




Analysis of govmetric results from December 2018 - December 2019

Web pages	No. of Page views	No of ratings	Rating (%)			Sample of free text comments left by customers
						
<p>Planning Most rated page is object, comment or view on a planning application.</p>	160585	252	19.8	7.9	72.2	<p>Was this designed by a muppet wanted to comment on line about a planning application but found no info Planning Application would not open despite trying correct address and also trying with correct planning application number. Having received a letter about a neighbour's planning application I was unable to view the copy, online, using the supplied application reference. This site useless. No help whatsoever to the uninitiated The link to object,comment or view would not open! The page does not load - waited for over 5 minutes Page won't load, seems to be down the page advises to call the duty planning officer, but no phone number is provided. Often it is not possible to access planning pages due to IT issues. Easy search tool. Only problem is the map search takes too long to load and often fails. Excellent web site, simple and quick to use</p>
<p>Council Tax Most rated pages are council tax bands/ amounts, how to pay your council tax, moving in/ out and change of circumstances</p>	105917	275	22.9	11.6	65.5	<p>Customer service staff are very rude and patronizing. Called the council to speak to council tax and got told "well we are customer services". Well yeah I get that but if I call the council and you are the first point of contact is that the kind of service you would provide to your customers? Then got given a number to call as Alexander would not even transfer me to the right place. After being asked to be connected to that department and hearing a sigh I was put through to HR!! Disappointed in the service but please at least teach your staff some telephone manners it does not cater for landlord tenant changes. Can?t see all the council tax bands, I needed to see band g I AM TRYING TO TELL YOU THAT I HAVE MOVED OUT OF EAST HERTS COUNCIL AREA AND MOVED TO UTTLESFORD DISTRICT COUNCIL AREA ON 13TH AUGUST 2019. I AM UNABLE TO TELEPHONE YOU AS IT IS ALWAYS TOO BUSY AND I CANT SEEM TO FIND ANYWHERE ON LINE IF IT HAVE MOVED OUT OF THE AREA. PLEASE HELP ME AS I HAVE ALREADY OVERPAID ONE MONTH'S CPUNCILTAX TO YOUR COUNCIL. I have moved to the district but cannot set up an account. I'm trying to do a simple change of address and the system is rubbish. inputting the solicitor info and it keeps indicating a piece of information is not there but it is all there. rubbish, ehd council, sort it out, I want a phone number! AS A LANDLORD DIFFICULT TO ENTER FORWARDING ADDRESS OF TENANT MOVING OUT There isn?t a phone number to call. I keep receiving council tax bills even though I?ve been numerous times down the council offices and told them I?m not responsible for bills and to have my name erased. Couldn't find a section on exemption following a death/empty property! We live in great Ashby in stevenage, it doesn't show this on your list I have a summons and its says on that i can pay on the website, the website doesnt have anywhere obvious to go</p>
<p>Waste Most rated pages are find your collection day, report a missed bin, bulky goods collection, order a replacement bin and report a fly</p>	90405	301	65.1	7.9	26.9	<p>We ordered bins for a new build on the 6/11/19 and received acknowledgement that we would get them by end nov. We are yet to receive any bins. Ref no: 155152 A little more information required on the collection and replacement process when bins are damaged. If you have to collect and remove a bin, do you need it to be empty? It would be preferable to identify the location on a map, e.g. google maps, as in the FixMyStreet app. It is not possible to report flytips that are in the EHDC area using FixMyStreet, but it is if they are in other district council areas. Why is this? I need a telephone number to contact, or is that too much trouble very nice and user friendly site. Very quick to respond. Very easy to fill in.</p>

tip						<p>The dustman are out in all weathers and never moan It did what I thought it would do and that was to give me the advice and information that I was looking for. Thank you. I tried to report my bin collection being missed online but when you get through to add the date it was missed the calendar appears and it won't let you select any date from it! Very expensive to have bulky items collected.</p>
<p>Elections Most rated pages are local elections, EU elections, general elections, how to vote, register to vote and election results</p>	119042	360	35.8	9.4	54.7	<p>I was looking for information about assisting at a general election polling station ,given the proposal for a December election I would imagine many people will be very busy ,I have no dependants at home and would be available ,the website explained there are no vacancies and showed the job spec so answered my question clearly, the only thing that would be helpful would be the ability to show your interest in the future should a vacancy become available. Showed when, where and who is standing. All I can ask for as election information. I shall be abroad on the Polling day and have postal voting but need to know when the papers will be sent, I leave UK on 29 November and return after 14 December I just wanted to find my electoral number....not as easy as it sounds. Where's NE Herts candidates? Rubbish - going round in circles to find out if I'm actually registered to vote!! Who are the candidates and which party? Their views and standpoints? The address on where to send an application to vote by post is not clear. It says to look at the contact us page but that doesn't tell you either. Thank you. I have been written to asking to register to vote. I am not eligible to vote and there isn't a form that allows me to put that. not clear how to respond with east herts check who is eligible to register to vote. the letter says easiest way to complete the form. It is not as no information on line. We live in a hideously criminal autocracy</p>
<p>Parking Most rated pages are pay/ challenge a pcn, dispensations, hertford/ ware/ stortford car parks, residents permits FAQs, parking permits information and easipermits applications</p>	77008	268	33.5	9.4	57.1	<p>which car parks have motorcycle bays ????</p> <p>If I park in Gascoyne Way multi- storey car park at 6pm will the free 30 minutes carry me to 6.30pm when free parking commences? In other words can I park free from 6pm?</p> <p>Make your office more easy to contact</p> <p>So glad to see a phone number next to the service I needed to apply for - most websites hide their phone number as deep as possible so you don't contact them! A simple phone call direct to the person I needed - job done.</p> <p>I would like a contact email address for Parking department</p> <p>The guidance notes on visitor parking did not correspond to that on screen when I tried to apply, so could not apply for visitor parking on line. Quite ridiculous.</p> <p>i'm trying to book a visitor on my permits and i cant see how many hrs i have left or how to add more money?</p> <p>What do i pay to park from 19:15 until 22:45 on Wednesday's</p> <p>The online purchase of visitor permits is very unclear to me. Gives no option to purchase a particular voucher, only automatically gives 50hours...</p> <p>The information is totally confusing and you should always remember the elderly who may not have access to a PC. What was wrong with paper vouchers for parking?</p> <p>Your website is slow and clunky on iPhone - eg it took me several seconds to see this box at the other end of the page - off screen. Some of your ratepayers/ residents have no access to the internet. Why are you sending out letters without contact names/addresses and phone numbers to these isolated individuals offering no clear means of continued parking on their own streets. It is cruel inhumane and criminally thoughtless. These people pay your salaries.</p>
<p>Housing Most rated pages include apply for housing, housing and homelessness advice and housing options</p>	76120	112	51.8	9.8	38.4	<p>Why does this information not cover social housing/housing association residents? Seems strange that it's so easy to find for private tenants but not for Council tenants</p> <p>Paragraphed and very well thought and laid out</p> <p>The information was clear ad precise. My questions were addressed.</p> <p>Very good explaining every aspect,thanks</p> <p>Wanted to know about grants for disabled people the page went to housing and applying for housing. Not what I wanted</p> <p>Sheltered housing is the only option that covers old people, you need to included information about care homes as sheltered housing doesn't meet the needs of a 99 year old.</p> <p>why are there no details on this page on how to contact the council to make a homelessness application</p>

<p>Contact us, general enquiries, compliments/ complaints, data protection and FOI request</p>	75033	97	40.2	19.5	40.2	<p>Everything I needed Great new website What are your office opening hours as they are missing, Are you open Saturdays?? I wanted to ask question using the contact format it doesn't tell you where to get to it! Please include a phone number if it needs to be an immediate situation such as confirming eligibility to vote Data is is kept in accordance to your retention policy, but I cannot find this.</p>
<p>Licensing Most rated pages include become a licenced taxi driver, vehicle requirements for taxi licensing and apply for a temporary event notice</p>	28397	85	49.5	10.5	40	<p>this is very confusing Cannot download a form that it says it downloadbale I?m trying to raise a complaint as every weekend I have been out in town and tried to get a taxi home from an official taxi rank and given my address which is local and in Hertford I have been sent down the wrong way which is very concerning being as I am a lone female . I have been sent towards the A10 . How or why do you allow mini cab drivers that do not have a clue where they are going ??? . This is not a one off it happens frequently very concerned female . Please sort this before something serious happens in east Herts Lazy counsel who we do all the work for and pay the money Have a nice day! Do not licence any more taxi drivers,there are too many in Bishops Stortford</p>
<p>Unallocated A large number of ratings cannot be attributed to individual pages. This is being investigated with govmetric as there are a significant number</p>		1172	37.8	29	33.1	<p>You don't say if you recycle flowerpots Easy and quick to use. John G please ignore my previous downgrade - I now see the file has been extended by a few months to cover the gap from November to February. sorry about that. I like this site My house stinks of smoke , I had to rush out of the house and retrieve washing off of the line early Monday evening! The info on the page is different to what I was told on the phone to your offices Not easy to find dates of council meetings - deliberate? No real information of any use I just need to speak to someone It would seem that at discretion Chairman can close down public comment to just one 3 mins speaker even on a major planning application . This would be undemocratic And stifle debate When you provide a website link in your letter make sure it works. I logged on to find there no such page wasting my time</p>