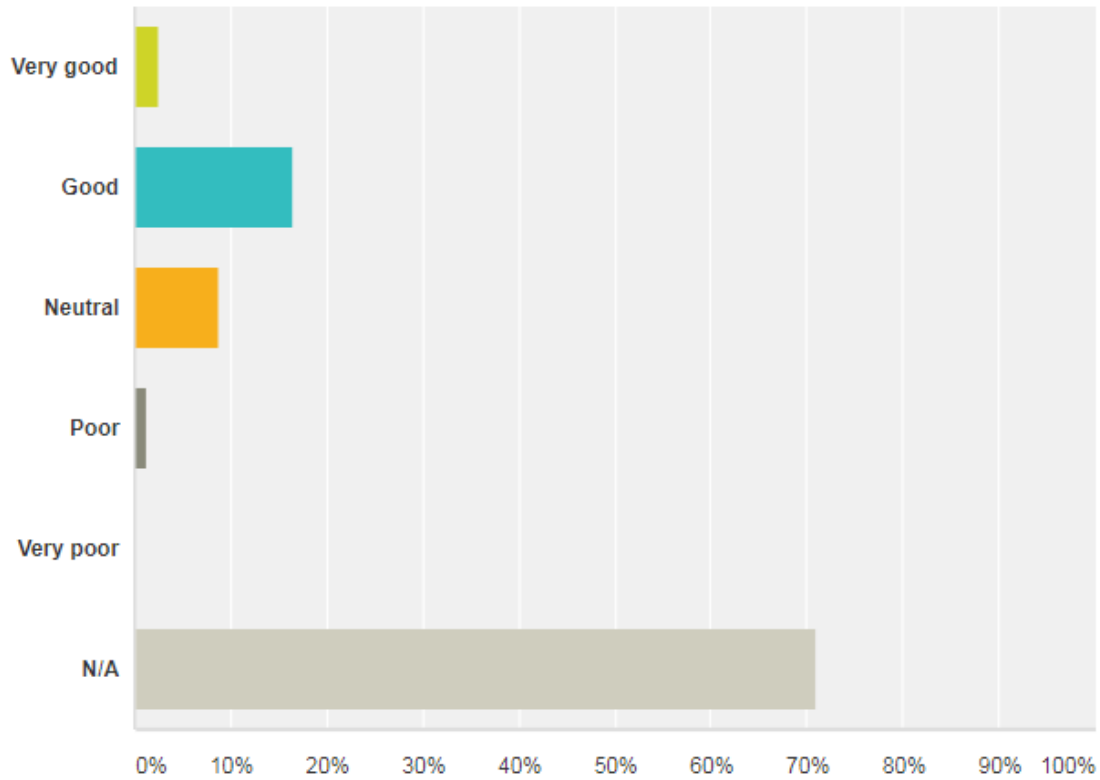
7. Overall, how would you rate the new site on a scale of 1 to 5, with 1 being poor and 5 being great?



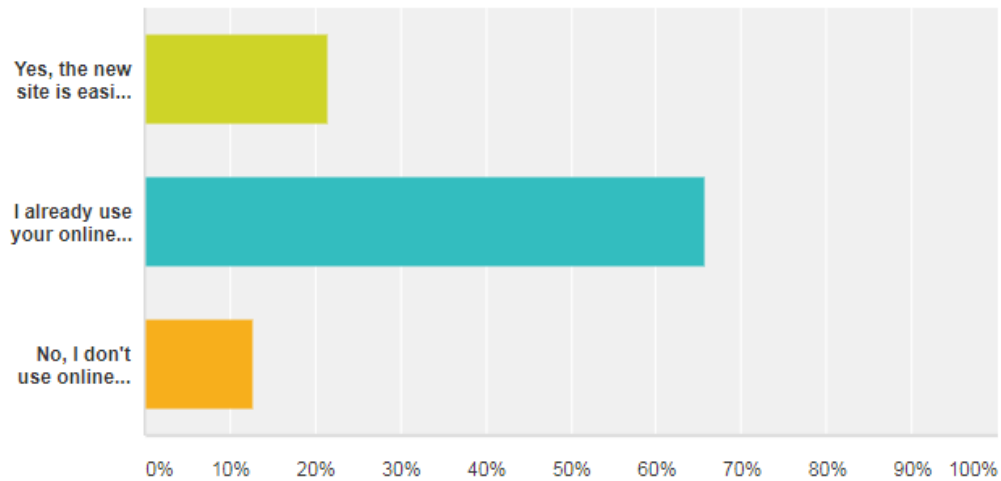
8. If you have used any of our online forms, how would you rate them?



**9. Did you use any of the accessibility settings when accessing the website? If so, how would you rate them?**



**10. Are you more likely to use our online services thanks to the new website? Please select the response that best fits you.**



Answer Choices	Responses
Yes, the new site is easier to use so I am more likely to try using online services	21.52% 17
I already use your online services so wouldn't be more or less likely	65.82% 52
No, I don't use online services	12.66% 10
Total	79

**11. Our goal is to have the best website. Please let us know what we have done well or what we can do better.**

- not much content
- the form for garden bin collection is too complicated and has too many detailed requests. You don't for instance need to ask for the address as you have already listed it. you do not need to ask for the name on the card all you need is the number, expiry date and security no. Regards, H.C.
- This site is not as exciting as others are. Boring, with a lack of colour to stimulate interest. Previous site was easier to navigate.
- Unsure
- no comment
- Happy to use.
- Your love broxtowe app still starts at Beeston not very good for us up north. This has been reported numerous times
- Nothing as yet - its much better than the old one
- 504 Gateway error
- Would much prefer the homepage banner to be a photo montage rather than a drawing. I feel it would add life and impact to the site.
- I think the site is good
- The information architecture is not clear at all. The For You section has too many options in no clear order, and the mega menu does not stay open, so poor accessibility. Your search would be far better if assisted by some typeahead options and 'best bets' for example a search for 'swimming timetable' just returns a lot of internal pdfs rather than the relevant page. I do this for a living - I'd be happy to help you improve your search and taxonomy, just ask me!
- It's about right.
- I found it difficult to pay for my garden waste bins, each page took ages to load so it was not clear as to whether I had actually pressed continue buttons, this kept resulting in a fault and I had to keep returning.
- It is a vast improvement on your previous one. Everything looks clearer and modern
- all is OK
- I had to use a desktop PC in the end impossible to load pages using an Android tablet
- Having accessed the garden waste site once, I couldn't get to it again to check information. Also, I accessed the extra bottle bag online form a week ago, and the bags still haven't arrived. Also, presentation needs improvement- pages are a bit cluttered.
- Site unresponsive or very slow. Forms badly thought out and confusing.
- I think the new website is easy to use and find all the information I am searching for,
- Everything is fine.
- It's an absolute waste of RatePayers cash. Stop wasting money and REDUCE Rates.
- Improved service is excellent. ? Improvements....not related to the website, but please do your best to improve council tax costs for non benefit receiving widowed pensioners....life is a struggle, and I dread care costs. Worked all my life, as did my late husband. Paid so much into to the system...sadly my

husband died before he reached state pension age...worked all his life and paid into the system. So cruel, when you have been ambitious, self motivated, a tax payer and proud of being a resident of Beeston ( he wouldn't recognise it now..let down by planners who don't live in Beeston). I know there are people out there who shamelessly work the system, paid for by hardworking taxpayers. Our children struggle but they are hardworking and pay their taxes. Focus your attention on those that work the system....put a stop to the scroungers who are content to live their life's without working and paying their dues.

- Cant say really . It is ok.
- Can't think of anything
- Its better to find my way about
- Much improved
- Very good site
- clear and precise
- Looks and feels good
- As changes are proposed in our area (re MOD Closure) it would be useful to have up to date info (maps with proposed changes etc)
- I essentially looked at CAT meeting info and would comment: 1. Please amend Stapleford - the \* are confusing. Only \*\*\* matches with a date so I am confused as to location for these. 2. I have not been able to trace the minutes. Please see a new community policing website (not for the general public) set up for South Broxtowe sbscf.wordpress.com and "local group minutes". I wish to add a link to Broxtowe CAT minutes. Please could you contact me re this at russleyvalmontrufford@hotmail.co.uk - Sue Sambells
- It's good. Can't think of any obvious improvements.
- This week I used the website to pay for my garden waste disposal. It proved a VERY SLOW and TEDIOUS process. I could not access the website survey to comment on this. I was so frustrated I 'phoned BBC and spoke to someone in the relevant department. He had had many people resort to telephone payment. It was easy to pay online last year!
- The layout and ease of access is excellent
- Fairly clear site and easy to navigate
- No ticks as it would be unfair to judge because I had numerous attempts over several days at the end of Feb. 2017 to complete online payment for Garden Waste Collection, gave up and used phone instead. Problem with your server? Exasperating as I have not had such problems with other websites: I do all my business online and have done for many years..
- recycling lists doors but when you try to input it says item not recognised . had to phone to get collected
- The new website is really easy to use and is a definite improvement on the last website. I like to keep in touch of local events in the borough, so Im finding it great to use.
- I found it very difficult, when I entered an error it said 'error' didn't say what I needed to check! it was long winded, I didn't find it very user friendly at all, the old one wasn't great but was loads better than this!
- Keep it clear and simple. Don't let it get complicated by clicking link after link to get somewhere Really like the new site
- better

- Website is fine, but maybe provided content could be better, easier to find and use.
- Made so clear even someone like me can use it
- I don't know
- It would have been helpful to have a link to your website on the email asking us to complete this survey.
- better than the last one
- Links don't always work, I can't name one specifically, but tried one last week and it didn't work. Otherwise sites O/K, I've seen worse.
- Change it back
- Your doing o k
- We recently used the on line form to pay for our annual garden waste collection service. Not sure if this was on the old or new system, but once we had paid for the item, the service/page had timed out and we where not sure the payment had gone through. Its only when we received the automated email we knew it had gone through. We remember this happened last year too, so we're asuming everyone has this problem online?
- There are some important legacy pages (eg find a planning application) that have links tyhat create 404 errors. The new site has a good front page making it very easy to go straight to the content that I am interested in,
- Clarity and the blocks for each topic are very good.
- It works really well
- It would be nice to have a phone number where you could actually speak to an actual human when all else fails
- Clear presentation on all aspects of Broxtowe information. Very easy to find what is required.
- Making a brown bin collection payment was painfully long and seems to repeat some information requests. I only ended up using this because the telephone payment system kept telling me that my direct debit card was not valid though it worked for the on line application and works everywhere else in the world !
- Definite improvement on the last site everything I want easy to find
- Done well.
- I like the graphics on the home page but some of the subsequent pages are too bland so if irrational is not obvious. Also you have to scroll down to far which means you could miss information
- You have it right, "if it aint broke don't try and fix it"!
- DO IT ONLINE: is good UPCOMING EVENTS --> What's on Where: on PC at first it only showed 2 current; virtual run and football ! but after jumping about it now shows other events ! bug ? Within this survey there is no option to add screenshot/file for feedback ! Web site is nice and well laid out though :-)
- You did pretty well on the stucture of the web site.
- Need to re phrase your questions very misleading. Thought I had paid for my bin only to have phone call to say i had not. Poor
- Clear and easy to follow
- Still need more prompts to find correct area within site.
- Nothing
- Looks very clear and I like the use of graphics on the buttons.



- Make it easier to go straight to the thing you want to look at
- Bring back the ability to locate services and items via the napping interface
- No comment
- it works fine
- Good as it is.
- Your online payment system is one of the worst I have encountered in many years of internet use.