

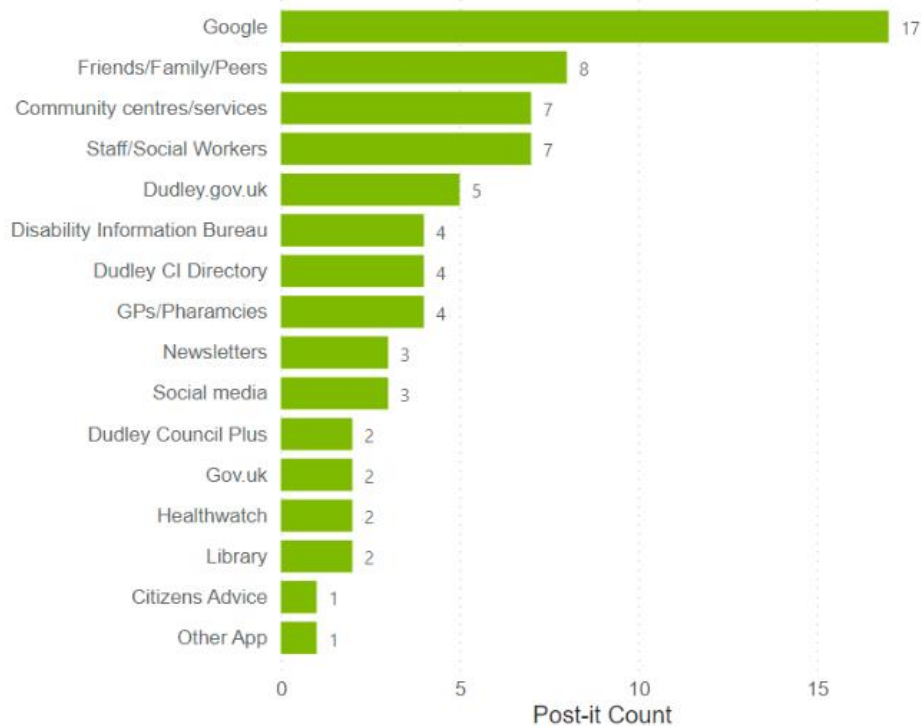
Feedback from the Community Engagement Sessions



Q1. How would you normally look for information, advice and assistance?

- a. Where do you normally search/go? 72 Post-it responses
- b. About what topics? 7 Post-it responses
- c. Would this be for Council services? 0 Post-it responses

a. Where do you normally search/go?



b. About what topics?

Post-it

- flytipping/litter-sometimesweb, others in person
- health, education, news feeds, employment
- Housing options
- housing, council tax, education, registrar services (need interpreter)
- Repairs
- rubbish- extra bins, tip
- services

Other comments (12 Post-its)

Post-it

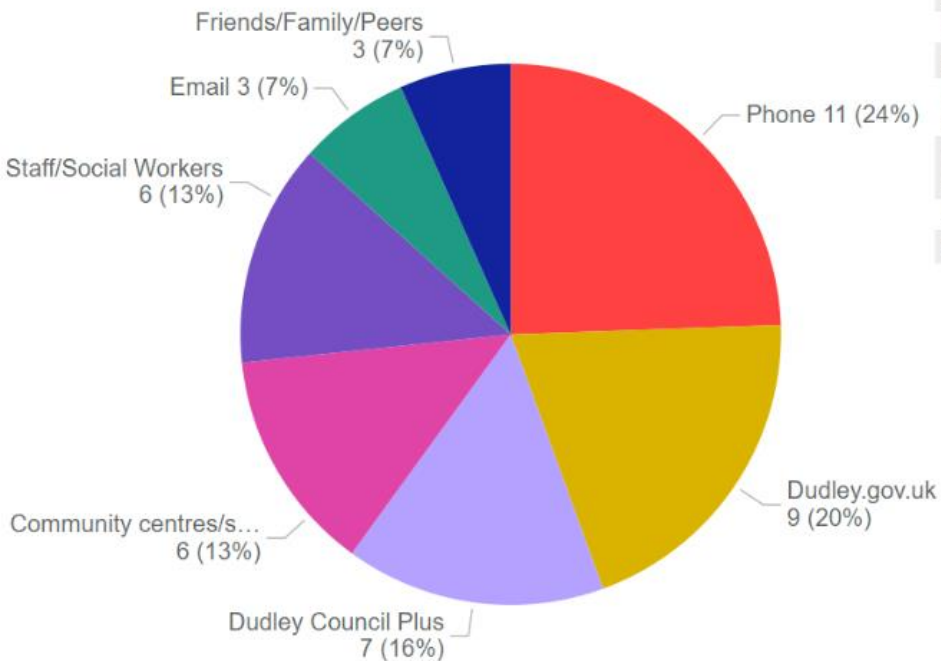
- 404 not found common on Dudley website
- don't want an app- want it on website
- Everything/most is out of date on websites re disabilities
- if know about computers, need something easy to log in to
- Key words required in searches
- love tech
- need interpreters to be linked to any changes from the start
- planning very hard to use
- respond service
- struggling to progress after newsletter
- work for people plus- disappointed others don't know who we are
- wouldn't google for health advice



Q2. How do you currently access Council services? 45 Post-it responses

a. And how has your experience been with [insert example]? Then, move through different examples from the group to capture different experiences. 28 Post-it responses

How do you currently access Council services?



a. Good Experiences

Post-it

booking a tip slot-much better book a slot
 email services would be useful
 likes ref numbers to follow up
 payment via direct debit for ctax
 planning good ex see plans, turn around time
 reported hedges-oldswinford all done online
 tip appointment-normally online good
 tip used to be clunky now great

a. Bad Experiences

Post-it

1 repair at a time, used twice
 adult education difficult to access due to no interpreters/funding
 couldn't scan and upload photos
 extra green bins-online fiddly. Paid twice by mistake
 if there is a problem with blue badge you need an email
 length of waiting times stops communication
 login a fiddle but motivated to do it for refund
 long queues to dc+
 no direct contacts please help
 no emails or contacts published on the website, people want a list of contacts
 no notice of timings
 no one could answer my enquiry
 No public directory
 not enough content
 not sure who to contact re social care
 planninginfo not clear on web- wanted a conversation
 problems on website
 social care-struggle to find on website
 the website lets the residents down
 website is poor- hard for professionals to navigate
 let alone service users



Q3. If you have used the Dudley Council website in the past, can you tell us what was good and what could have been better? 28 Post-it responses

a. If you were using a new Council website, what features would you like to see from that service? 29

b. Would you have any concerns about using a new site and how could we help resolve those issues? 25

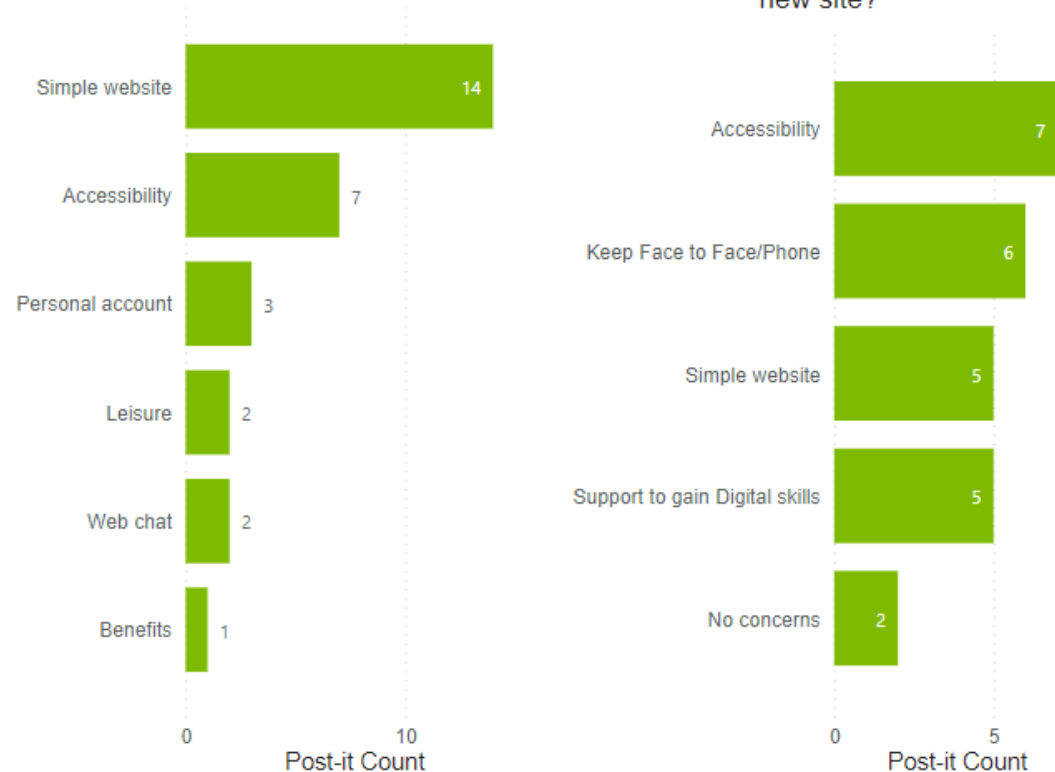
What was good about Dudley.gov.uk

What was bad about Dudley.gov.uk

Post-it	Post-it
area where can see everything about property, interesting not always relevant	ci directory a little more user friendly
as soon as I report something its done straight away	confident info there somewhere getting to it not always easy
certain thing are easy	cookies issue
clickable phone numbers	Dudley app
content is good	experienced in IT but frustrating
hamburger menu	hard to find what you want
icons	leave feedback to end
regarding pages good easy to book an appointment at tip	looped content
search instant hits	no BSL videos
since its been updated its opened up more avenues	not all obvious
	not enough good enough
	planning section hard to use
	postcode search, avoid as google is better
	sometimes encouraged to do something else while trying to do one thing
	struggle to find what im looking for
	take an advice role in dudley but don't find it easy on the website
	wont let you do anything til accept cookies, not everyone knows

a. What features would you like to see?

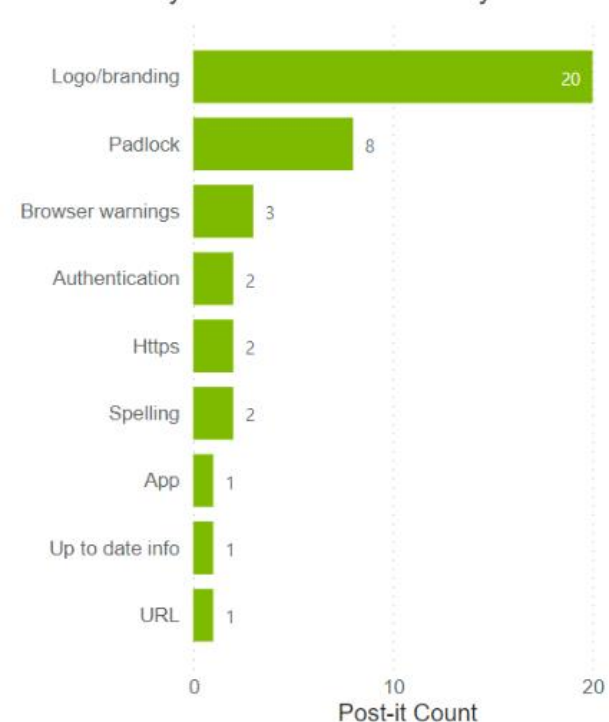
b. Would you have any concerns about a new site?



Q4. Let's think about other websites you may use, such as for online shopping or to book an appointment with your GP. What is it about those websites that assures you they are safe and trustworthy? 40 Post-it responses

a. If you have any doubts about a new website, is there anything you check before you use it? 9 Post-it responses

What is it about those websites that assures you they are safe and trustworthy?



a. If you have any doubts, is there anything you check?

- Post-it
- 2 bank accounts-set up ready to pay online
 - check with scams team
 - do homework on facebook marketing, not all is trustworthy
 - dudley council scams team involved in shaping this
 - if any doubts about a website, just wouldn't use it
 - only use credit card online
 - phone contact for assurance
 - set up account feels safe
 - use other websites to check for scams

Other comments (46 Post-its relevant shown below)

- Post-it
- app for dudley council
 - back appt online for GP
 - can be too secure because of password required
 - checking before accepting cookies
 - don't always trust brands as can be copied
 - don't keep changing it- customers there a long time don't want that
 - don't mind signing into account
 - don't trust top 5 results via google search
 - don't use phone to pay for things, I know too many people who have lost phone
 - easier if all info already uploaded to account
 - give people options-if happy online go ahead but alternatives stay
 - Internet security-before giving personal info
 - making things more obvious on website eg book appointment
 - not confident on some sites scams/hackers
 - passwords
 - staff support
 - tutorial or signed-how to use the website
 - would feel more assured if wider info was up to date
 - would like single sign in

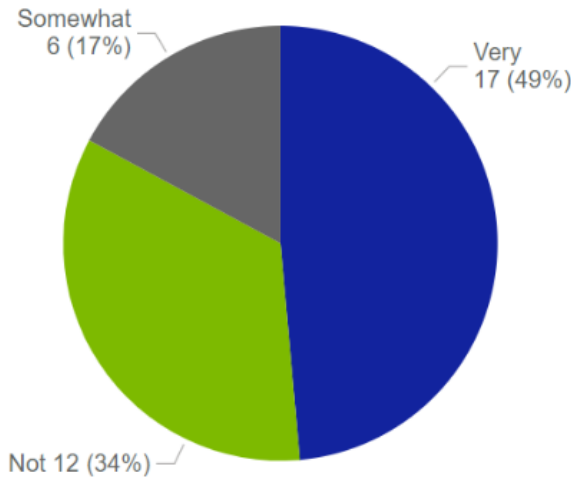


Q5. If you were logging into your personal account to access Council services, would you want the login portal to have its own name and identity?

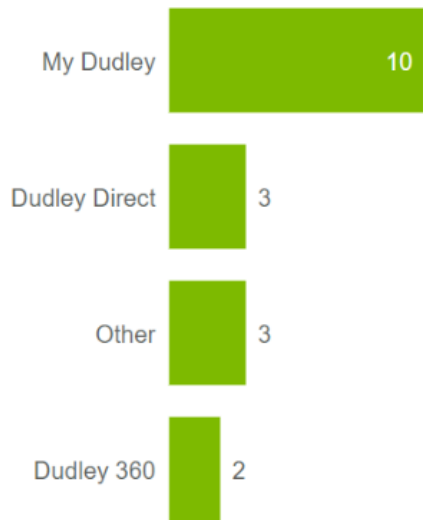
a. How important is the name of the login portal to you? Multiple choice: not important, somewhat important, very important. 35 Post-it responses

b. If yes to wanting a name/identity-share the five options: MyDudley, One Dudley, Dudley Direct, Dudley Council Plus, Dudley 360, Other? 18 Post-it responses

a. How important is the name of the login portal to you?



b. If yes which option?



Other comments (20 Post-its)

- Post-it
- ability to print end of year bill
 - carers on behalf of, need to be able to log for someone else
 - dbl website for dudley glms very easy
 - don't use online so don't know
 - dudley cases access
 - for deaf people its hard to understand so will only ask a social worker- very important there is one.
 - help with budgeting
 - how far back can you access council tax bills etc retention archive
 - if use google, if cant find what I need I will go back to google itself and try to recognise names that come up
 - multifactor authentication
 - need categories
 - no pop ups please
 - print confirmations
 - reminders on appt about bills in advance
 - seamless
 - takes time for people to be interested as obviously its new. After using may feedback
 - time scales
 - to be able to log on behalf of legitimately rather than share username and password
 - used my heart service for shopping-alright there clothing
 - whats happens to my information

Post-it Count

