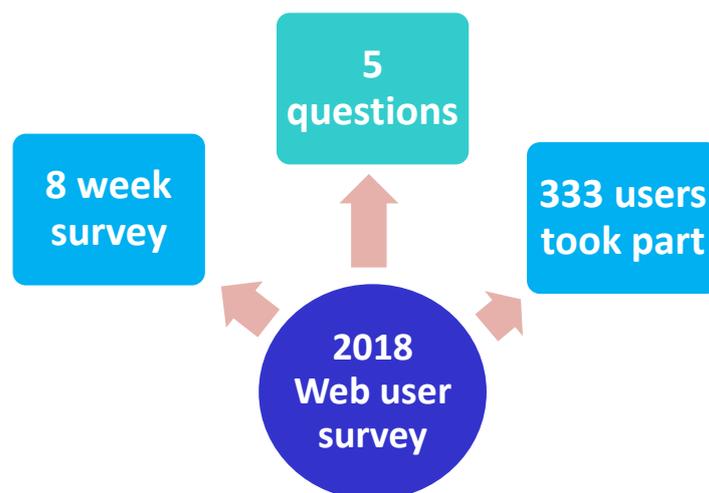


Summary of Web Users Survey 2018



We asked ...	You said ...
Did you find what you were looking for today?	Yes 47 No 15
Was it easy to find your way around the website?	Yes 36 No 3
Was the information provided in a way that was easy to understand?	Yes 118 No 15
Did you like the website?	Yes 15 No 15
Did you experience any issues with the website today?	Yes 10 No 61

You said ...	We will ...
You couldn't find information about our processing times.	Now that the survey has finished we are using the news box on the home page again to tell you about our weekly processing times. We also provide this information on our news page every week.
You wanted to find out if someone had a power or attorney or guardianship in place and who was appointed.	We will make the content about the public register more prominent and tell you how you go about accessing this information.
It wasn't clear how to use the on-line power of attorney registration facility	We have re-named the quick link on the home page to make it clearer that the on line registration facility can be accessed here. We will also update the content about our on-line registration facility.
That the rebate for powers of attorney is small and you asked why this was the case.	The Ministry of Justice launched a scheme to refund those who may have paid more than they should for registering powers of attorney in England and Wales. The scheme is not required in Scotland. Visit our webpage for more information.