Orkney Islands Council Website Redesign

Orkney Islands Council

Top news - 1 of 3

Council signs contract for new tugs (news link)

| Pay it | Report it | Request it | Sign in |

Search for something on this website...

Welcome! How can we help?

Your Council	+	Council Tax	+
Waste / Recycling	+	Education / Learning	+
Housing	+	Planning / Building	+
Transport	+	Orkney Health and Care	+
Leisure and Culture	+	Births / Marriages / Deaths	+
Other popular pages	+	Websites of interest	+

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Telephone: 01856 873535

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Introduction

The Orkney Islands Council website is being updated to a new design. The redesign is the first stage in the Council's move towards providing the facility for the public to transact with the Council in more ways online. This document provides guidance on how to use and navigate through the newly designed website and explains the reasons for how things have been done.

Accessibility

Accessibility is a legal requirement of all Council websites. Having accessible websites and web content enables inclusiveness of all individuals and groups within the community to access information as easily as possible. Accessibility doesn't only provide information in a way that it can be read by people with cognitive and physical limitations but also ensures the correct delivery of information to the widest range of devices people may use to access the website.

Great care has been taken from the choice of colours used, to the layout of information so that the new design is user friendly, clear and effective.

Accessibility will be discussed further later in this document.

Where to start

There are many ways that people will visit the Council website. They may visit the website directly or use a search engine and follow a link they found there. They can also use a hyperlink from an email or go straight to a page that has a link from a social media page. Whichever way people visit the website the best place for us to start is to look at the new Home page of the website.

The new design means that the website will react depending on what type of device you access the website from such as a computer, tablet, smartphone, etc.
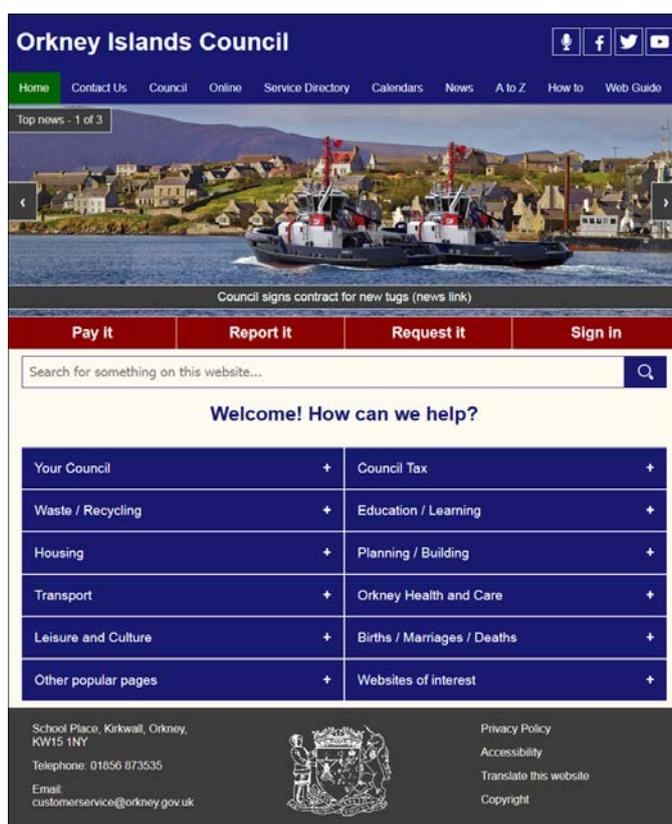
Explanation of the Home page

In this section we will break down the different parts of the Home page and how to use them.

Website Banner (Desktop or Tablet)

The website banner will appear on every web page throughout the website.
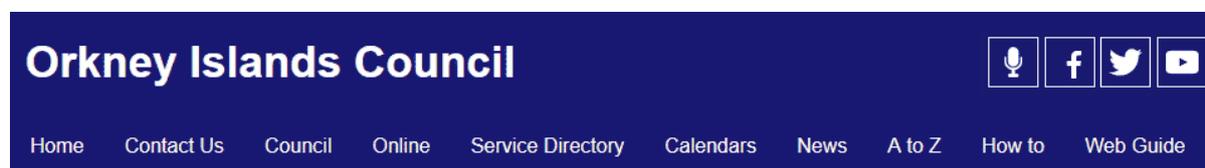
- **Orkney Islands Council** (large text): Can be clicked or touched to return to Home page from any page within the website.

- **Audiocast icon (microphone):** Can be clicked or touched to visit the Audiocast page to listen to Council meetings as they happen.

- **Facebook icon**: Can be clicked or touched to visit the Council Facebook pages.

- **Twitter icon**: Can be clicked or touched to visit the Council Twitter pages.

- **YouTube icon**: Can be clicked or touched to visit the Council YouTube pages.

- **Home**: Can be clicked or touched to return to the Home page.

- **Contact Us**: Can be clicked or touched to visit the Council Contact pages.

- **Council**: Can be clicked or touched to visit the Council section where you will find Council structure information, committee reports, policies and more.

- **Online**: Can be clicked or touched to visit pages to interact with the Council online.

- **Service Directory**: Can be clicked or touched to find information on all services provided by the Council.

- **Calendars**: Can be clicked or touched to view calendars for various things such as School Holidays, Committee meetings and Community Council meetings.

- **News**: Can be clicked or touched to view all News releases by the Council.

- **A to Z**: Can be clicked or touched to visit the A to Z where you can view and access main Council information and services alphabetically.

- **How to**: Can be clicked or touched to view 'How to' guidance pages.

- **Web Guide**: Can be clicked or touched to find guidance on how to use the website and web services.

Website Banner (Smartphone)

- **Orkney Islands Council large text**: Can be clicked or touched to return to Home page.
- **Audiocast icon (microphone)**: Can be clicked or touched to visit the Audiocast page to listen to Council meetings as they happen.
- **Facebook icon**: Can be clicked or touched to visit the Council Facebook pages.
- **Twitter icon**: Can be clicked or touched to visit the Council Twitter pages.
- **YouTube icon**: Can be clicked or touched to visit the Council YouTube pages.
- **Home**: Can be clicked or touched to return to Home page.
- **Burger menu (3 stacked horizontal stripes)**: to expand the menu for access to links for Contact Us, Council, Online, Service Directory, Calendars, News, A to Z, How to and Web Guide (as shown below).
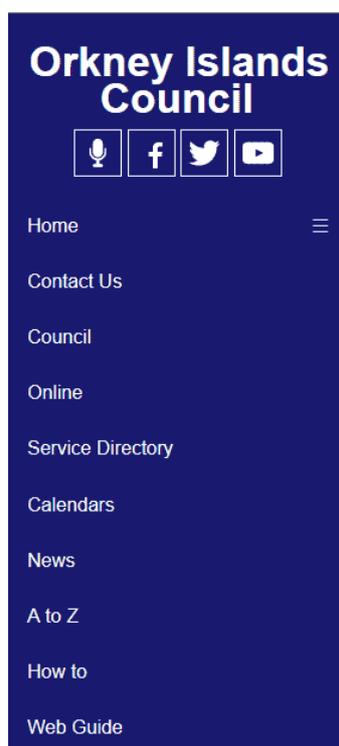
News carousel (desktop and tablet only)

The News carousel displays the latest main news items or promotions by the Council (Access to all news items is available from the 'News' link on the main banner). The carousel can be scrolled through by using the left and right navigation buttons and the chosen news item can be visited by clicking on or touching the news item text link below each picture.

Pay it, Report it, Request it, Sign in (desktop or tablet)

The 'Pay it', 'Report it', 'Request it' and 'Sign in' buttons will all go to relevant pages to interact with the Council online. Initially these will be information pages but will grow to enable more interaction with the Council as the Customer Service Platform project progresses.

Pay it	Report it	Request it	Sign in

- **Pay it**: To pay for services online such as council tax, garage rent, special collections, etc.

- **Report it**: To report things to the Council such as potholes, faulty street lights, missed bins, etc.

- **Request it**: To request services from the Council.

- **Sign in**: To sign in to use Council services via myaccount with mygovscot.

Pay it, Report it, Request it, Sign in (smartphone)

On smartphones the 'Pay it', 'Report it', 'Request it' and 'Sign in' buttons will function the same as for desktops and tablets but will appear stacked as shown below.

Pay it
Report it
Request it
Sign in

Search

The search function is available on all devices. Click or touch the Search bar and then type in what you are looking for.

Search for something on this website...	🔍

Quick Menus

The Home page quick menus are designed to give easy access to key areas and main pages of the website.

The buttons can be clicked or touched to expand and close each menu to reveal the links to the main pages for that section.

Your Council	+	Council Tax	+
Waste / Recycling	+	Education / Learning	+
Housing	+	Planning / Building	+
Transport	+	Orkney Health and Care	+
Leisure and Culture	+	Births / Marriages /Deaths	+
Other popular pages	+	Websites of interest	+

Generally, there will be four links for each button with the main page for each section displayed first followed by three key page links (as shown for Waste / Recycling below). On smartphones the buttons will appear in a single column.

Your Council	+	Council Tax	+
Waste / Recycling	-	Education / Learning	+
Waste and Recycling			
Household Waste Recycling Centres			
Recycling and Reuse			
Commercial Waste			
Housing	+	Planning / Building	+
Transport	+	Orkney Health and Care	+
Leisure and Culture	+	Births / Marriages /Deaths	+
Other popular pages	+	Websites of interest	+

The 'Other popular pages' button will contain more than four links and will list high profile popular pages that will be changed regularly depending on information that benefits from quick access.

Footer

The footer appears at the bottom of every web page on the website.

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The footer contains an email link and policy links. There is also a link to software that can be used to read and/or translate the website in over 70 languages.

Explanation of standard pages

Standard pages refer to most pages within the website. Standard pages and their subpages contain all of the information for all areas of the Council which include information, links to related pages within the website, links to related external websites and related downloads (documents relevant to the web page).

An example of a standard page is shown below. As with the Home page, the banner, search and footer appear as normal as they do on all pages.

On the example page, aside from the information text within the page there are four additional elements visible on the page. They are:

- **More pages in this section**. (Appears below page search bar).
- **Related Downloads (PDF format)** (Appears below page content).
- **Related Links (on this website)**. (Appears below page content).
- **Related Sites (external websites)**. (Appears below page content).

The four elements are all expandable menus that can be clicked on or touched and are explained as follows.

More pages in this section

The 'More pages in this section' expandable menu (always below the Search bar) contains links to the sub pages of the current page.

Related Downloads (PDF format)

'Related downloads' lists links to relevant documents that may have been added to the page.

Related Links (on this website)

'Related links' contains links to pages in other areas of the website that may also be relevant to anyone reading the current page.

Related Sites (external websites)

'Related sites' lists links to external websites that may offer further guidance or information relevant to the current web page.

Note

These menu elements will only appear if the web page in question needs them. For example, if there are no related documents added to the page the 'Related downloads (PDF format)' expandable menu will not appear.

'You are here' menu

Also, on every page (except the home page or on smart phones) is the 'You are here' menu. This is what is known as a breadcrumb trail. The expanded 'You are here' menu shows the path through the website where the current visible page is situated. This provides quick click options to visit pages further up the trail from where the page resides within the website.

The following example shows the 'General Meeting of the Council – 11 December 2018' web page. The 'You are here' menu has been expanded to show the trail of where the page sits and offers links to pages further up the trail that can be selected to go directly to.

Accessibility continued

Colours

The colours chosen for the website have all been check against the 'WebAIM colour contrast checker' to ensure that colours used complement each other for readability in both small and large font sizes.

Keyboard navigation

For site users who use keyboards to navigate through web pages a clear focus has been added to indicate by using TAB where on the page a user is.

In the example below the various links have been tabbed through with the example showing the 'Calendars' tab highlighted. Once the required tab or menu is highlighted, pressing the enter/return key on the keyboard takes the user to the required page. The 'More pages in this section', 'Related downloads (PDF format)', 'Related pages (on this website)' and 'Related sites (external websites)' expandable menus can be expanded once they are highlighted by pressing the keyboard space bar. From there the user can tab through anything listed and press the enter/return key to select their choice.
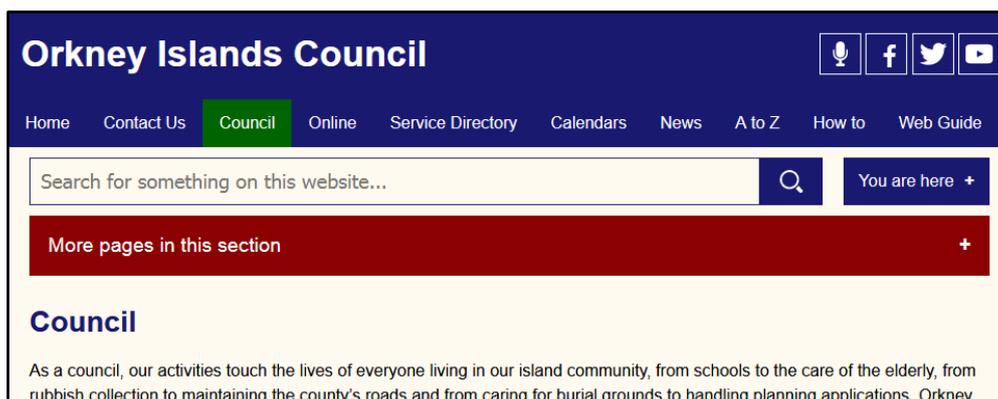
To go back to previous pages at any time the user can press the backspace key and they will be taken back as far as where they started from on the website.

Rollout of the new design

The new design will be rolled out on the website page by page from the end of January 2019. The aim is to complete the redesign rollout by the end of February 2019, if not sooner.

Once the rollout has been completed the focus will move to stage 2 when more online services will be created and applied to provide easier ways for Customers to interact with the Council.

As with all new things, change can take some time to get used to but we hope you like the new design and the care that has been taken to produce a clear, accessible and device friendly website.

Feedback

If you have any comments or feedback regarding the new website design, please email Colin Miller at colin.miller@orkney.gov.uk.