Report

SOUTH LANARKSHIRE COUNCIL

Report to:	**Finance and Information Technology Resources Committee**
Date of Meeting:	**1 June 2010**
Report by:	**Executive Director (Finance and Information Technology Resources)**

Subject:	**SOCITM Annual Survey of Local Authority Websites**

1. Purpose of Report

1.1. The purpose of the report is to:-

♦ Provide an overview of the findings of SOCITM's Better Connected annual survey of local authority websites.

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

(1) that improvement on the website rankings whilst maintaining transactional status is noted

(2) that progression of an action plan to address the issues and any improvements involving all Resources is noted

(3) that it be noted that the above will be included in the Modernising Government 2010/11 Section Plan.

3. Background

3.1. This was the twelfth annual survey carried out by SOCITM of all local authority websites. In total 479 websites were examined. A team of reviewers carried out a structured survey with 120 questions for local authority websites, followed by 5 shorter surveys on specific topics. The evidence from these informs the ranking.

3.2. This year they have used the new ranking system (1 to 4 stars). The 4 star ranking introduced in 2010 is based on two elements:
   ♦ how many of the Better Connected essential criteria (see below) have been met by the website to the specified performance standard
   ♦ the reviewer's overall score for the website's quality, which can be 1(poor), 2(adequate), 2(satisfactory) or 3(very good).

Rank	Achievement of essential or other criteria	overall reviewer rating
4 star	9 out of 9 (essential)	3
3 star	4 out of 9 (essential)	3
	7 out of 9 (essential)	2
2 star	3 out of 12 (any)	2
	5 out of 12 (any)	1
1 star	Less than 3 out of 12 (any)	2
	Less than 2 out of 12 (any)	1

3.3. South Lanarkshire Council's website maintained the 'Transactional' status awarded in 2009 Better Connected survey.

4. Survey Findings

4.1. Seven Scottish Unitary Authorities, including South Lanarkshire were ranked as 3 star. No Scottish authorities were rated as 4 star.

- ◆ 3 star   7
- ◆ 2 star   15
- ◆ 1 star   10

4.2. The list of 3 star Councils is listed below and shows South Lanarkshire Council in second place in relation to most content questions answered. Of those that are 3 star sites, only 5 have achieved 5 of the 9 criteria.

Scottish Unitary 3 Star Sites

	Overall Score	Ranking
South Ayrshire	89	3
South Lanarkshire	**86**	**3**
Dundee	85	3
Aberdeenshire	83	3
West Lothian	81	3
East Renfrewshire	78	3
Stirling	77	3

4.3. As well as achieving 3 stars, South Lanarkshire Council was awarded best practices in:

- ◆ Participation (how well councils engage with their local community)
- ◆ E-mail response, rated very good (only 20 councils achieved this)

5. Employee Implications

5.1. There no employee implications.

6. Financial Implications

6.1. There are no financial implications.

7. Other Implications

7.1. None

8. Equality Impact Assessment and Consultation Arrangements

8.1. There has no requirement to carry out an impact assessment in terms of the proposals contained within this report.

8.2. There is no requirement to undertake any consultation in terms of the content of this report.

Linda Hardie
Executive Director (Finance and Information Technology Resources)

26 April 2010

Link(s) to Council Objectives
- ◆ Accountable, effective and efficient

Previous References
None

List of Background Papers
♦ Action Plan 2010/11
♦ SOCITM Better Connected Report 2010/11

Contact for Further Information
If you would like to inspect the background papers or want further information, please contact:-
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