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PROGRESS IN IMPLEMENTING E-GOVERNMENT IN BRITAIN:

SUPPORTING EVIDENCE FOR
THE NATIONAL AUDIT OFFICE REPORT
GOVERNMENT ON THE WEB II

**Patrick Dunleavy, Helen Margetts, Simon Bastow,
Ruth Callaghan, and Hala Yared**

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The following post-graduate students from LSE were the Website coders for the autumn 2001 censuses of central and local government:

Nabila Djelti; Roman Gerodimos; Nina Kataja; Geeta Kulshrestha; Guy Lodge; Raffaele Marchetti; Jaime Torres Melo; Philip Parvin; Vander Caceres Salazar; and Vijayakala Seevaratnam.

4. DETAILED INFORMATION FOR THE 2001 WEB SITE CENSUSES

This section presents the full results for the Web censuses of central and local government sites carried out for the *Government on the Web II* report.

4.1. THE CENTRAL GOVERNMENT CODING FRAME AND BASIC RESULTS

The team of LSE surveyors worked on the project between 10 October and 24 October 2001. All of the surveys were completed between Mondays and Fridays and between the hours of 9am and 6pm. All were completed on networked PCs at the London School of Economics (LSE). Each site was visited individually and the findings were recorded directly onto the survey sheets, and then entered into an electronic pro forma by the surveyors.

The results are presented in this document for different types of agencies with Web sites. Some questions were asked in a comparable way across both our 2001 and our 1999 Web censuses and results from both years are shown wherever feasible. Bear in mind that the number of organizations in each category varied across the two years. The table below outlines the different types of agencies surveyed in 2001 and 1999, and the proportion of Web sites for each.

	1999	2001
Total government bodies surveyed	272	376
Bodies with websites (%)	175	310
Total Departments and non-ministerial departments	25	26
Departments with websites (%)	23	24
Total Agencies	85	88
Agencies with websites (%)	45	73
Total Executive Bodies	142	232
Executive Bodies with websites (%)	93	182

For each type of agency, the frequencies (Ns) are shown first, followed by the percentage of all agencies with sites of that type afterwards shown in brackets (except where marked as 'only totals' given).

Note that adding up the departments, executive agencies and executive bodies yields only 279 organizations, but that the Total figure also includes results for a rather miscellaneous group of 31 other central agencies, public corporations and department regional offices whose results are not shown separately because the grouping is too small and eclectic for percentages to be useful. Departmental scores are not followed by percentages, as the sample is not significantly large enough.

All aggregated % scores marked in this questionnaire were calculated from a total of 91 variables each marked numerically in the tables below. These variables recorded distinct features that could be regarded as universal to all central government web sites. Some variables requiring graded responses such as Variable 5 were recoded appropriately after survey, for example, as a scale ranging from 0 to 1 (i.e. 0, 0.5, 1).

For further information, please refer to one of the following sites:

<http://www.governmentontheweb.org>

<http://www.lse.ac.uk>

<http://www.ucl.ac.uk/spp/>

CONFIDENTIAL

Central Government Website Census

LSE Public Policy Group
'Government on the Web 2' Project
October 2001

Coder Number

Date

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WEB PROFILE

Name of Organisation	URL surveyed	Organisation Number	Organisation Code

IMPORTANT POINTS TO REMEMBER:

- *At the start of EVERY survey session you should reboot the PC that you are working on – this will limit the possibility of contracting viruses from the LSE system*
- *This survey form assesses information and services available on a government site with a specific URL address. If at any time you find yourself on another site with a different URL, you should regard this as not part of the survey remit and therefore return to the main site.*

PLEASE NOTE AN EXCEPTION TO THE ABOVE – *In the Content section, question 18 and 19 may take you to a site outside the organisation's site in order to complete a transaction. In this case, different URLs visited should be recorded appropriately in Question 21.*

Site Maintenance

This section assesses the extent to which the site is maintained for 'real time' information and service provision, and to what extent users are kept informed of latest developments.

1. Can you find out 'on or near the homepage' when the site was last updated?

V		1999	2001
1	All	124 (71)	221 (71)
	Departments	15	23
	Agencies	35 (78)	48 (66)
	NDPB	64 (68)	125 (69)

2. If yes to (1), when was the site last updated? (No 1999 data available)

2	During last week	T 142 (64) D 22 A 31 (64) E 72 (57)
	During last month	T 49 (22) D 2 A 7 (10) E 37 (29)
	During last three months	T 20 (9) D 1 A 5 (10) E 13 (10)
	Over three months	T 11 (50) D 1 A 5 (10) E 4

3. Can you find any of the following facilities on or near the homepage for providing regularly updated information about the organisation?

		1999	2001o
3	What's New / Latest News	T 116 (66) D 20 A 26 (57) E 63 (68)	T 247 (80) D 24 A 58 (80) E 141 (77)
4	Press releases	T 29 (17) D 10 A 5 (11) E 11 (12)	T 223 (72) D 23 A 52 (71) E 126 (70)

4. Is there an archive facility for press releases?

		1999	2001
5	No archive	T 28 (25) D 3 A 6 (24) E 17 (29)	T 30 (13) D 1 A 12 (22) E 14 (11)
	List of press releases	T 66 (58) D 12 A 17 (68) E 34(58)	T 162 (72) D 16 A 33 (61) E 102 (80)
	Searchable press releases	T 19 (17) D 8 A 2 (8) E 8 (14)	T 32 (14) D 6 A 9 (17) E 11 (9)

5. Can you find any of the following facilities available for receiving news and latest information? (No 1999 data available)

		2001
6	Free email news service that you can register for	T 56 (18) D 4 A 4 (5) E 39 (21)
7	Email news service that requires a subscription payment	T 5 (2) D NONE A 1 E 4 (2)
8	Dedicated email news services designed for particular client groups	T 25 (8) D 3 A 9 (12) E 8 (4)
9	Separately branded portal facility providing tailored information	T 51 (16) D 4 A 9 (12) E 27 (15)

6. Can you find any of the following interactive facilities available on the site?

		1999	2001
10	Chat room or public forum that does not require password or registration	T 17 (10) D 4 A 4 (9) E 5 (5)	T 16 (5) D 1 A 5 (7) E 9 (1)
11	Chat room or public forum that requires password or registration		T 7 D NONE A NONE E 6

Site Navigation

This section assesses the tools available to find your way around the site, in particular for searching for specific information directly or searching under general subject headings for specific information.

7. Are there tools available on or near the homepage for facilitating navigation around the site?

		1999	2001
12	Site Map (must be referred to specifically as Site Map)		T 95 (31) D 10 A 24 (33) E 56 (31)
13	A-Z listing of organisation's services		T 63 (20) D 12 A 12 (16) E 31 (17)
14	List of the organisation's activities by topic area		T 242 (78) D 23 A 50 (68) E 144 (79)
15	List of the organisations sub-units or divisions	T 113 (65) D 18 A 29 (64) E 56 (60)	T 154 (50) D 21 A 31 (43) E 81 (44)
16	Search engine	T 67 (38) D 15 A 12 (26) E 36 (39)	T 179 (58) D 21 A 39 (53) E 98 (54)
17	Facility to input post code and find relevant information (e.g. nearest office location)		T 17 (6) D 4 A 8 (11) E 3 (1)
18	List of the organisation's regional offices		T 117 (38) D 11 A 38 (52) E 55 (30)

Site content

This section assesses the quality of information provided on the site relating to the organisation's functions and services.

8. Are the basic legal (or statutory) responsibilities of the organisation described or listed? *(The specific legal basis for the agency/Act of Parliament that set up the agency does not require a reference).*

	1999	2001
19	T 92 (53) D 15 A 27 (60) E 46 (50)	T 177 (57) D 20 A 32 (44) E 111 (61)

9. Is there a specific Mission Statement describing the general goals, values and/or performance targets for the organisation?

	1999	2001
20	T 106 (61) D 16 A 28 (62) E 55 (59)	T 170 (55) D 17 A 47 (64) E 89 (49)

10. Is there a general description of the organisation's current activities?

	1999	2001
21	T 159 (90) D 17 A 40 (89) E 89 (96)	T 292 (96) D 23 A 65 (89) E 178 (98)

11. Is there a vision of the future strategy of the organisation available? *(This will differ from the Mission Statement insofar as it is future oriented)*

	1999	2001
22	T 57 (33) D 6 A 12 (28) E 34 (37)	T 114 (37) D 13 A 30 (42) E 54 (30)

12. Does the site provide information on how the organisation's performance can be assessed? *(Public Service Agreements, Service Level Agreements, Performance Indicators)*

	1999	2001
23		T 81 (26) D 18 A 24 (33) E 32 (18)

13. Are there clearly signposted web usage statistics for this site?

	1999	2001
24		T 18 (6) D 3 A 2 (3) E 13 (7)

14. Can you download any of the following from the site?

		1999	2001
	Any publications	T 72 (41) D 17 A 17 (38) E 133 (35)	
25	White papers	T 5 (3) D 5 A NONE E NONE	T 27 (9) D 14 A 5 (7) E 4 (2)
26	Green papers	T 4 (2) D 2 A 1 (2) E 1 (1)	T 23 (7) D 14 A 4 (6) E 3 (2)
27	Annual reports	T 35 (20) D 9 A 8 (18) E 13 (14)	T 218 (70) D 24 A 49 (67) E 124 (68)
28	Background briefings	T 18 (10) D 7 A 2 (4) E 7 (8)	T 145 (47) D 23 A 33 (45) E 73 (40)
29	Speeches of Ministers	T 7 (4) D 4 A NONE E 2 (2)	T 40 (13) D 16 A 6 (8) E 13 (7)
30	Corporate /Business Reports		T 153 (49) D 17 A 32 (44) E 83 (45)
31	Technical reports	T 33 (19) D 7 A 6 (13) E 18 (19)	T 194 (62) D 23 A 41 (56) E 109 (60)
32	Other types of documents	T 57 (33) D 12 A 14 (31) E 27 (29)	T 219 (70) D 23 A 46 (63) E 129 (71)

15. Is it possible to search the organisation's publications on the site?

		1999	2001
33	Comprehensive list of publications arranged by subject or date		T 200 (64) D 21 A 42 (58) E 119 (65)
	List of publications arranged by A-Z of titles		T 41 (13) D 12 A 10 (14) E 14 (8)
	Search facility for publications by name and title		T 48 (15) D 7 A 8 (11) E 29 (16)

16. Can you order a paper copy of the organisation's publications on this site?

		1999	2001
	Yes	T 33 (19) D 1 A 8 (18) E 20 (22)	
34	Information for ordering by post or telephone		T 141 (45) D 17 A 22 (30) E 43 (51)
35	Email ordering facility		T 93 (30) D 11 A 15 (21) E 60 (33)
36	Web page form for filling in and electronic submission		T 47 (15) D 3 A 10 (14) E 33 (18)

17. Can you do any of the following on the site?

		1999	2001
37	Get details on how to apply for forms by post		T 105 (34) D 17 A 20 (27) E 60 (33)
38	Download PDF forms on paper, fill-in and submission by post	T 28 (16) D 5 A 8 (18) E 14 (14)	T 102 (33) D 11 A 24 (33) E 64 (35)
39	Download forms for electronic fill-in and submission by post		T 43 (14) D 7 A 12 (16) E 21 (12)
40	Fill in and submit (send back) forms electronically	T 24 (14) D 3 A 4 (9) E 14 (14)	T 75 (24) D 6 A 20 (28) E 45 (25)
41	Get electronic confirmation of receipt of forms	T 3 (2) D NONE A 1 (2) E 2 (2)	T 19 (6) D 4 A 3 (4) E 11 (6)

18. Is it possible to makes purchases of any kind on the site?

	1999	2001
42		T 59 (19) D 6 A 12 (16) E 36 (20)

19. If you found facilities for making purchases in Question 18, did you have to leave the organisation's site to complete them? (Totals shown, NOT percentages)

	NO	YES	Yes for some, no for others
	T 32 D 1 A 6 E 24	T 23 D 4 A 4 E 11	T 5 D 1 A 2 E 1

20. If the answer to Question 19 is NO, what transactions are possible on the site?

(This table show numbers of agencies only, NOT percentages)

	1999	2001
Buying publications		T 26 D 1 A 5 E 20
Paying for licenses		T 3 D NONE A NONE E 2
Paying fines		NONE
Buying maps		T 8 D NONE A NONE E 8
Buying data/ statistics		T 3 D NONE A 1 E 2
Paying tax		T 1 D 1 A NONE E NONE
Buying tickets or other		T 19 D NONE A 5 E 12

21. If the answer is YES to question 19, which of the following paths did you take?

	2001
43 You went via a link that took you to a relevant sub-page on another site	T 9 D 1 A 1 E 5
You went via a link that took you to a relevant home page on another site	T 19 D 4 A 5 E 7
You went via a link that took you to a home page of another site that was not directly relevant to your request	NONE
You found a broken link	NONE

22. Can you find out the status of a transaction previously made online, for example an application or order?

	1999	2001
44	T 9 (6) D 2 A 2 (4) E 3 (3)	T 32 (10) D 4 A 7 (10) E 20 (11)

Links

This section assesses the extent to which the site shows signs of joined-up information and service provision, in particular the quality of links to other relevant public and private organisations and initiatives.

23. Does the site provide web links to these related government organisations on or near the homepage?

		1999	2001
45	Departments or agencies that supervise the organisation	T 79 (45) D 13 A 25 (56) E 36 (38)	T 186 (60) D 18 A 49 (67) E 99 (54)
46	Departments or agencies that are supervised by the organisation	T 79 (45) D 13 A 25 (56) E 36 (38)	T 115 (38) D 20 A 25 (37) E 53 (30)
47	Other government organisations	T 90 (51) D 18 A 25 (56) E 41 (44)	T 233 (75) D 23 A 50 (69) E 138 (75)
48	The Stationery Office		T 37 (12) D 10 A 10 (14) E 15 (8)
49	HM Stationery Office		T 46 (15) D 12 A 9 (12) E 24 (13)
50	UK Online header		T 58 (19) D 18 A 13 (18) E 22 (12)
51	Other UK Online link		T 85 (27) D 15 A 25 (34) E 38 (21)

24. Does the site provide web links to any of the following organisations on or near the homepage?

		1999	2001
52	Firms or corporations		T 133 (43) D 9 A 30 (41) E 75 (41)
53	Non-governmental organisations	T 82 (47) D 15 A 18 (40) E 41 (44)	T 194 (62) D 15 A 31 (43) E 124 (68)
54	International organisations		T 125 (40) D 15 A 23 (32) E 78 (43)
55	Foreign governments		T 45 (15) D 9 A 11 (16) E 22 (12)

Contacting the organisation

This section assesses the ease with which it is possible to make contact with the organisation and specific members of organisation via information or tools provided on the website.

25. Can you find main contact route details for the organisation? (e.g. central enquiry point, general address)

		1999	2001
56	Telephone	T 139 (79) D 18 A 35 (77) E 75 (80)	T 298 (96) D 24 A 66 (90) E 180 (98)
57	Address	T 141 (81) D 15 A 35 (78) E 80 (86)	T 292 (94) D 23 A 62 (85) E 179 (98)
58	Fax	T 14 (61) D 14 A 26 (58) E 60 (65)	T 257 (83) D 22 A 51 (70) E 163 (89)
59	Clickable general email	T 72 (41) D 10 A 21 (47) E 35 (38)	T 266 (85) D 24 A 62 (85) E 157 (86)
60	Clickable emails for named officials		T 124 (40) D 19 A 31 (43) E 60 (33)
61	Travel directions		T 101 (33) D 6 A 25 (34) E 63 (34)
62	Clickable map		T 120 (39) D 10 A 29 (40) E 73 (40)

26. Are email addresses for Ministers set apart?

	1999	2001
63	T 2 D 2 A NONE E NONE	T 11 (4) D 5 A 4 (6) E 2 (1)

27. Are contact details clearly listed for the organisation's senior officials?

		1999	2001
64	Telephone	T 17 (16) D NONE A 7 (16) E 5 (5)	T 69 (22) D 9 A 20 (27) E 36 (20)
65	Address	T 11 (6) D NONE A 5 (11) E (5)	T 49 (16) D 8 A 14 (19) E 23 (13)
66	Fax		T 46 (15) D 5 A 15 (20) E 22 (12)
67	Clickable general email		T 64 (21) D 6 A 21 (28) E 30 (16)
68	Clickable emails for named officials	T 13 (7) D 1 A 5 (11) E 6 (7)	T 79 (25) D 14 A 17 (23) E 39 (21)

28. Can you find any of the following information on senior officials?

		1999	2001
69	Biographies		T 105 (34) D 13 A 6 (8) E 73 (40)
70	Job description		T 89 (29) D 13 A 11 (15) E 52 (28)
71	Divisions for which they are responsible		T 143 (46) D 20 A 22 (31) E 86 (47)

29. Is there a list (either an actual list or a part of a searchable names index) of the email addresses of other employees?

	1999	2001
72	T 16 (9) D NONE A 6 (13) E 10 (11)	T 47 (15) D 3 A 8 (11) E 32 (18)

30. Is there any form of organisation chart for the agency or department?
(Pictorial organogram or comprehensive list guide to organisation)

	1999	2001
73	T 41 (23) D 11 (48) A 8 (18) E 8 (19)	T 102 (33) D 9 A 22 (31) E 62 (34)

31. If the answer is YES to Question 30, are named contact details provided for sub-divisions or units? (Totals shown, NOT percentages)

	1999	2001
74		T 43 D 4 A 10 E 25

32. Is there a facility for emailing the organization on general enquiries or other matters?

		1999	2001
75	General enquiry	T 72 (41) D 10 A 21 (47) E 35 (38)	T 274 (88) D 23 A 64 (88) E 161 (88)
76	Making a complaint	T 39 (22) D 10 A 18 (40) E 9 (10)	T 109 (35) D 16 A 39 (53) E 44 (24)
77	Citizen consultation		T 53 (17) D 9 A 18 (24) E 18 (10)
78	Notifying webmaster of problems with the site	T 56 (32) D 8 A 19 (42) E 26 (28)	T 155 (50) D 18 A 33 (45) E 89 (49)
79	Other (please specify)		T 87 (28) D 10 A 22 (30) E 48 (26)

33. Does the organization tell you when you can expect a response to emails sent?

	1999	2001
80		T 45 (15) D 10 A 13 (18) E 20 (11)

34. If the answer is YES to Question 33, which category does the response time fall into? (Totals shown, NOT percentages)

		1999	2001
81	Within 48 hours		T 6 D 2 A 1 E 3
	Within 7 days		T 9 D NONE A 2 E 5
	Within fortnight		T 19 D 5 A 7 E 7
	Within one month		T 11 D 3 A 3 E 5

Page structure

This section assesses the quality of the organisation's web pages:

35. Is there a text-only version of the website?

	1999	2001
82	T 6 (4) D 3 A 1 (2) E 2 (2)	T 40 (13) D 7 A 9 (12) E 23 (13)

36. Is there any technology for users with special needs on or near the homepage?

	1999	2001
83	T 6 (3) D 3 A 1 (2) E 2 (2)	T 16 (5) D 3 A 8 (11) E 5 (3)

37. Does the material on or near the homepage display any of the following?

		1999	2001
84	Pages branded in a consistent way with the organisation's logo		T 292 (94) D 23 A 69 (94) E 171 (94)
85	Pages use consistent colour scheme		T 298 (96) D 24 A 68 (93) E 176 (96)
86	Pages use consistent font size and style		T 298 (96) D 24 A 66 (90) E 177 (97)
87	Pages carry some kind of HM Government label or crest		T 58 (19) D 20 A 12 (16) E 17 (9)

38. Can you find materials in any other languages apart from English on the site?

	1999	2001
88		T 67 (22) D 14 A 24 (34) E 28 (16)

39. If the answer is YES to Question 38, how many different languages did you find?

89	1	40
	2	9
	3	3
	4	3
	5 or more	11

40. If the answer is YES to Question 38, what language did you find?

	2001
	Welsh 51
	French 14
	German 7
	Italian 4
	Bengali 3
	Arabic 3
	Urdu 3

41. Did you find any video streaming technology on the site? (Numbers shown, NOT percentages)

90	2001
	T 8
	D 1
	A 1
	E 5

42. Did you find any audio facilities on the site? (Numbers shown, NOT percentages)

91	2001
	T 11
	D 1
	A 2
	E 6

4.2. THE LOCAL GOVERNMENT CODING FRAME AND BASIC RESULTS

The team of LSE surveyors worked on the project between 24 October and 12 November 2001. All of the surveys were completed between Mondays and Fridays and between the hours of 9am and 6pm. All were completed on networked PCs at the London School of Economics (LSE). Each site was visited individually and the findings were recorded directly onto the survey sheets, and then entered into an electronic pro forma by the surveyors.

The total number of local authorities surveyed and sites found was as follows:

Type of local authority	Main responsibilities	Number surveyed	Number with Web site
District Councils	Local planning, environmental services, tax collection, leisure services	237	227
Unitary Authorities	All services	47	45
Metropolitan Councils	All local services	36	36
County Councils	Education, libraries, social services, highways, public transport, strategic planning	35	34
London Boroughs (and the City)	All local services	33	33
Total for England		388	375

The results are presented here with the number of authorities across all local authorities, followed by a percentage in brackets *of relevant local authorities with a Web site*. The base numbers of local authorities varies from one service to another as follows:

Type of Service	Questions on the coding frame	Number of local authorities surveyed	Number with Web site
General site features, crime,	1 to 20 23 to 24 77 to 82	388	375
Local planning, housing, environmental services, revenue collection, leisure services Electoral registration	38 to 48 67 to 76 21 to 22	353	342
Education, libraries, social services, highways, public transport Registration of births, marriages and deaths	28 to 37 54 to 66 25 to 27	151	148
Public transport	49 to 53	151	148

For the two registration functions above we show numbers and percentages both for the registration authorities and for councils as a whole, since these functions are fundamental ones for citizenship.

CODE SHEET
Local Authority Website Census

LSE Public Policy Group
‘Government on the Web 2’ Project
October 2001

Coder Number

Date

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WEB PROFILE

Name of Organisation	URL surveyed	Organisation Number	Organisation Code

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- *At the start of EVERY survey session you should reboot the PC that you are working on – this will limit the possibility of contracting viruses from the LSE system*
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Definitions

- ‘**On or near the homepage**’, means on the home page itself or on well designed pages no more than two or three clicks for the home page
- ‘**Useful search**’, means that the user must be able to enter specific details into an online searching facility to produce a set of results which meet the users needs, e.g. entering where you live to find your nearest council facility. These processes may include clickable maps, search engines specific to that part of the site e.g. to search the planning pages, or post-code or other geographical based searches.

Finding the site

1. Were you able to find the authority's website by typing in the full name of the authority into the following Search engines?

Google

1	No, site was not listed	1 (*)
	Site listed in first place	367 (97)
	Site listed in top 5	8 (2)
	Site listed in top 10	0
	Site listed but not in top 10	0

MSN

2	No, site was not listed	12 (3)
	Site listed in first place	343 (91)
	Site listed in top 5	20 (5)
	Site listed in top 10	1 (*)
	Site listed but not in top 10	0

Lycos

3	No, site was not listed	41 (11)
	Site listed in first place	295 (79)
	Site listed in top 5	37 (10)
	Site listed in top 10	1 (*)
	Site listed but not in top 10	2 (1)

[Note: Questions 1 to 3 include a council Web still under construction which is elsewhere excluded, hence the Ns sum to 376 here].

General site features

The following site features must appear either 'on or near the homepage'.

2. Is there a general search facility for the site as a whole?

4	Yes	No
	285 (76)	90 (24)

3. Is there a life events section?

5	Yes	No
	32 (9)	343 (92)

4. Is any information given on any of the following organisations?

	Organisation	No link given	Address and/or telephone number only	Link given
6	UKOnline	184 (49)		190 (51)
7	NHS Direct	269 (72)	6 (2)	100 (27)
8	Local police authority	223 (60)	40 (11)	112 (30)
9	Fire service	268 (72)	45 (12)	62 (17)
10	Local Health Trust	257 (69)	41 (11)	77 (21)
11	Other local authorities	130 (35)	19 (5)	226 (61)

5. Can you find out when the site was last updated?

12	No	65 (17)
	Yes, within last week	242 (65)
	Yes, within last month	52 (14)
	Yes, within last three months	7 (2)
	Yes, over 3 months ago	9 (3)

6. Are there contact details for the site's Webmaster?

13	No	96 (26)
	Yes, name and telephone number only	3 (1)
	Yes, clickable email address or electronic feedback form	275 (74)

7. Can the following be found?

		Yes	No
14	A section providing regularly updated information 'News Section'	297 (21)	78 (79)
15	A 'what's new to the site' section	139 (37)	236 (63)
16	Press release section	251 (67)	124 (33)
17	A facility to sign up for press releases to be sent to you by email	4 (1)	371 (99)
18	A facility to sign up for new letters or council news to be sent to you by email.	16 (4)	359 (96)

8. Can the following be found?

		Yes	No
19	A description of the council's legal (or statutory) responsibilities	102 (27)	273 (73)
20	The council's mission statement describing the general goals, values and/or performance targets for the council	158 (42)	217 (58)
21	A description of the council's current activities	252 (67)	123 (33)
22	A vision of the council's future strategy (this will differ from the mission statement insofar as it is future oriented)	137 (37)	238 (64)

Council administration

The following site features must appear either 'on or near the homepage.

9. Can you find the location of the council's offices?

		No	Yes in a list	Yes by useful search
23	Address only	167 (45)	196 (52)	12 (3)
24	Address and map	218 (58)	133 (36)	24 (6)

10. Can you find the council office's opening times?

25	Yes	No
	154 (41)	221 (59)

11. Can you find the following email addresses?

		Yes	No
26	A general enquiries email address	329 (88)	46 (12)
27	Email addresses for senior officials	196 (52)	179 (48)
28	Email addresses for non-senior officials	135 (36)	240 (64)

12. Is the following information about the council's structure set out?

		Yes	No
29	A list of the council's departments, sections or divisions	273 (73)	102 (27)
30	A list of the council's functions	147 (39)	228 (61)
31	An A-Z of council services	313 (84)	62 (17)

E-citizenship

13. Can you find the location of the electoral wards? (a useful search here may include entering geographical information or ward name etc)

		No	Yes in a list	Yes by useful search
32	Name only	254 (68)	92 (25)	29 (8)
33	Name and map	214 (57)	79 (21)	82 (22)

14. Can you find the name of councillors?

		No	Yes in a list	Yes by useful search
34	Name only	296 (79)	45 (12)	34 (9)
35	Name and email address	102 (27)	137 (37)	136 (36)

15. Can you find the surgery hours for the ward?

36	Yes	No
	75 (20)	300 (80)

16. Can you find information about your local MP? (There may be several)

		No	Yes in a list	Yes by useful search
37	Name and address	200 (53)	158 (42)	17 (4)
38	Office location map	362 (96)	5 (1)	8 (2)
39	Constituency boundaries	295 (79)	69 (18)	11 (3)

17. Can you find out the following information about the MP?

		Yes	No
40	MP's email address	90 (24)	285 (76)
41	A link to the MP's own web page	55 (14)	320 (86)
42	MP's surgery hours	51 (14)	324 (87)

Consultations

18. Is the Council's Best Value Performance Plan (BVPP) accessible from near the homepage or from general pages about the council?

43	Yes	No
	318 (85)	57 (15)

19. Can feedback on the Best Value Performance Plan (BVPP) be given on-line?

44	Yes	No
	138 (37)	237 (63)

20. Is the Council's Implementing Electronic Government (IEG) Plan accessible from near the homepage or from general pages about the council?

45	Yes	No
	189 (50)	186 (50)

Electoral Register

21. Can you find how to apply to join the electoral register?

46	Ns and % of all councils		Ns and % of registration authorities only	
	Yes	No	Yes	No
	201 (54)	174 (47)	201 (59)	141 (41)

22. Can the you complete the following:

		Ns and % of all councils		Ns and % of registration authorities only	
		Yes	No	Yes	No
47	Download an application form to join the electoral register (to be sent by post)	105 (28)	270 (72)	105 (31)	237 (69)
48	Email the council with enquiries about the electoral register	141 (38)	234 (62)	141 (41)	201 (59)
49	Submit an application to join the electoral register online	7 (2)	368 (98)	7 (2)	335 (98)

Crime

23. Can you report crimes on the web site?

50	Yes	No
	13 (4)	362 (97)

24. Is there a link allowing you to access local crime reports?

51	Yes	No
	34 (9)	341 (91)

Births, deaths and marriages

25. Can you find the location of the nearest registry office? (useful search may include clickable map, searching by town name)

		Ns and % of all councils			Ns and % of registration authorities only		
		No	Yes in a list	Yes by useful search	No	Yes in a list	Yes by useful search
52	Name and address only	262 (67)	100 (27)	13 (4)	35 (24)	100 (68)	13 (9)
53	Name and office location map	339 (91)	30 (8)	6 (2)	112 (91)	30 (20)	6 (4)

26. Can you download a form to:

		Ns and % of all councils		Ns and % of registration authorities only	
		Yes	No	Yes	No
54	Register a birth ?	16 (4)	359 (96)	16 (11)	359 (89)
55	Apply for a marriage licence ?	16 (4)	359 (96)	16 (11)	359 (889)
56	Register a death?	15 (4)	360 (96)	15 (10)	360 (90)

27. Do the registry pages provide links to any of the following organisations?

	Organisation	Ns and % of all councils			Ns and % of registration authorities only		
		No link given	Address and/or telephone number only	Link given	No link given	Address and/or telephone number only	Link given
57	Local hotels (for weddings)	328 (87)	26 (7)	21 (6)	101 (68)	26 (18)	21 (14)
58	Places of worship (weddings and funerals)	341 (91)	15 (4)	19 (5)	114 (77)	15 (10)	19 (13)
59	Funeral directors	361 (96)	7 (2)	7 (2)	134 (91)	7 (5)	7 (5)
60	Florists (for weddings and funerals)	368 (98)	3 (1)	4 (1)	141 (95)	3 (2)	4 (3)

POLICY AREAS: Education

28. Can you find the names and location of LEA schools? (useful search may include entering area name, post code, school type, school name)

		No	Yes in a list	Yes by useful search
61	Name and address	28 (19)	62 (43)	55 (38)
62	School map	111 (76)	17 (12)	19 (13)

29. Can you complete the following:

		Yes	No
63	Conduct a search for schools by catchment area i.e. street name, post code, or clickable map search	62 (42)	85 (58)
64	Find email addresses for schools	89 (61)	58 (40)
65	Find links to schools' own websites	95 (65)	52 (35)
66	Find school term dates	103 (70)	44 (30)

Adult Education

30. Can you find the names and location of local adult education providers? (Useful search may include entering area name, post code, provider type, provider name)

		No	Yes in a list	Yes by useful search
67	Name and address	55 (37)	77 (52)	15 (10)
68	Location map	129 (88)	13 (9)	5 (3)

31. Can you find course details?

69	No	99 (67)
	Yes in a list	35 (24)
	Yes by useful search	13 (9)

32. Can application forms for courses be downloaded?

70	Yes	No
	10 (7)	137 (93)

33. Can an application or payment for courses be made online?

71	No	143 (97)
	Yes application can be submitted online	2 (1)
	Yes application can be submitted and course fees paid	2 (1)

Teaching Vacancies

34. Can you find details of teaching vacancies?

72	No	66 (45)
	Yes in a list	61 (41)
	Yes by useful search	20 (14)

35. Can you download application forms?

73	Yes	No
	15 (10)	132 (90)

36. Can an application for jobs be made online?

74	Yes	No
	8 (5)	139 (95)

37. Is any information given on any of the following organisations?

	Organisation	No link given	Address and/or phone number only	Link given
75	Dept for Education and Skills (DFES)	52 (35)	6 (4)	89 (61)
76	Learning and Skills Council	117 (80)	6 (4)	24 (16)
77	National or local Grid for Learning	80 (54)	5 (3)	62 (42)
78	OFSTED	58 (40)	6 (4)	83 (57)
79	Adult Learning Inspectorate	145 (99)	1 (1)	1 (1)
80	www.standards.dfes.gov.uk	128 (87)		19 (13)
81	www.parents.dfes.gov.uk	121 (82)		26 (18)
82	www.teachernet.gov.uk	134 (91)		13 (9)

Housing

38. Can you find the location of the nearest housing office?

		No	Yes in a list	Post code/ street or area search
83	Name and address only	160 (47)	172 (50)	10 (3)
84	Name and location map	328 (96)	13 (4)	1 (1)

39. Can you find the location of housing available to rent?

85	No	316 (92)
	Yes in a list only	19 (6)
	Yes search by location only	1 (1)
	Yes search by accommodation type only	1 (1)
	Yes search by location and accommodation type	5 (2)

40. Can you apply for available housing?

86	No	330 (97)
	Yes by downloadable form only	9 (3)
	Yes by submitting application on line only	3 (1)
	Yes either by downloadable form or online application	0

41. Can you apply for housing benefit?

87	No	324 (95)
	Yes by downloadable form only	15 (4)
	Yes by submitting application on line only	2 (1)
	Yes either by downloadable form or online application	1 (1)

42. Can you report housing repairs?

88	No	310 (91)
	Yes by downloadable form only	1 (1)
	Yes by submitting application on line only	30 (9)
	Yes either by downloadable form or online application	1 (1)

43. Can you complete any of the following?

		Yes	No
89	Pay rent through a secure online payment facility	29 (9)	313 (92)
90	If yes, can the payment be made through Girobank	20 (69)	9 (31)
91	Set up a direct debit payment for rent	14 (4)	328 (96)
92	View your rent account details online	2 (1)	340 (99)

44. Is any information given on any of the following organisations?

	Organisation	No links given	Addresses and/or phone number only	Links given
93	Local Housing Associations	256 (75)	53 (16)	33 (10)
94	Citizens Advice Bureau	246 (72)	42 (12)	54 (16)

Planning applications

45. Can you review details of current planning applications online?

95	Yes	No
	137 (40)	205 (60)

46. Can you make a search for current planning applications using any of the following search criteria?

		Yes	No
96	Post codes or street names	22 (6)	320 (94)
97	Reference numbers	25 (7)	317 (93)
98	Dates	64 (19)	278 (81)

47. Can you get forms for planning applications or make one online?

99	No	221 (65)
	Yes by downloadable form only	116 (34)
	Yes by submitting application on line only	5 (2)
	Yes either by downloadable form or online application	0

48. Is any information given on any of the following organisations?

	Organisation	No link given	Address and/or telephone number only	Link given
100	Land Registry	323 (94)	4 (1)	15 (4)
101	Local builders	334 (98)	5 (2)	3 (1)
102	Local architects	335 (98)	3 (1)	4 (1)
103	Local estate agents	324 (95)	4 (1)	14 (4)

Passenger Transport

Buses

49. Can you complete the following on the site?

		Yes	No
104	Download bus timetables	16 (21)	62 (80)
105	Find bus journey information by using a searchable journey planning facility	15 (20)	63 (81)
106	Find bus fares information by using a searchable journey planning facility	9 (12)	69 (89)
107	Send a detailed email enquiry about bus journeys and prices	14 (18)	64 (82)
108	Buy bus tickets, travelcards or season tickets online	3 (4)	75 (96)

**50. If at any time the site linked you to an external site where did you go?
[NB: % of 24 cases where links they went to an external site]**

109	You stayed in the council site	14 (39)
	You went via a link that took you to a relevant sub-page on another site	8 (22)
	You went via a link that took you to a relevant home page on another site	14 (39)
	You went via a link that took you to a home page of another site that was not directly relevant to your request	0
	You found a broken link	0

Trains

51. Can you complete any of the following on the site?

		Yes	No
110	Download train timetables	14 (18)	64 (82)
111	Find train journey information by using a searchable journey planning facility	15 (19)	63 (81)
112	Find train fares information by using a searchable journey planning facility	11 (14)	67 (86)
113	Send a detailed email enquiry about train journeys and prices	7 (9)	71 (91)
114	Buy train tickets, travelcards or season tickets online	3 (4)	75 (96)

52. If at any time the site linked you to an external site where did you go? [% of 24 cases where links they went to an external site]

115	You stayed in the council site	5 (21)
	You went via a link that took you to a relevant sub-page on another site	7 (29)
	You went via a link that took you to a relevant home page on another site	12 (50)
	You went via a link that took you to a home page of another site that was not directly relevant to your request	0
	You found a broken link	0

53. Is any information given on the following organisations?

	Organisation	No link given	Address and/or telephone number only	Link given
116	Railtrack.co.uk	44 (56)	0	34 (44)
117	Nationalrail.co.uk	65 (83)	5 (6)	8 (10)
118	Thetrainline.com	68 (87)	0	10 (13)
119	Other travel companies	31 (40)	1 (1)	46 (59)

Highways

54. Can you find out about local road repairs being carried out?

120	No	82 (56)
	Yes in a list	48 (33)
	Yes by useful search	16 (11)

55. Can you register for an email alert, which provides updated information on road repairs?

121	Yes	No
	2 (1)	145 (99)

56. Can you report a street fault needing repair?

122	No	101 (69)
	Yes by downloadable form only	2 (1)
	Yes by submitting application on line only	41 (28)
	Yes either by downloadable form or online complaint	3 (2)

57. Can you pay a parking fine through a secure on line payment facility?

123	Yes	No
	6 (4)	141 (96)

58. Is any information given on any of the following organisations?

	Organisation	No link given	Address and /or telephone number only	Link given
124	DTLR	83 (57)	8 (5)	56 (38)
125	Highways Agency	125 (85)	4 (3)	18 (12)

Social Services

59. Can you find out about local social services providers?

126	No	50 (34)
	Yes in a list	79 (54)
	Yes by useful search	18 (12)

60. Can you apply for a service from the social services department?

127	No	138 (94)
	Yes by downloadable form only	4 (3)
	Yes by submitting application on line only	3 (2)
	Yes either by downloadable form or online application	2 (1)

61. Can you make a complaint about a social service provider?

128	No	101 (69)
	Yes by downloadable form only	7 (5)
	Yes by submitting complaint on line only	35 (24)
	Yes either by downloadable form or online complaint	4 (3)

62. Is any information given on any of the following organisations?

	Organisation	No link given	Address and/or telephone number only	Link given
129	Childcare link	99 (67)	2 (1)	46 (31)

Libraries**63. Can you find details of the main and branch library locations?**

		No	Yes in a list	Yes by street name/post code or area or clickable map search
130	Address	17 (12)	103 (70)	27 (18)
131	Location map	98 (67)	32 (22)	17 (12)

64. Can you complete the following:

		Yes	No
132	An online search of the library catalogue	66 (45)	81 (55)
133	Make an enquiry by email or online form	78 (53)	69 (47)
134	Reserve a library book through the site	55 (37)	92 (63)
135	Renew a library book through the site	56 (38)	91 (69)

65. Did you leave the council's main web site to complete any of these activities?

136	Yes	No
	38 (26)	109 (74)

66. Is any information given on any of the following organisations?

	Organisation	No link given	Address and/or telephone number only	Link given
137	People's network	140 (95)	0	7 (5)

Leisure and recreation

67. Can you find information on local events?

138	No	75 (22)
	Yes in a list	202 (59)
	Yes by useful search	64 (19)

68. Can you find the location of local leisure facilities?

		No	Yes in a list	Yes by useful search
139	Address only	88 (26)	228 (67)	25 (7)
140	Location map	290 (85)	40 (12)	11 (3)

69. Can local leisure facilities be booked through the web site?

	Yes	No
141	12 (4)	329 (97)

70. Is any information given on any of the following organisations?

	Organisation	No link given	Address and/or telephone number only	Link given
142	Local cinemas	231 (68)	45 (13)	64 (19)
143	Local Theatres	183 (54)	66 (19)	92 (27)

Waste collection

71. Can you find out when your household waste will be collected?

144	No	290 (85)
	Yes in a list	30 (9)
	Yes by useful search	22 (6)

72. Can you complain about a missed collection?

145	No	302 (88)
	Yes by downloadable form only	0
	Yes by submitting application on line only	38 (11)
	Yes either by downloadable form or online complaint	2 (1)

Environmental Health

73. Can you request a service from the environmental health department e.g. pest control?

146	No	282 (83)
	Yes by downloadable form only	4 (1)
	Yes by submitting complaint on line only	53 (16)
	Yes either by downloadable form or online complaint	3 (1)

74. Can you report an environmental health issues e.g. noisy neighbour, fly tipping?

147	No	284 (83)
	Yes by downloadable form only	5 (2)
	Yes by submitting report form on line only	51 (15)
	Yes either by downloadable form or online report form	2 (1)

75. Is any information given on any of the following organisations?

	Organisation	No link given	Address and/or telephone number only	Link given
148	Department for Environment and Rural Affairs (DEFRA)	271 (79)	10 (3)	61 (18)
149	Environment Agency	255 (75)	11 (3)	76 (22)
150	The Countryside Commission	321 (94)	2 (1)	19 (6)
151	English Nature	317 (93)	4 (1)	21 (6)
152	Other non-profit environment organisations	267 (78)	3 (1)	72 (21)

Revenue Collection

76. Can you complete any of the following:

		Yes	No
153	Pay council tax through secure online payment facility	80 (24)	260 (77)
154	If yes, can the payment be made through Girobank	58 (73)	21 (27)
155	View your council tax account on-line	8 (2)	332 (97)
156	Pay business rates through a secure online payment facility	67 (20)	274 (80)
157	If yes, can the payment be made through Girobank	50 (76)	16 (24)
158	View your business rates account online?	6 (2)	333 (98)

The Site overall

77. Did you find any of the following technologies available on the site?

		Yes	No
159	Chat room or public forum that does not require password or registration	34 (9)	333 (91)
160	Chat room or public forum that requires password or registration	6 (2)	371 (98)
161	A text only version of the site	59 (16)	318 (84)
162	Technology for users with special needs	17 (5)	360 (96)
163	Audio files available for download	7 (2)	370 (98)
164	Video files available for download	11 (3)	366 (97)

78. Can you find materials in any other languages apart from English on the site?

165	Yes	No
	40 (11)	337 (90)

79. If the answer is YES to question 78, how many different languages did you find?

166	1 language	5 (13)
	2 languages	10 (25)
	3 languages	6 (15)
	4 languages	5 (13)
	5 or more languages	14 (35)

80. If the answer is YES to Question 78, which languages did you find? [See language codes sheet and insert relevant number(s)]

167					
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81. Does material on the site display any of the following

		Yes	No
168	Pages branded in a consistent way with the organisation's logo	360 (96)	17 (5)
169	Pages using consistent colour scheme	365 (97)	12 (3)
170	Pages using consistent font size and style	364 (97)	13 (3)
171	Pages carrying some kind of HM Government label or crest	15 (4)	362 (96)

82. Please provide an overall rating of the site:

172	1 Poor	58 (16)
	2 Lower than Average	94 (25)
	3 Average	150 (40)
	4 Good	59 (16)
	5 Excellent	12 (3)

4.3. A RANKING OF ENGLISH LOCAL AUTHORITIES’ SCORES FOR THEIR OVERALL WEB SITE FACILITIES

In this table we have defined *rank position* by counting every local authority with the same overall percentage score for Web facilities as being on the same rung of the ladder. Thus, there are 47 rungs for the 388 English local authorities.

Rank position	Council name	Council’s overall percentage score
1	London Borough of Camden	62
2	London Borough of Brent	56
2	Lincolnshire County Council	56
3	Bristol City Council	51
4	Tameside	49
4	West Sussex County Council	49
5	Hertfordshire County Council	48
5	London Borough of Croydon	48
5	London Borough of Waltham Forest	48
6	Birmingham City council	46
6	Kent County Council	46
6	Lancashire County Council	46
6	Leicestershire County Council	46
6	Suffolk County Council	46
7	Ashfield District Council	45
7	Milton Keynes Council	45
7	Teignbridge District Council	45
8	Bracknell Forest Borough Council	44
8	Worcester County Council	44
9	Amber Valley Borough Council	43
9	London Borough of Enfield	43
9	Test Valley Borough Council	43
10	Allerdale Borough Council	42
10	Bath and North East Somerset Council	42
10	Cornwall County Council	42
10	Durham County Council	42
10	Elmbridge Borough Council	42
10	Southampton City Council	42

Rank position	Council name	LA's overall percentage score
11	Devon County Council	41
11	London Borough of Bromley	41
11	Norfolk County Council	41
11	Sunderland City Council	41
12	London Borough of Bexley	40
12	London Borough of Richmond Upon Thames	40
12	North Lincolnshire Council	40
12	North Norfolk District Council	40
12	Tandridge District Council	40
13	London Borough of Wandsworth	39
13	Calderdale Met Borough Council	39
13	Cambridgeshire County Council	39
13	Hampshire County Council	39
13	Surrey County Council	39
14	Bedfordshire County Council	38
14	Dorset County Council	38
14	Gateshead Met Council	38
14	London Borough of Barking and Dagenham	38
14	London Borough of Barnet	38
14	North Wiltshire District Council	38
14	Nottinghamshire County Council	38
14	Rushmoor Borough Council	38
15	Bournemouth Borough Council	37
15	Chester City council	37
15	Dudley Borough Council	37
15	Eastbourne	37
15	Hastings Borough Council	37
15	Havant Borough Council	37
15	Taunton Deane Borough Council	37
15	Tewkesbury Borough Council	37
15	Torbay Council	37
15	Warwickshire County Council	37
16	Bolton Borough Council	36
16	Blackburn with Darwen Borough Council	36
16	Derbyshire County Council	36
16	Gloucestershire County Council	36
16	London Borough of Hillingdon	36

16	London Borough of Merton	36
16	London Borough of Sutton	36
Rank position	Council name	LA's overall percentage score
16	North Devon District Council	36
16	Nuneaton and Bedworth Borough Council	36
16	Royal Borough of Windsor and Maidenhead	36
16	Sandwell Metropolitan Borough Council	36
16	Sevenoaks District Council	36
16	Shropshire County Council	36
16	South Bedfordshire District Council	36
16	South Northamptonshire Council	36
16	Waverley Borough Council	36
17	Bradford City Council	35
17	Ashford Borough Council	35
17	Buckinghamshire County Council	35
17	Christchurch Borough Council	35
17	Crawley Borough Council	35
17	Dacorum Borough Council	35
17	Derby City Council	35
17	Eastleigh Borough Council	35
17	Ellesmere Port and Neston Borough Council	35
17	Gravesham Borough Council	35
17	Kirklees Metropolitan Borough Council	35
17	Leicester City Council	35
17	London Borough of Greenwich	35
17	Solihull Metropolitan Borough Council	35
17	Westminster City Council	35
17	Wigan Metropolitan Borough Council	35
18	Cumbria County Council	34
18	Epsom and Ewell Borough Council	34
18	Kennet District Council	34
18	London Borough of Lewisham	34
18	Maidstone Borough Council	34
18	North Kesteven District Council	34
18	North Warwickshire Borough Council	34
18	Northumberland County Council	34
18	Royal Borough of Kensington and Chelsea	34
18	South Tyneside	34

18	Tunbridge Wells Borough Council	34
18	Wokingham District Council	34
18	Wolverhampton City Council	34
Rank position	Council name	LA's overall percentage score
19	Babergh District Council	33
19	Barnsley Metropolitan Borough Council	33
19	Cheshire County Council	33
19	Doncaster Borough Council	33
19	East Sussex County Council	33
19	Kingston upon Hull City Council	33
19	North Yorkshire County Council	33
19	Sedgemoor District Council	33
20	Brighton and Hove Council	32
20	Costwold District Council	32
20	East Hertfordshire District Council	32
20	Hambleton District Council	32
20	Huntingdonshire District Council	32
20	Lewes District Council	32
20	London Borough of Lambeth	32
20	London Borough of Newham	32
20	Malvern Hills	32
20	Salford City Council	32
20	Spelthorne Borough Council	32
20	St Helens	32
20	Staffordshire County Council	32
20	Stratford-on-Avon District Council	32
20	Wanveney Borough Council	32
20	West Berkshire Council	32
20	Wirral Metropolitan Borough Council	32
21	Darlington Borough Council	31
21	East Cambridgeshire District Council	31
21	East Northamptonshire District Council	31
21	Essex County Council	31
21	Exeter City Council	31
21	Kings Lynn and West Norfolk Borough Council	31
21	London Borough of Islington	31
21	Mid Devon District Council	31
21	Mid Sussex District Council	31

21	Rotherham Metropolitan Borough Council	31
21	South Somerset District Council	31
21	Surrey Heath Borough Council	31
21	Teesdale District Council	31
Rank position	Council name	LA's overall percentage score
21	Warrington Borough Council	31
21	Watford Borough Council	31
21	Wycombe District Council	31
22	Broadland District Council	30
22	Daventry District Council	30
22	East Riding of Yorkshire Council	30
22	London Borough of Ealing	30
22	London Borough of Hammersmith and Fulham	30
22	Oxford City Council	30
22	Somerset County Council	30
22	South Cambridgeshire District Council	30
22	Stockport	30
23	Derwentside District Council	29
23	Dover District Council	29
23	London Borough of Tower Hamlets	29
23	Medway Council	29
23	Oadby and Wigston Borough Council	29
23	Oxfordshire County Council	29
23	Rutland County Council	29
23	Sedgefield Borough Council	29
23	Sefton Metropolitan Borough Council	29
23	Sheffield City Council	29
23	Shrewsbury and Atcham Borough Council	29
23	Suffolk Coastal District Council	29
23	Swale Borough Council	29
23	Vale Royal Borough Council	29
23	Winchester City Council	29
24	Blackpool Borough Council	28
24	Brentwood District Council	28
24	City of York Council	28
24	East Dorset District Council	28
24	Isle of Wight Council	28
24	London Borough of Southwark	28

24	Pendle Borough Council	28
24	Slough Borough Council	28
24	South Norfolk District Council	28
24	Stockton-on-tees Borough Council	28
24	Wiltshire County Council	28
Rank position	Council name	LA's overall percentage score
25	Bolsover District Council	27
25	Burnley Borough Council	27
25	Epping Forest District Council	27
25	Hart District Council	27
25	Leeds City Council	27
25	Lincoln City Council	27
25	Manchester City Council	27
25	Mansfield District Council	27
25	Mendip District Council	27
25	Middlesbrough Borough Council	27
25	Mole Valley District Council	27
25	New Forest District Council	27
25	Newcastle-under- Lyme Borough Council	27
25	North Dorset District Council	27
25	Penwith District Council	27
25	Peterborough City Council	27
25	Preston Borough Council	27
25	Rushcliffe Borough Council	27
25	South Buckinghamshire District Council	27
25	St Albans City council	27
25	Wakefield City council	27
25	Wear Valley District Council	27
25	West Wiltshire District Council	27
25	Worthing Borough Council	27
25	Wyre Borough Council	27
26	Arun District Council	26
26	Blaby District Council	26
26	Bury Met Borough Council	26
26	Chiltern District Council	26
26	Crewe and Nantwich Borough Council	26
26	Fareham Borough Council	26
26	Harborough District Council	26

26	Harlow District Council	26
26	Herefordshire Council	26
26	Lancaster City Council	26
26	Melton Borough Council	26
26	Oldham Metropolitan Borough Council	26
26	Rochdale Metropolitan Borough Council	26
Rank position	Council name	LA's overall percentage score
26	Shepway District Council	26
26	South Gloucestershire Council	26
26	Thanet District Council	26
26	Thurrock Borough Council	26
27	Barrow-in-Furness Borough Council	25
27	Bedford Borough Council	25
27	Broxbourne District Council	25
27	Corporation of London	25
27	Horsham District Council	25
27	Knowsley Metropolitan Borough Council	25
27	London Borough of Harrow	25
27	North East Lincolnshire Council	25
27	Royal Borough of Kingston upon Thames	25
27	South Oxfordshire Council	25
27	Stoke-on-trent City Council	25
27	Tynedale District Council	25
27	Uttlesford District Council	25
27	West Lancashire District Council	25
28	Basildon District Council	24
28	Borough of Poole	24
28	Braintree District Council	24
28	Chelmsford Borough Council	24
28	Gosport Borough Council	24
28	Liverpool City Council	24
28	Northampton Borough Council	24
28	Norwich City Council	24
28	Nottingham City Council	24
28	Richmondshire District Council	24
28	South Kesteven District Council	24
28	Staffordshire Moorlands District Council	24
28	Stroud District Council	24

28	Tendring District Council	24
28	Tonbridge and Malling Borough Council	24
29	Cambridge City Council	23
29	Carlisle City Council	23
29	Colchester Borough Council	23
29	Congleton Borough Council	23
29	London Borough of Hackney	23
Rank position	Council name	LA's overall percentage score
29	Luton Borough Council	23
29	Newark and Sherwood Council	23
29	North Somerset Council	23
29	Ryedale District Council	23
29	Stafford Borough Council	23
29	Stevenage Borough Council	23
29	Wealden District Council	23
29	Welwyn Hatfield District Council	23
29	West Dorset District Council	23
30	Southend-on-Sea Borough Council	22
30	Berwick-upon-Tweed Borough Council	22
30	Castle Morpeth Borough Council	22
30	Dartford Borough Council	22
30	Great Yarmouth Borough Council	22
30	Guildford Borough Council	22
30	Ipswich Borough Council	22
30	London Borough of Haringey	22
30	Mid Beds District Council	22
30	Trafford Metropolitan Borough Council	22
30	Walsall Metropolitan Borough Council	22
30	Woking Borough Council	22
31	Cheltenham Borough Council	21
31	East Hampshire District Council	21
31	East Staffordshire Borough Council	21
31	High Peak Borough Council	21
31	London Borough of Havering	21
31	London Borough of Redbridge	21
31	Maldon District Council	21
31	North Hertfordshire District Council	21
31	Reading Borough Council	21

31	Rugby Borough Council	21
31	Salisbury District Council	21
31	St Edmundsbury Borough	21
31	Swindon Borough Council	21
31	Tamworth Borough Council	21
32	Bromsgrove District Council	20
32	Broxtowe Borough Council	20
32	Caradon District Council	20
Rank position	Council name	LA's overall percentage score
32	Coventry City Council	20
32	Craven District Council	20
32	Fenland District Council	20
32	Portsmouth City Council	20
32	Redditch Borough Council	20
32	Runnymede Borough Council	20
33	Basingstoke & Deane Borough Council	19
33	Breckland District Council	19
33	Canterbury City Council	19
33	East Lindsey District Council	19
33	Eden District Council	19
33	Fylde Borough Council	19
33	Kettering Borough Council	19
33	North Cornwall District Council	19
34	East Devon District Council	18
34	Forest Heath District Council	18
34	Hartlepool Borough Council	18
34	Hertsmere Borough Council	18
34	South Shropshire District Council	18
34	Worcester City Council	18
34	Wychavon District Council	18
35	Bassetlaw District Council	17
35	Chesterfield Borough Council	17
35	Chichester District Council	17
35	Derbyshire Dales District Council	17
35	Newcastle-upon-Tyne City Council	17
35	North East Derbyshire District Council	17
35	North Tyneside Metropolitan Borough Council	17
35	Reigate and Banstead Borough Council	17

35	Wansbeck District Council	17
35	West Devon Borough Council	17
35	West Somerset District Council	17
36	Aylesbury Vale District Council	16
36	Cherwell District Council	16
36	Durham City Council	16
36	Halton Borough Council	16
36	Kerrier District Council	16
36	London Borough of Hounslow	16
Rank position	Council name	LA's overall percentage score
36	Rother District Council	16
36	Torrige District Council	16
36	Wellingborough Borough Council	16
37	Carrick District Council	15
37	Charnwood Borough Council	15
37	Gedling Borough Council	15
37	Gloucester City Council	15
37	Harrogate Borough Council	15
37	Lichfield District Council	15
37	Macclesfield Borough Council	15
37	South Hams District Council	15
37	South Ribble Borough Council	15
37	West Lindsey District Council	15
37	Weymouth and Portland Borough Council	15
38	Blyth Valley Borough Council	14
38	Castle Point Borough Council	14
38	Plymouth City Council	14
38	Restormel Borough Council	14
38	Rossendale Borough Council	14
39	Adur District Council	13
39	Boston Borough Council	13
39	Copeland Borough Council	13
39	Ribble Valley Borough Council	13
39	South Derbyshire District Council	13
39	South Holland District Council	13
40	Cannock Chase District Council	12
40	North West Leicestershire District Council	12
40	Redcar and Cleveland Borough Council	12

40	Rochford District Council	12
41	Chester-le-street District Council	11
41	Hinckley and Bosworth Borough Council	11
41	South Staffordshire Council	11
41	Three Rivers District Council	11
42	Erewash Borough Council	10
42	North Shropshire District Council	10
42	Alnwick District Council	8
42	Forest of Dean District Council	8
42	Mid Suffolk District Council	8
Rank position	Council name	LA's overall percentage score
43	Scarborough Borough Council	7
43	Selby District Council	7
43	West Oxfordshire District Council	7
44	South Lakeland District Council	6
45	Oswestry Borough Council	3
46	Northamptonshire County Council	2
47	Bridgnorth Council	0
47	Chorley Borough Council	0
47	Corby Borough Council	0
47	Eastington District Council	0
47	Hyndburn Borough Council	0
47	Isle of Scilly	0
47	Purbeck District Council	0
47	Telford and Wrekin Council	0
47	Vale of White horse District Council	0
47	Warwick District Council	0
47	Wyre Forest District Council	0

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