

Appendix 1 My Stockton Consultation

Responses: 230

Using My Stockton

How often do you login to your My Stockton Account:

- 41% Monthly
- 24% Six Monthly

Comments:

I didn't know that I had one or what it is useful for.	When I need to do something
don't use forgot password	occasionally
Not used it in a while can't remember password.	have not logged in since original opening
When I need to x	Confession time - I have not yet had occasion to use it.
Can't remember	rarely
Only used it the once to login and had since forgot about it till I received this email	As and when I have a problem.
as and when I have a query	I have probably only logged in once or twice
Didn't realise I had one so I don't think I have ever logged in.	Haven't done so yet but I must do because a great idea.
When I need information on varying subjects e.g. school holidays, waste collections during bank holidays?	when I need to. for example dates of waste disposal and when need recycling materials
as required	unsure of usage, its on a if and when required usage.
Just when I have a question to ask	As and when needed. Sometimes several times per month, other times I don't use it.
Only when I want specific information, for example school holidays or planning applications.	Had felt no reason to log on to My Stockton Account, if I needed any information about services would just search on Stockton Council website
Never	Only when I need to verify info or report something.
Never used it	Never opened
very rarely	roughly every 3 to 4 months
Do not use. it was requesting more personal details than I expected. I thought I had aborted the registration process.	I have logged in a couple of times over 12 months mainly for rubbish/ green waste changes
when enrolling in new terms adult classes.	I never use it because I cannot remember my ID number
I normally go directly to Stockton's direct gov Web site. I cannot recall having a My Stockton account however I have just changed my password to gain access. When I tried to register today it was pointed out I was already registered!	I have been sent the letter confirming I have applied to be on line and it said I would receive an email with log on details. Twice I've tried and both times have NOT been sent the email so I have been unable to log onto to my account
I use 'My Stockton' to check refuse collection times and also to report street lights that are not working. I use 'Care for Your Area' for all local matters. A very good and useful service; thank you.	Unfortunately, due to several relapses of recurrent symptoms associated with unprovoked embolism have been unable to partake in your account.

Accessing My Stockton

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(1 being poor and 10 being excellent)

Question	Highest score	Satisfaction Level (Score of 6-10 inclusive)
How easy it was to create a 'My Stockton' Account?	10 (38%)	83%
The overall look of the 'My Stockton' Homepage	8 (26%)	80%
How easy it is to Log into your 'My Stockton' Account	10 (34%)	79%
How easy it is to find what you are looking for on 'My Stockton'	8 (23%)	76%
How easy it is to Log a Service Request in My Popular Services in your 'My Stockton' account	10 (22%) (33% had no view)	54%
How easy it is to check progress in My Service Requests in you 'My Stockton'	10 (20%) (37% had no view)	50%

Why I use 'My Stockton'

How often do you look at the following:

Service	Highest %	Never
Job Vacancies	Every few months (8%)	69%
My Area (Road works/gritting)	Every few months (20%)	38%
My Council Tax Account	Once a year (18%)	40%
My Council Tax Band	Once a year (23%)	45%
My Popular Services	Every few months (24%)	32%
My Service Requests	Once a year (13%)	40%
My Ward Councillors	Once a year (12%)	55%
My Waste Collection Days	Every few months (37%)	18%
Planning Applications	Every few months (13%)	49%
School Holidays	Every few months (1%)	53%

Accessing our services

I have logged all my service requests through

- 'My Stockton': **50%**
- 'My Stockton' or by telephone: **10%**
- 'My Stockton' or by calling into a Customer Contact Centre: **12%**
- 'My Stockton', or telephone or called into a Customer Contact Centre to log my service requests: **15%**
- No response: **13%**

Comments:

Never used.	I have never used my Stockton and am concerned that someone else has been using my identity to do so
I've found it quicker and easier to log requests via My Stockton	I don't know what my service requests is.
This site is great but it needs to be a lot more user friendly, also have up to date information that feeds in..	Fab service
Not done any of the above, all requests logged through fix my Street app	Have not had cause to use it yet
First attempts to request bulky waste collection stalled at payment stage and cannot now be removed.	I access services when required, not at regular intervals

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I think I have contacted you through collecting large waste.	I think that my last approach was via email.
I don't use it really no idea what it's for	i try phone first then when i can't get an answer or call back i will use my Stockton
As a disabled person I was having to depend on a neighbour to take my bin to and from the roadside. I logged a request that this be done for me by the refuse staff.	Only had 1 missed bin and request was dealt with speedily. Very happy with the service I received
Feedback on requested is poor. Job goes from in progress to complete without any information being given	I haven't had any need to contact customer services or log any service requests
Trying to speak to a member of STOCKTON council is very time consuming. Your information ticker tape at the council offices say most telephone calls 90%, are answered in 5 minutes. I must be permanently in the 10% that give up because they have lost the will to live!! And no, I didn't get a call back the next day when I tried that option & I walked out if the offices as I simply didn't have time to sit & wait even though there was only one person in front of me.	Please accept apology for not having engaged with your service yet. I fully intend to and can see that it's very well presented.
I have only really used it at your insistence in my capacity as Clerk to Preston-on-Tees Parish Council to get a copy of our Electoral Roll. This necessitates me renewing my password on an annual basis which can be a real nuisance. I went through the whole rigmarole this year only to find that you had some time the document through the post! A lot of wasted effort.	In Billingham, I live close by the Customer Contact Centre in the Library so I usually go over there for service. It is much appreciated that you have the contact centres and very nice staff.
Except when I received no service by doing so and therefore had to phone to be told the service was no longer available	I'm not sure I am referring to the right site here i have an ac for Stockton council. but asked for information on my property from 2008 under the freedom of info act and have not had a reply yet. So am disappointed. and will have to apply again.
Haven't used it	In future I shall use My Stockton account to request all services available instead of visiting or phoning
none	N/A as unable to log on
Do not have service request from	I have never used 'My Stockton'. I do use Stockton Council on-line services, but just not through the hassle of 'My Stockton'
I was unable to order recycling bags online	I have mainly used the service for reporting of street lighting failure
Have stated earlier why I have not been able to avail the services of ' My Stockton'.	

Customer Experience

Did you find it easy to locate what you were looking for?

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- 83% answered 'Yes'
- 13% answered 'No'

Comments from those who answered 'No':

I find the options all a little busy especially being a dyslexic user	I was looking for the Christmas bin collection days a few weeks before they appeared on the website. Surely they are decided long before December.
Site is too big and confusing unless you know exactly what you want e.g. ask for street cleaning and it is not here but is as road sweeping (that is hypothetical but typical of problems I have experienced)	I have to click on a few pages to get to the page to pay my council tax. I click 'Pay my council tax online' to be taken to another page which lists all the things that I am able to pay. I then have to click on 'Pay council tax' again to get to the page which asks for my details. It would be much easier if I only had to click on 'Pay council tax' once.
Not looked for anything so cannot comment	I don't know all the services that are available
Could not find waste collection calendar to check what home page was telling me , which was wrong.	
Recycle waste collection bags	Not easy to find the right page
Wanted to ask about possible refund as have moved into rental property. I'm hoping I will see reduced charge in Direct Debit payment to be taken on 5/1/18	Not everything i wanted action on was listed. For example i wanted to complain about the some of the footpaths in Preston Park which were in an unsafe condition
Wanted to order recycling bag, difficult to find out where to make application. When I finally did order bag it was never delivered and no response to email.	when searching for department or service I found options a bit vague.
Trying to change a password is not easy.	sometimes i was looking for Christmas bin collection and could not bring the changes up
Can't see the need for it	Needed to find if I could use my Blue Badge near the hospital but no information
The planning portal is a nightmare	My, 'My Stockton' defaults to Eaglescliffe when looking at planning applications, therefore I almost missed Yarm schools sports field application because it comes up as Yarm even though 98% of it is in Eaglescliffe
Unless changed recently I still don't believe council tax billing and benefits info is available on my Stockton. Instead this is accessed via an obscure link taxation services sent me. In order to access my benefit info I have to find the email. I would like to see more services incorporated into my Stockton	Unable to log on
could not find access to council tax benefit information and application	I just don't use it, I just hate it because it's complicated. One ID number and one password for some services and another ID number for the tax account. Why cannot we just use our e-mail address and a single password for the whole on-line experience? Why so much security over-zealousness with ID numbers and passwords?? Perhaps afraid of the Russians hacking into our accounts to find out when the recycling binman comes???
It is hard to find, search utility is poor. Alphabetical list doesn't match what I would call the service	access to my library account seems more complicated than it needs to be
to many branches when you click onto anything, and lots not relevant	Easier to call in to library
It takes some time to get used to the layout.	

Are you registered for any other Stockton Borough Council Customer Portals?

- 14% answered 'Yes'

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- 83% answered 'No'

Comments – Where else are they registered:

Stockton Libraries	thirteen group self-service portal to check my garage account
Libraries	Applying for primary school
Electoral votes	Library services.
Stockton Libraries service	Use for my council tax information
Libraries	I have explained this in my answers.
IBS OPEN ACCESS, to check my council tax payments, although I do find it difficult to read because the writing seems very small	Sought membership of Big Community Switch
Benefits	Planning Portal
Planning	Library
Stockton secure email portal	Schools services
I can't answer yes or no. I am not aware of being registered for any other SBC portals?	Personal assistant