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DECLARATION

I agree to work within Edinburgh Napier University's Academic Regulations which require that any work I submit is entirely my own. I am providing my student Matriculation Number (above) - in place of a signed declaration - in order to comply with Edinburgh Napier University's assessment procedures.

INTRODUCTION

The problem of how to find reliable information on the worldwide web has existed as long as the web has. Part of the solution has been search engines but the web-user must assess the reliability of their results. Web portals, starting points with organisation and at least a semblance of authority, have been another part of the solution. This report begins to assess the accessibilities of Scottish local government web portals in the light of some academic literature.

LITERATURE REVIEW

Space does not permit a review of all recent literature on web portals (WPs). Instead, brief considerations of reasons for WPs, definitions of WPs, types of WP, organisation of WP content and portlets are given.

Why web portals?

According to a former CEO of Directgov, WPs exist to 'join up information for the citizen in a way that they understand' despite being technically slower than search engines (Cross, 2007). In other words, they are 'one-stop shops' where surfers, starting from an authoritative entry-point can more easily locate the exact information desired. It should also be noted that portals are a source of revenue for companies such as AOL and Yahoo! (Telang & Mukhopadhyay, 2005).

Definition of 'web portal'

At this point, it is worth considering what a WP is. For example, Augustyniak *et al* (2005) defined a WP as a 'web site that provides the ability to use a secure username/ password and to customise the content based on specific interests and needs'. This is certainly true of My Yahoo! However, one does not need to sign into Yahoo! to access organised content. Also Tatnall and Burgess (2011) defined a WP as a 'special Web site designed to act as a gateway to give convenient access'. This report follows the latter definition because many local government WPs (e.g. Directgov) can be used without logging in.

Types of web portal

Disagreements over defining 'web portal' could be avoided by accepting that there are different types of WP. Indeed, Augustyniak *et al* divided WPs by scope and audience into 'horizontal' (broad, general) and 'vertical' (about a particular service or industry). Tatnall and Burgess (2011) quoted a list of nine types of WP but then claimed that there is no definitive taxonomy of WPs.

Organising web portal content

As Smith *et al* (2004) observed, without taxonomy *within* WPs, they would be chaotic. Earlier, Staab *et al* (2000) reported on software developed to enable knowledge communities to generate ontologies for their knowledge areas. Metadata could then be used to fit web pages into the ontology. Further, web crawlers could collect information

from the rest of the web and 'add' it to the ontology. *Ab-initio* community involvement was emphasised by Augustyniak *et al*: it may have collateral benefits (Preiser-Houy and Navarrete, 2010).

Lee *et al* (2010) pointed out that 'traditional' search engines can only return results containing the search terms. However, searchers may not know all the synonyms for their terms. Hence Lee *et al* researched using meaning to relate web resources. Ontological links were used to deliver results that were certain 'distances' from search terms, even though they did not actually contain the terms. Depending on the 'distance' specified, the number of results could be large so a path-decision threshold was used to winnow results.

Since most users interact with the web on-screen¹, the results of semantic searches needed to be presented visually. The tool developed for this purpose was described as a semantic web portal: results were presented as:

- matched seed instances, enabling drilling down into results.
- main results, grouped according to these researchers' ontology.
- ranking of the paths from seed to result because how the seed and result are related may help refine or redirect their searches.

Methods were tested by 'retrofitting' a year's output from a news source. It remains to be seen how the billions of existing web pages can be semantically linked.

Portlets: building blocks for web portals

It is worth noting that WPs may be built from 'portlets'. Indeed, a Java definition was released 9 years ago (Nicklus, 2003). Later, Yang *et al* (2007) described using portlets to present resources via a 'spatial' WP. These researchers used 'Web Services for Remote Portlets' to build NASA's Earth Science Gateway: a wizard was provided to facilitate designing portlets to fit into WP schemata.

¹ and screen-readers etc simply 'translate' visual output

RESEARCH APPROACH

Why study local government web portals?

Local government WPs (LGWPs) should be authoritative, have potential audiences as large their online populations and are under pressure to be accessible to all citizens, including the disabled and citizens with little knowledge of the web or local government.

Therefore LGWPs are worth examining not just from theoretical or technical viewpoints but also for how well they 'work'. The research part of this report is an initial investigation into Scottish LGWPs' (SLGWPs) accessibilities.

Research question development

Investigating whether Scottish local governments (SLGs) do all they must do online would be arduous: the lists of local government duties contain 1338 entries!² So attention was confined to what citizens might routinely want from SLGWPs, e.g. information on

- planning
- recycling
- council tax
- leisure facilities
- employment opportunities
- healthcare
- housing.

One might sum the numbers of clicks need to find certain information under these headings, thus obtaining a quantitative measure of 'performance'.

However, all of these items apart from recycling are in Scottish Navigation List (SNL) top-level headings (esd, 2010). If SLGWPs follow a standard format, a person concerned with SLGs across Scotland (e.g. a citizen considering moving from one SLG area to another) may benefit from standard routes to information. Therefore it was decided to use clear implementation of the SNL and numbers of operations to obtain recycling centre addresses as quantitative measures of 'performance'.

² These are not all online duties.

Factoring in citizens' other potential needs

Disabled citizens may well need websites to have extra accessibility features. Further, fitting SLGWPs into screen areas may be important to physically- and visually-impaired surfers and to cellphone- and tablet-users.

Mobile versions of SLGWPs may be important to cellphone users. For citizens using dial-up connections, screen-readers or Braille devices, low-bandwidth versions of sites may well be desirable. If a large proportion of an SLG's area has poor cellphone coverage, there may be less call for mobile versions of the relevant SLGWPs.

Further, if there is high unemployment in an SLG area, its citizens may be less likely to have computers or cellphones but conversely may need more help, hence placing different demands on their SLGWP.

Finally, citizens may well be concerned with privacy issues and SLGs' data use.

So the research question became *how accessible are SLGWPs, as measured by*

- *accessibility tools on entry page*
- *other accessibility tools*
- *search tools on entry page*
- *clicks to obtain recycling centre addresses*
- *research tools on entry page*
- *feedback tools on entry page*
- *personalisation*
- *SNL clearly implemented on entry page*
- *privacy and cookies policies and terms-of-use statement easily found³*
- *whether the entry page fits in a 20-inch monitor*
- *whether there is a mobile version of the SLGP*
- *whether the entry page or the mobile site fitted onto the screen of a cellphone?*

Scores would be moderated by SLGs' responses to a short email. (See appendix 1 for the text of this email.)

³ Cookie policies are a legal requirement under European law if websites use cookies. Hence this report's author is reluctant to state categorically that some SLGs do not have them.

METHODOLOGY, SAMPLE SELECTION AND RESULTS

The tool used to investigate the SLGWPs was a short form to capture the above data along with some demographic data. These forms are presented in appendix 2, along with screenshots of the SLGWPs on both a desktop computer and an iPhone.

While it was not possible to find statistics on broadband availability and uptake, or on cellphone coverage, by SLG area, urban/rural data could be a model because it seems likely that if an SLG area is highly rural, broadband availability and cellphone coverage will be low.

All 32 SLGWPs were assessed for all items mentioned above.

The results are tabulated below in two ways:

- a 'score' for each SLGP (*table 1*)

Because one SLG stated that it didn't use access keys because they interfered with other accessibility tools, access keys were ignored but marks were given for having text-size and colour-scheme controls or describing how visitors' browsers or OSes could be configured to achieve the same. A half-mark was subtracted if an out-of-date list of browsers was given or if a major OS was omitted from a relevant list. Following W3C or similar guidelines also gained a mark.

A mark was given if an SLGP had other-language versions or translation facilities immediately available. Because it seems less desirable that a visitor should have to navigate away from a WP to learn how to use it, only a half-mark was given for a link to 'My Web My Way' (the BBC's information on accessibility features). Small deviations from current SNL headings and the SNL documentation headings order were ignored.

A mark was also given if the SLG replied substantively to an email: speed of response may well be significant to a citizen who needs information and hence is a facet of accessibility.

The number of operations to obtain recycling centre addresses was subtracted from the overall score, while a mark was deducted if the site failed to render on an iPhone.

Table 2

SLG	Number of SLGPs with this feature	Average numbers of this type of feature per SLGP
<i>Entry-page accessibility tools</i>	29	2.2
<i>Other accessibility tools on WP</i>	31	2.3
<i>Search tools on entry page</i>	32	2.8
<i>Clicks to obtain recycling centre addresses</i>	32	3.0 (average number of operations to find required data)
<i>Research tools on entry page</i>	2	NA
<i>Feedback tools on entry page</i>	32	2.2
<i>Personalisation available</i>	14	NA
<i>Top level of SNL clearly implemented on entry page</i>	18	NA
<i>Privacy policy easily found</i>	29	NA
<i>Cookie policy easily found</i>	24	NA
<i>Terms of use statement easily found</i>	30	NA
<i>Entry page fits 20" monitor</i>	11	NA
<i>Mobile site exists</i>	6	NA
<i>Entry page or mobile site fits iPhone screen</i>	6 (but 2 failed to render on iPhone)	NA
<i>Substantive response from LG team received</i>	17	NA

DISCUSSION

Only 9 SLGWPs conformed to Augustyniak's definition by offering login facilities/personalisation.

It is clear that there is a wide variation in accessibility scores. Glasgow, which is extremely urban, has the highest population and population density of all SLG areas and has around average employment has the lowest score. South Ayrshire, which is less urban/more rural, is in the mid-range of population and is in the lower range of population density (still above the Scottish average) and also has around average employment has the highest score. Orkney, which has markedly low employment, has a low accessibility score while East Ayrshire, the area with the highest employment has a below-average score. Thus employment seems not to be a predictor of accessibility. Nor apparently is population density: Highland and Western Isles have the lowest population density but have around average scores. Population itself may be a predictor: Orkney and Shetland have the lowest populations and the joint second-lowest scores. These areas are also very remote so low bandwidth versions of these sites might have been expected.

Potentially the most interesting finding is that only 18 SLGWPs clearly implement the SNL. While this should not be taken to mean that the other SLGWPs do not provide the relevant information, it is of interest that none of the SLGWPs not scoring here have high overall scores. However, the SNL appears not to be compulsory but simply a recommendation of good practice.⁴

Reasons not to follow this 'national standard' may arise from the SLGs' own research. Without access to this, it seems not unreasonable to assume that SLGs are most concerned with what their own citizens want. Of course, at least some SLGs do work together, e.g. via COSLA and SOLACE and, as stated in esd (2010), on this very topic. Another potential cause is that SLGs may have wanted to retain layouts with which their citizens are familiar.

⁴ 'The simple aim is to help citizens access services and find, in a consistent way, what they are looking for, on council websites, and help take councils closer to the Scottish Executive's goal of 75% of citizen enquiries being answered at the first point of contact'. (esd, 2010)

CONCLUSION, CRITICAL ANALYSIS AND FURTHER RESEARCH

There is marked variation in SLGWPs' accessibilities, some having very few accessibility features. It seems no SLGWP is 'perfectly' accessible while a significant number do not follow a 'national standard'.⁵

However, the current analysis has some subjectivity. For example, some SLGWPs stated aims to follow standards and these were given marks: actual conformance was not tested. Further, it was not tested which features actually benefit many people.

Deeper statistical analysis of the current results, qualitative analysis of SLGs' replies, further conversations with SLGs and accessing SLGs' own research could be valuable in understanding the variations between SLGWPs. It may be valuable to run nationwide surveys, using sets of citizens (e.g. working-age/pension age, employed/unemployed) living outwith SLG 'silos', to find which accessibility features are of most net benefit and how these relate to demographics. Also, SLGWPs should be tested on other types of cellphone.

It would also be interesting to find whether any SLGWPs use semantics in their search functions.

⁵ It may be that central government cannot enforce SNL use without breaking at least the spirit of the concordat with SLGs. (Scottish Government and COSLA, 2007)

APPENDICES

Text of email to SLGs

Dear <name of SLG>

I am a student at Edinburgh Napier University, studying for an MSc in Information Systems Development. Part of my coursework involves an investigation of web portals, and I have chosen to look at Scottish local government portals. Would you be able to help me, please, by commenting on the following points?

Q1. How long has your portal (<URL of SLGWP>) existed in its current form?

What factors were involved designing the site? For example,

Q2a. how do you choose what goes where on the entry page?

Q2b. how do you ensure all pages have common 'look and feel' and navigation features?

Q3. Do you have (or do you plan to have) a version of the site for cellphones, with automatic redirection of cellphone browsers to this version?

Q4. What features does the portal have (other than text size controls) for disabled visitors? For example, is there server-side software for reading pages aloud or information on your portal on making visitors' computers do this?

Q5. Do you have (or plan to have) versions of the site in languages other than English?

I would be very grateful to receive any answers you can provide by 20 February. I'm sorry for the short time here but I need to submit this piece of coursework on 23rd February and will need some time to add your answers to the work.

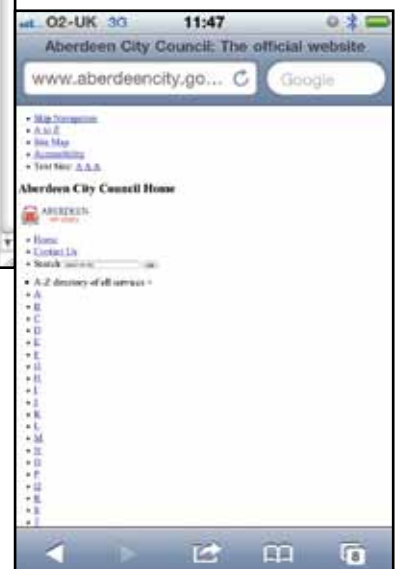
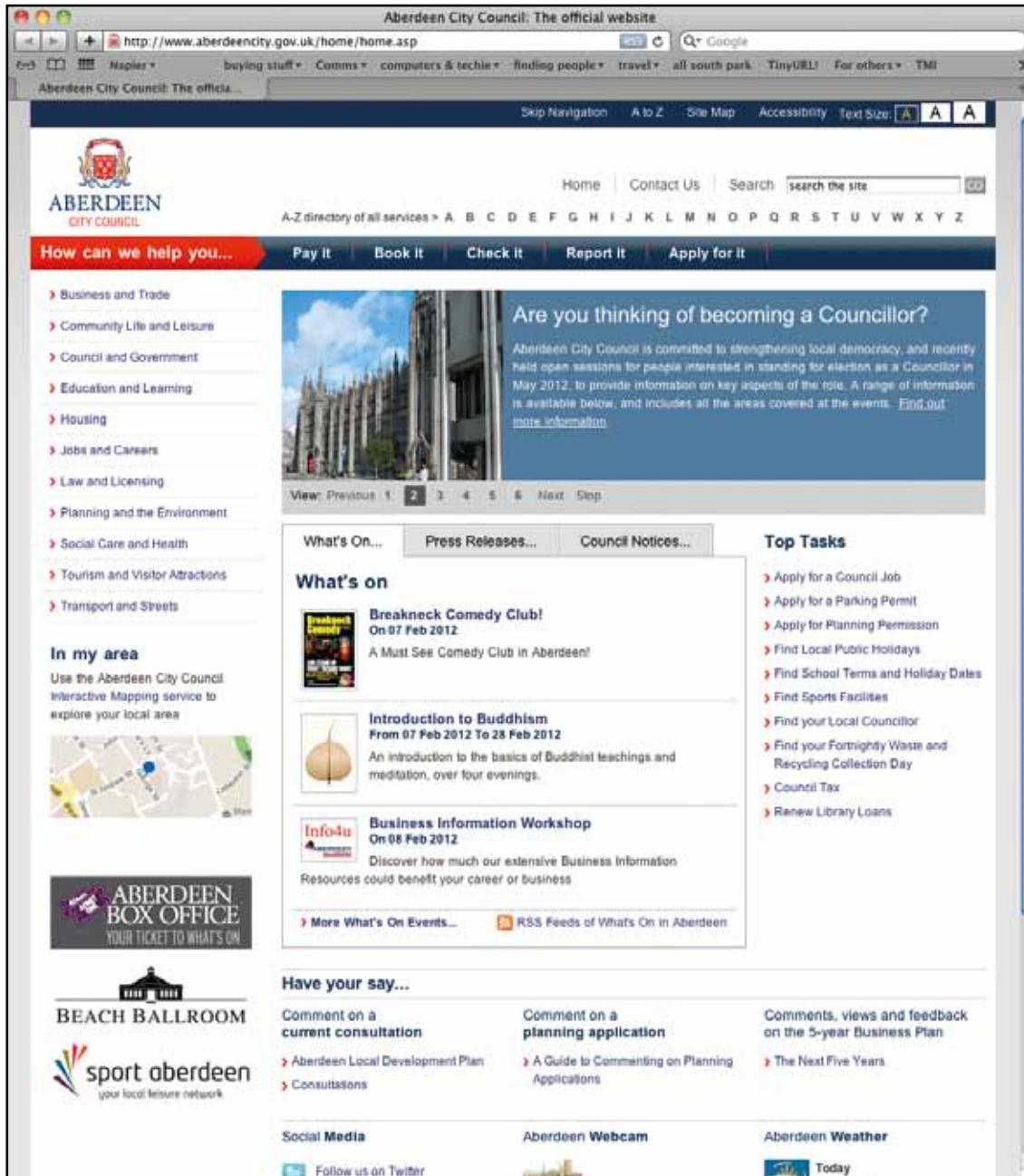
Many thanks indeed

<author's signature and contact details>

2. Screenshots of local government portals, portal analysis forms

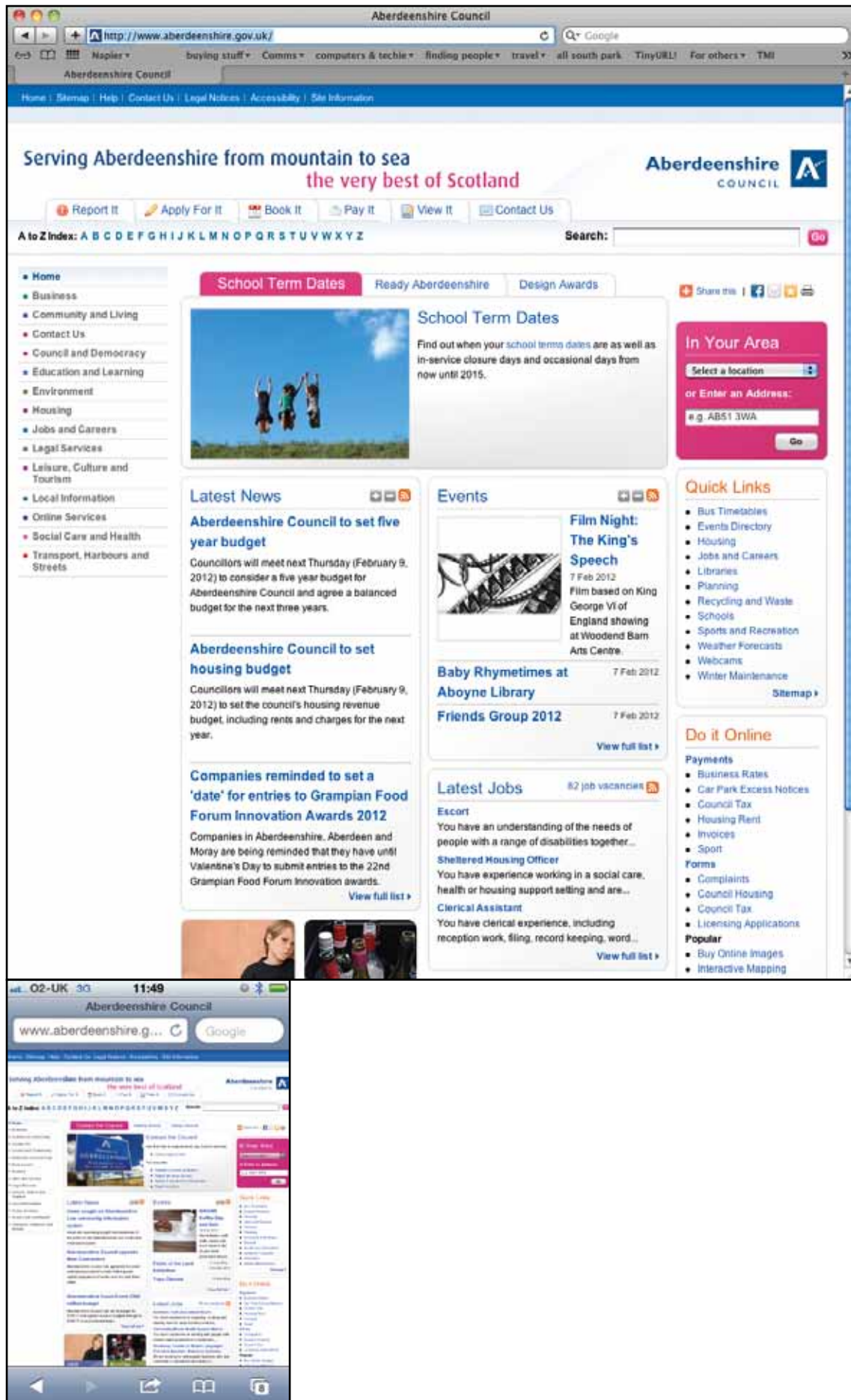
Sources for Demographics data:

- Estimated population, population density, % full-time employment (June 30 2010): General Register Office for Scotland, 2011
- Urban/rural data (data for 2009-2010): Scottish Government, 2010.



Aberdeen City																															
URL	http://www.aberdeencity.gov.uk																														
Accessibility tools on entry page	Text size controls																														
Other accessibility tools	http://www.aberdeencity.gov.uk/accessibility/acc/ace_accessibility.asp <ul style="list-style-type: none"> • Access keys • Description of how to use Internet Explorer text size tools • Link to 'My Web My Way' • Shaw Trust accreditation 																														
Search tools on entry page	<ul style="list-style-type: none"> • Search box • Alphabetical menu 																														
Clicks to obtain recycling centre addresses	3																														
Research tools on entry page	Nothing obvious																														
Feedback tools on entry page	<ul style="list-style-type: none"> • Contact Us • Check it • Report it • Have your say (current consultations, planning applications, current 5-year business plan) 																														
Personalisation	Nothing obvious																														
SNL clearly implemented on entry page	Yes																														
Privacy policy easily found	Yes - see http://www.aberdeencity.gov.uk/home/SiteInformation.asp																														
Cookie policy	Yes - see http://www.aberdeencity.gov.uk/home/SiteInformation.asp																														
Terms of use statement easily found	Yes - on http://www.aberdeencity.gov.uk/home/SiteInformation.asp																														
Entry page fits 20" monitor?	No																														
Mobile site	No																														
Entry page or mobile site fits iPhone screen	No - normal site failed to render on iPhone																														
Response from SLG team	'Email received' reply only																														
Demographics (All-Scotland values given in parentheses)	<table border="0"> <tbody> <tr> <td>• Estimated population</td> <td>217,120</td> <td>(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td>75.3</td> <td>(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td>1169</td> <td>(67)</td> </tr> <tr> <td colspan="3">• Urban/rural data (% of population)</td> </tr> <tr> <td> Large Urban</td> <td>92.9</td> <td>(38.9)</td> </tr> <tr> <td> Other Urban</td> <td>0.0</td> <td>(30.6)</td> </tr> <tr> <td> Accessible Small Towns</td> <td>5.4</td> <td>(8.5)</td> </tr> <tr> <td> Remote Small Towns</td> <td>0.0</td> <td>(3.8)</td> </tr> <tr> <td> Accessible Rural</td> <td>1.6</td> <td>(11.6)</td> </tr> <tr> <td> Remote Rural</td> <td>0.0</td> <td>(6.5)</td> </tr> </tbody> </table>	• Estimated population	217,120	(5,222,100)	• % full-time employment	75.3	(75.8)	• Population density (persons per km ²)	1169	(67)	• Urban/rural data (% of population)			Large Urban	92.9	(38.9)	Other Urban	0.0	(30.6)	Accessible Small Towns	5.4	(8.5)	Remote Small Towns	0.0	(3.8)	Accessible Rural	1.6	(11.6)	Remote Rural	0.0	(6.5)
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Remote Rural	0.0	(6.5)																													

Web-enabled business (INF1101) Coursework 1



Aberdeenshire																															
<i>URL</i>	http://www.aberdeenshire.gov.uk																														
<i>Accessibility tools on entry page</i>	Nothing obvious																														
<i>Other accessibility tools</i>	http://www.aberdeenshire.gov.uk/online/accessibility.asp <ul style="list-style-type: none"> • Skip navigation feature for screen-readers, text-only browsers etc • Guide to browser settings (Firefox, Internet Explorer [versions 6, 7, 8], Netscape Navigator, Opera) • Mention of 3rd-party screen-readers • Shaw Trust accreditation 																														
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<i>Personalisation</i>	Nothing obvious																														
<i>SNL clearly implemented on entry page</i>	No - most top-level headings covered but 'planning and the environment' noticeably absent																														
<i>Privacy policy easily found</i>	Yes - see http://www.aberdeenshire.gov.uk/online/legal.asp																														
<i>Cookie policy easily found</i>	Yes - see http://www.aberdeenshire.gov.uk/online/legal.asp																														
<i>Terms of use statement easily found</i>	Yes - see http://www.aberdeenshire.gov.uk/online/legal.asp																														
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<i>Mobile site</i>	No																														
<i>Entry page or mobile site fits iPhone screen</i>	No																														
<i>Response from SLG team</i>	<p>Q1. In its current form the website has existed for around 3 years in terms of design. The technology in the background for around 5 years. That being said, the site is always evolving and recent changes to the homepage were made towards the end of last year. Changes to landing pages are ongoing and the design is always evolving.</p> <p>Q2a. This is decided by user testing both internally and externally to the Council, along with prioritising in terms of impact to the Council. We also decide on priority by analysing Searches and Keywords people use both on the site, and coming from Google.</p> <p>Q2b. We use a combination of Dreamweaver templates, and .Net MasterPages, along with include files for the Navigation elements.</p> <p>Q3. We are currently working on this and due to launch in the next month or two. We will have a web version of the site, along with a cultural app designed for Android, BlackBerry and iPhone</p> <p>Q4. The site has been designed with Accessibility in mind. After researching our site visitors we found that the majority use their own software for oral browsing. We therefore focussed our accessibility work on making sure all areas of the site can be read by the majority of accessibility tools rather than forcing our visitors to download one 'recommended' software.</p> <p>Q5. No - we did some cost analysis and decided this was not cost effective. There are proprietary tools out there if required, and we also have access to translators if required by a customer.</p>																														
<i>Demographics (All-Scotland values given in parentheses)</i>	<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>• Estimated population</td> <td style="text-align: right;">245,780</td> <td style="text-align: right;">(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td style="text-align: right;">78.0</td> <td style="text-align: right;">(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td style="text-align: right;">39</td> <td style="text-align: right;">(67)</td> </tr> <tr> <td colspan="3">• <i>Urban/rural data (% of population)</i></td> </tr> <tr> <td> Large Urban</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(38.9)</td> </tr> <tr> <td> Other Urban</td> <td style="text-align: right;">26.0</td> <td style="text-align: right;">(30.6)</td> </tr> <tr> <td> Accessible Small Towns</td> <td style="text-align: right;">10.0</td> <td style="text-align: right;">(8.5)</td> </tr> <tr> <td> Remote Small Towns</td> <td style="text-align: right;">11.2</td> <td style="text-align: right;">(3.8)</td> </tr> <tr> <td> Accessible Rural</td> <td style="text-align: right;">36.8</td> <td style="text-align: right;">(11.6)</td> </tr> <tr> <td> Remote Rural</td> <td style="text-align: right;">16.0</td> <td style="text-align: right;">(6.5)</td> </tr> </tbody> </table>	• Estimated population	245,780	(5,222,100)	• % full-time employment	78.0	(75.8)	• Population density (persons per km ²)	39	(67)	• <i>Urban/rural data (% of population)</i>			Large Urban	0.0	(38.9)	Other Urban	26.0	(30.6)	Accessible Small Towns	10.0	(8.5)	Remote Small Towns	11.2	(3.8)	Accessible Rural	36.8	(11.6)	Remote Rural	16.0	(6.5)
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Angus Council Home

http://www.angus.gov.uk/

Angus Council Home

Angus Council
Tel: 08452 777 778
Email: accessline@angus.gov.uk

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- Payments
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- Library Catalogue & Information Services
- Community Information
- Apply for School Transport
- Angus Joint Equipment Loan Service Uplift
- Report Benefit Fraud
- Licensing Applications

Quick Links

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- Councillor and Council Information
- Contact Us
- Planning
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- Waste and Recycling Services
- Social Work
- Culture
- Housing
- Schools
- School Terms/Holidays
- Public Holidays
- Angus Maps
- Application Forms
- Customer Care

Pages of Interest

- Local Council Elections 2012
- Angus Book Award
- Angus Core Paths Plan
- Angus Energy Saving Project
- Arbroath Schools Project
- Development Planning in Angus
- Doors Open Day
- Dundee and Angus Housing Land Audit 2011
- Emergency Planning
- Food Hygiene
- Information Schemes
- Local Community Planning
- Renewable Energy Implementation Guide
- Webcams
- Where is Angus?

Welcome to Angus Council's website

Ready Angus

Angus Council is getting ready for winter and residents are also being urged to take some simple precautions to prepare for whatever the season brings.

Visit the **Ready Angus** page to find out more.

Ready for winter?

A to Z - Service List

A B C D E F G H I J K L M
N O P Q R S T U V W X Y Z 1-9

Latest News

06 Feb 2012 - Roads Investment Still a Priority
Investment in roads will once again be a priority in Angus Council's budget.

06 Feb 2012 - Play will Support Youngest Children
Agencies across Angus are working together on a project to support some of the county's youngest children.

03 Feb 2012 - Education Budget Protected
Angus Council's Education convener has confirmed that next week's Angus Alliance budget will protect education by minimising savings from the service and maintaining investment in capital projects.

02 Feb 2012 - Arbroath Schools
Angus Council believes that the proposal to merge Timmergreens and Muirfield primary schools within a new, state of the art school building at Hospitalfield is the best solution to address the declining physical condition of the existing, under-occupied school buildings, and to provide pupils, staff and the local people with facilities fit for a modern learning community.

01 Feb 2012 - Voting By Post
Scottish local council elections will take place on Thursday 3 May and Angus Council is reminding residents of the alternative ways of voting available to them.

31 Jan 2012 - Angus Council Reducing Its Carbon Footprint
Statistics have revealed that Angus Council is the fifth best performing authority in Scotland in reducing its carbon footprint.

31 Jan 2012 - Angus Council Investment In IT
Angus Council has approved an investment of £945,000 in its IT infrastructure.

» More news...

New to the Site

- Agenda - Angus Council Special Meeting of Committees - 9 February 2012 (50 KB PDF)
- Agenda - Angus Council - 9 February 2012 (50 KB PDF)
- Agenda - Angus Council - Setting of 2012/2013 Council Tax - 9 February 2012 (50 KB PDF)
- Agenda - Special Neighbourhood Services Committee - 8 February 2012 (50 KB PDF)
- Agenda - Development Management Review Committee - 14 February 2012 (50 KB PDF)
- Angus Local Plan Review (2009) - Renewable Energy Implementation Guide
- Agenda - Licensing Board - 1 February 2012 (50 KB PDF)
- Agenda - Strategic Policy - 31 January 2012 (50 KB PDF)
- Agenda - Tayside Joint Police Board - 30 January 2012 (50 KB PDF)

» What's New Page

Angus Council
AngusCouncil

AngusCouncil [News] Roads Investment Still a Priority dlvr.it/19TsFK
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AngusCouncil [News] Play will Support Youngest Children dlvr.it/19T5Dv
15 hours ago · reply · retweet · favorite

AngusCouncil Angus Sports Awards 2011 - just a week to go before the deadline for entries. bit.ly/wvrA65
3 days ago · reply · retweet · favorite

AngusCouncil [News] Education Budget Protected dlvr.it/18szM6
1 days ago · reply · retweet · favorite

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O2-UK 3G 11:51

Angus Council Home

www.angus.gov.uk/

Google

Angus Council Home

Angus Council
Tel: 08452 777 778
Email: accessline@angus.gov.uk

Skip top navigation | Help/Accessibility

Search this site

Home | Your Council | Services | Local History | Have Your Say | Community | Angus Ahead Website | Site Map

Online Services

- Jobs
- Payments
- Consultations
- Planning Applications & Building Warrants
- Library Catalogue & Information Services
- Community Information
- Apply for School Transport
- Angus Joint Equipment Loan Service Uplift
- Report Benefit Fraud
- Licensing Applications

Quick Links

- Budget Survey
- Councillor and Council Information
- Contact Us
- Planning
- Public Transport
- Leisure Services
- Waste and Recycling Services
- Social Work
- Culture
- Housing
- Schools
- School Terms/Holidays
- Public Holidays
- Angus Maps
- Application Forms
- Customer Care

Pages of Interest

- Local Council Elections 2012
- Angus Book Award
- Angus Core Paths Plan
- Angus Energy Saving Project
- Arbroath Schools Project
- Development Planning in Angus
- Doors Open Day
- Dundee and Angus Housing Land Audit 2011
- Emergency Planning
- Food Hygiene
- Information Schemes
- Local Community Planning
- Renewable Energy Implementation Guide
- Webcams
- Where is Angus?

Welcome to Angus Council's website

Ready Angus

Angus Council is getting ready for winter and residents are also being urged to take some simple precautions to prepare for whatever the season brings.

Visit the **Ready Angus** page to find out more.

Ready for winter?

A to Z - Service List

A B C D E F G H I J K L M
N O P Q R S T U V W X Y Z 1-9

Latest News

06 Feb 2012 - Roads Investment Still a Priority
Investment in roads will once again be a priority in Angus Council's budget.

06 Feb 2012 - Play will Support Youngest Children
Agencies across Angus are working together on a project to support some of the county's youngest children.

03 Feb 2012 - Education Budget Protected
Angus Council's Education convener has confirmed that next week's Angus Alliance budget will protect education by minimising savings from the service and maintaining investment in capital projects.

02 Feb 2012 - Arbroath Schools
Angus Council believes that the proposal to merge Timmergreens and Muirfield primary schools within a new, state of the art school building at Hospitalfield is the best solution to address the declining physical condition of the existing, under-occupied school buildings, and to provide pupils, staff and the local people with facilities fit for a modern learning community.

01 Feb 2012 - Voting By Post
Scottish local council elections will take place on Thursday 3 May and Angus Council is reminding residents of the alternative ways of voting available to them.

31 Jan 2012 - Angus Council Reducing Its Carbon Footprint
Statistics have revealed that Angus Council is the fifth best performing authority in Scotland in reducing its carbon footprint.

31 Jan 2012 - Angus Council Investment In IT
Angus Council has approved an investment of £945,000 in its IT infrastructure.

» More news...

New to the Site

- Agenda - Angus Council Special Meeting of Committees - 9 February 2012 (50 KB PDF)
- Agenda - Angus Council - 9 February 2012 (50 KB PDF)
- Agenda - Angus Council - Setting of 2012/2013 Council Tax - 9 February 2012 (50 KB PDF)
- Agenda - Special Neighbourhood Services Committee - 8 February 2012 (50 KB PDF)
- Agenda - Development Management Review Committee - 14 February 2012 (50 KB PDF)
- Angus Local Plan Review (2009) - Renewable Energy Implementation Guide
- Agenda - Licensing Board - 1 February 2012 (50 KB PDF)
- Agenda - Strategic Policy - 31 January 2012 (50 KB PDF)
- Agenda - Tayside Joint Police Board - 30 January 2012 (50 KB PDF)

» What's New Page

Angus Council
AngusCouncil

AngusCouncil [News] Roads Investment Still a Priority dlvr.it/19TsFK
15 hours ago · reply · retweet · favorite

AngusCouncil [News] Play will Support Youngest Children dlvr.it/19T5Dv
15 hours ago · reply · retweet · favorite

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3 days ago · reply · retweet · favorite

AngusCouncil [News] Education Budget Protected dlvr.it/18szM6
1 days ago · reply · retweet · favorite

twitter join the conversation

Translate This Site

Please pick a language: Go

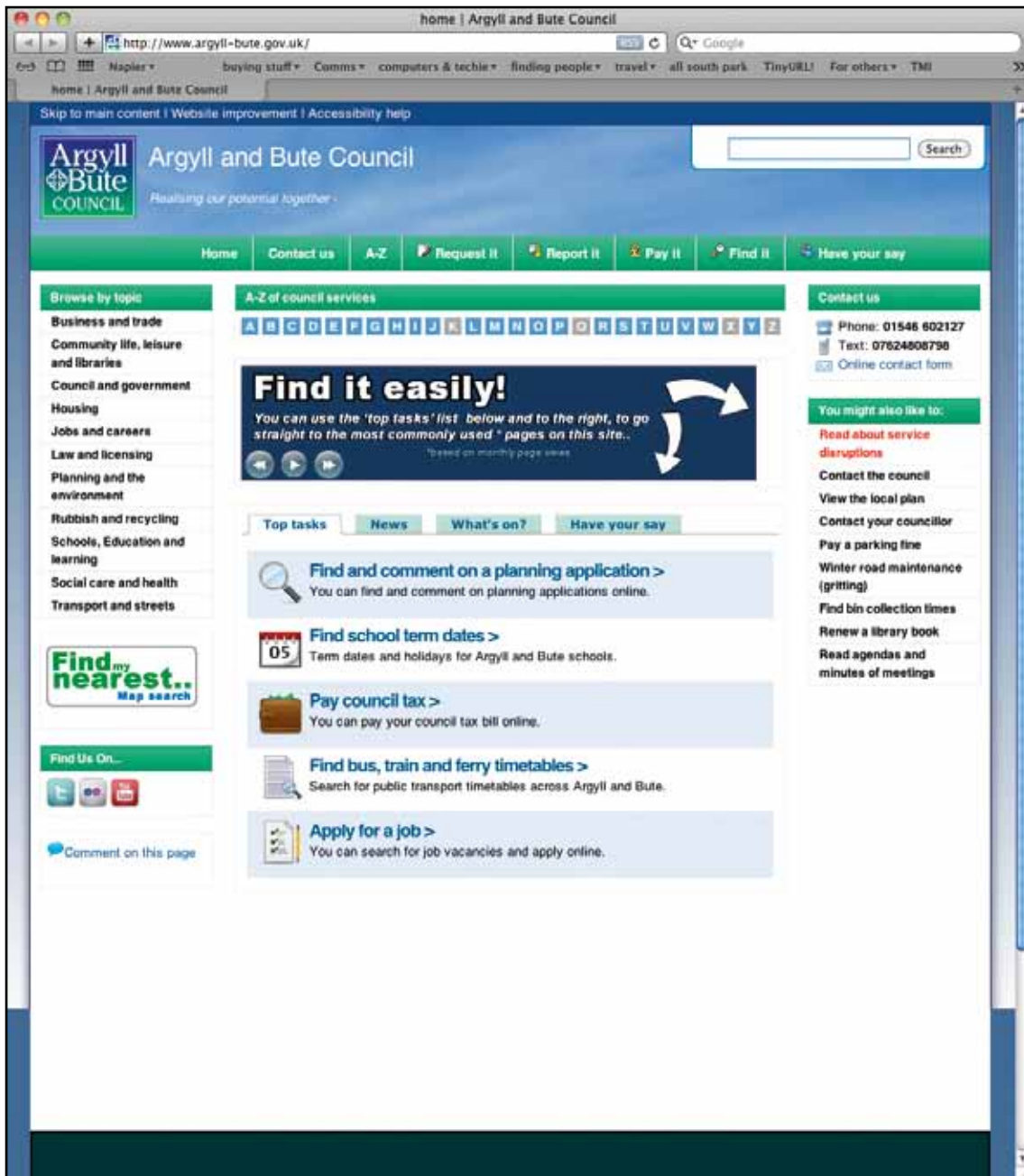
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Shaw Trust Accessible
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Angus																															
<i>URL</i>	http://www.angus.gov.uk																														
<i>Accessibility tools on entry page</i>	Skip navigation																														
<i>Other accessibility tools</i>	http://www.angus.gov.uk/help.htm <ul style="list-style-type: none"> • How to use menus • Shaw Trust accreditation • Link to 'My Web My Way' • Guide to browser settings (Internet Explorer, Firefox) • Access keys • Links to 3rd-party screen-readers 																														
<i>Search tools on entry page</i>	<ul style="list-style-type: none"> • Search box • Alphabetical menu 																														
<i>Clicks to obtain recycling centre addresses</i>	2 - also gave links to maps for each centre																														
<i>Research tools on entry page</i>	Nothing obvious																														
<i>Feedback tools on entry page</i>	<ul style="list-style-type: none"> • Your council • Have your say 																														
<i>Personalisation</i>	Nothing obvious																														
<i>SNL clearly implemented on entry page</i>	No - 'business and trade', 'jobs and careers', 'law and licensing', 'social care and health', 'tourism and visitor attractions' noticeably absent, other headings covered by rough equivalents. Planning very obvious																														
<i>Privacy policy easily found</i>	Yes - see http://www.angus.gov.uk/information.htm																														
<i>Cookie policy easily found</i>	Yes - see http://www.angus.gov.uk/information.htm																														
<i>Terms of use statement easily found</i>	Yes - see http://www.angus.gov.uk/information.htm																														
<i>Entry page fits 20" monitor?</i>	Yes																														
<i>Mobile site</i>	No																														
<i>Entry page or mobile site fits iPhone screen</i>	Yes																														
<i>Response from SLG team</i>	<p>Q1. The current version of the site has existed since 2004</p> <p>Q2a. From reviewing other local government websites and reviewing what was considered 'best practice' at the time</p> <p>Q2b. We use css to apply styles and include standard menus on most pages</p> <p>Q3. We do not currently but are in the process of procuring a Content Management System (CMS) which will have this facility</p> <p>Q4. The website has been awarded Shaw Trust accreditation. Further information can be found on the <i>Help/Accessibility</i> page</p> <p>Q5. No. There is a link to Google Translate from the home page.</p>																														
<i>Demographics (All-Scotland values given in parentheses)</i>	<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>• Estimated population</td> <td style="text-align: right;">111,570</td> <td style="text-align: right;">(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td style="text-align: right;">73.7</td> <td style="text-align: right;">(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td style="text-align: right;">51</td> <td style="text-align: right;">(67)</td> </tr> <tr> <td colspan="3">• <i>Urban/rural data (% of population)</i></td> </tr> <tr> <td> Large Urban</td> <td style="text-align: right;">7.9</td> <td style="text-align: right;">(38.9)</td> </tr> <tr> <td> Other Urban</td> <td style="text-align: right;">53.0</td> <td style="text-align: right;">(30.6)</td> </tr> <tr> <td> Accessible Small Towns</td> <td style="text-align: right;">11.6</td> <td style="text-align: right;">(8.5)</td> </tr> <tr> <td> Remote Small Towns</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(3.8)</td> </tr> <tr> <td> Accessible Rural</td> <td style="text-align: right;">26.7</td> <td style="text-align: right;">(11.6)</td> </tr> <tr> <td> Remote Rural</td> <td style="text-align: right;">0.8</td> <td style="text-align: right;">(6.5)</td> </tr> </tbody> </table>	• Estimated population	111,570	(5,222,100)	• % full-time employment	73.7	(75.8)	• Population density (persons per km ²)	51	(67)	• <i>Urban/rural data (% of population)</i>			Large Urban	7.9	(38.9)	Other Urban	53.0	(30.6)	Accessible Small Towns	11.6	(8.5)	Remote Small Towns	0.0	(3.8)	Accessible Rural	26.7	(11.6)	Remote Rural	0.8	(6.5)
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Web-enabled business (INF11101) Coursework 1



Argyll and Bute																															
<i>URL</i>	http://www.argyll-bute.gov.uk																														
<i>Accessibility tools on entry page</i>	Skip to main content, Accessibility help link																														
<i>Other accessibility tools</i>	http://www.argyll-bute.gov.uk/accessibility <ul style="list-style-type: none"> • Link to 'My Web My Way' • Browse aloud enabled • Access keys • 'endeavours to conform to level Double-A of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines 2.0' 																														
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<i>Personalisation</i>	Nothing obvious																														
<i>SNL clearly implemented on entry page</i>	No - all top-level headings apart from 'tourism and visitor attractions' clearly visible																														
<i>Privacy policy easily found</i>	Yes - see http://www.argyll-bute.gov.uk/privacy-policy																														
<i>Cookie policy easily found</i>	Yes - see http://www.argyll-bute.gov.uk/privacy-policy																														
<i>Terms of use statement easily found</i>	Yes - see http://www.argyll-bute.gov.uk/privacy-policy																														
<i>Entry page fits 20" monitor?</i>	Yes																														
<i>Mobile site</i>	No																														
<i>Entry page or mobile site fits iPhone screen</i>	Yes																														
<i>Response from SLG team</i>	<p>Q1. The current site was launched on Dec 16th 2010</p> <p>Q2a. We use a combination of factors to decide on the layout and content for our homepage and landing pages. This includes:</p> <ul style="list-style-type: none"> • User testing and monitoring customer journeys on the site. This helps us place content and navigation in the most obvious or intuitive position for most people. • Top tasks - what do our customers look at most?, what is requested most? We use this as a basis for what should appear on main pages. <p>Q2b. We use a content management system which separates style and content allowing our content authors to focus on getting the information on the site without having to worry about the look and feel of the site. Menu position and contents are all decided by the central web team.</p> <p>Q3. We are currently investigating several options around a mobile version of the site.</p> <p>Q4. We offer the Browse aloud service on our site. We are also working on the site at the moment to ensure it fully complies with W3C WCAG 2.0 recommendations</p> <p>Q5. Yes, we are investigating ways of incorporating more Gaelic pages in the site</p>																														
<i>Demographics (All-Scotland values given in parentheses)</i>	<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>• Estimated population</td> <td style="text-align: right;">89,200</td> <td style="text-align: right;">(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td style="text-align: right;">74.9</td> <td style="text-align: right;">(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td style="text-align: right;">13</td> <td style="text-align: right;">(67)</td> </tr> <tr> <td colspan="3">• <i>Urban/rural data (% of population)</i></td> </tr> <tr> <td style="padding-left: 20px;">Large Urban</td> <td style="text-align: right;">7.0</td> <td style="text-align: right;">(38.9)</td> </tr> <tr> <td style="padding-left: 20px;">Other Urban</td> <td style="text-align: right;">17.2</td> <td style="text-align: right;">(30.6)</td> </tr> <tr> <td style="padding-left: 20px;">Accessible Small Towns</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(8.5)</td> </tr> <tr> <td style="padding-left: 20px;">Remote Small Towns</td> <td style="text-align: right;">30.0</td> <td style="text-align: right;">(3.8)</td> </tr> <tr> <td style="padding-left: 20px;">Accessible Rural</td> <td style="text-align: right;">7.6</td> <td style="text-align: right;">(11.6)</td> </tr> <tr> <td style="padding-left: 20px;">Remote Rural</td> <td style="text-align: right;">45.2</td> <td style="text-align: right;">(6.5)</td> </tr> </tbody> </table>	• Estimated population	89,200	(5,222,100)	• % full-time employment	74.9	(75.8)	• Population density (persons per km ²)	13	(67)	• <i>Urban/rural data (% of population)</i>			Large Urban	7.0	(38.9)	Other Urban	17.2	(30.6)	Accessible Small Towns	0.0	(8.5)	Remote Small Towns	30.0	(3.8)	Accessible Rural	7.6	(11.6)	Remote Rural	45.2	(6.5)
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Web-enabled business (INF11101) Coursework 1



Clackmannanshire																															
<i>URL</i>	http://www.clacksweb.org.uk																														
<i>Accessibility tools on entry page</i>	Accessibility link in page footers is a broken link																														
<i>Other accessibility tools</i>	Taken from http://www.clacksweb.org.uk/site/webaccessibility/ : <ul style="list-style-type: none"> • 'target is to meet or exceed the provisions of the WCAG (Web Content Accessibility Guidelines) Conformance Level "AA" • text-resizing allowed • aim to use design to minimise issues for visually impaired visitors • aim to use appropriately-labelled hyperlinks • provision of access keys 																														
<i>Search tools on entry page</i>	<ul style="list-style-type: none"> • Search box • Alphabetical menu 																														
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<i>Feedback tools on entry page</i>	<ul style="list-style-type: none"> • Contact us • 'Comments and complaints' link in page footers 																														
<i>Personalisation</i>	Yes - 'my clacksweb'																														
<i>SNL clearly implemented on entry page</i>	No - all top-level headings apart from 'jobs and careers' clearly visible																														
<i>Privacy policy easily found</i>	Yes - see http://www.clacksweb.org.uk/site/privacy/																														
<i>Cookie policy easily found</i>	Yes - see http://www.clacksweb.org.uk/site/privacy/ Very obvious on iPhone																														
<i>Terms of use statement easily found</i>	Yes - see http://www.clacksweb.org.uk/site/disclaimer/																														
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Web-enabled business (INF11101) Coursework 1



Dumfries and Galloway																															
<i>URL</i>	http://www.dumgal.gov.uk																														
<i>Accessibility tools on entry page</i>	<ul style="list-style-type: none"> • Skip navigation • Accessibility help link • Text-size control 																														
<i>Other accessibility tools</i>	<p>http://www.dumgal.gov.uk/index.aspx?articleid=9</p> <ul style="list-style-type: none"> • 'will adhere to the World Wide Web Consortium (W3C)'s AA standard' • Shaw Trust accreditation • Access keys • List of keyboard shortcuts in Windows 95, 98, ME, 2000 • Link to 'My Web My Way' • Browse Aloud enabled 																														
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<i>SNL clearly implemented on entry page</i>	Yes																														
<i>Privacy policy easily found</i>	Yes - see http://www.dumgal.gov.uk/index.aspx?articleid=3387																														
<i>Cookie policy easily found</i>	Yes - see http://www.dumgal.gov.uk/index.aspx?articleid=6581																														
<i>Terms of use statement easily found</i>	Yes - see http://www.dumgal.gov.uk/index.aspx?articleid=3387																														
<i>Entry page fits 20" monitor?</i>	Yes																														
<i>Mobile site</i>	No																														
<i>Entry page or mobile site fits iPhone screen</i>	No																														
<i>Response from SLG team</i>	<p>Q1. Our website was established in 1997 but has existed in its current form since November 2008.</p> <p>Q2a. Some of the features on the home page were transferred from the existing site. But we took best practice from Socitm (Socitm is the membership association for all ICT professionals working in Local Authorities and the Public and Third Sectors and suppliers to those sectors) and Jakob Nielsen who is the world's leading expert on Web usability. We analysis our website stats on a monthly basis, to manage the 'popular searches' section on the home page, which reflects the top tasks carried out on the website.</p> <p>Q2b. We use a content management system (Goss iCM) to manage and develop the site. It works by allowing content to be entered in to a central database. The content is displayed as a page using customised templates. How the content appears on the website is determined by the template that we use. We also adopted the Scottish Navigation List (SNL) as our main navigation down the left hand side. As part of the Improvement Service's Customer First Programme, Scottish Councils worked together to develop the SNL. The aim was to help citizens access services and find, in a consistent way, what they were looking for on council websites.</p> <p>Q3. No, not at the moment, but this is something we are considering.</p> <p>Q4. Visitors can listen to our website with BrowseAloud, which is free to website visitors and can be easily downloaded from the BrowseAloud Website. You can find out more on our Accessibility Help page: http://www.dumgal.gov.uk/index.aspx?articleid=9</p> <p>Q5. No, not at the moment, but this is something we need to look at.</p>																														
<i>Demographics (All-Scotland values given in parentheses)</i>	<table border="0"> <tbody> <tr> <td>• Estimated population</td> <td>148,190</td> <td>(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td>72.2</td> <td>(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td>23</td> <td>(67)</td> </tr> <tr> <td colspan="3">• <i>Urban/rural data (% of population)</i></td> </tr> <tr> <td> Large Urban</td> <td>0.0</td> <td>(38.9)</td> </tr> <tr> <td> Other Urban</td> <td>28.1</td> <td>(30.6)</td> </tr> <tr> <td> Accessible Small Towns</td> <td>17.3</td> <td>(8.5)</td> </tr> <tr> <td> Remote Small Towns</td> <td>7.6</td> <td>(3.8)</td> </tr> <tr> <td> Accessible Rural</td> <td>25.0</td> <td>(11.6)</td> </tr> <tr> <td> Remote Rural</td> <td>21.9</td> <td>(6.5)</td> </tr> </tbody> </table>	• Estimated population	148,190	(5,222,100)	• % full-time employment	72.2	(75.8)	• Population density (persons per km ²)	23	(67)	• <i>Urban/rural data (% of population)</i>			Large Urban	0.0	(38.9)	Other Urban	28.1	(30.6)	Accessible Small Towns	17.3	(8.5)	Remote Small Towns	7.6	(3.8)	Accessible Rural	25.0	(11.6)	Remote Rural	21.9	(6.5)
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Web-enabled business (INF11101) Coursework 1



Dundee																															
<i>URL</i>	http://www.dundee.gov.uk																														
<i>Accessibility tools on entry page</i>	<ul style="list-style-type: none"> • Text size control • Brousealoud link 																														
<i>Other accessibility tools</i>	Accessibility policy taken from http://www.dundee.gov.uk/accstatement/ : <ul style="list-style-type: none"> • Level "A" accessibility guidelines (All pages) • Level "AAA" accessibility guidelines (As many pages as possible) • XHTML 1.0 Transitional (All pages) • CSS 2.0 (All pages) 																														
<i>Search tools on entry page</i>	<ul style="list-style-type: none"> • Search box • Alphabetical menu 																														
<i>Clicks to obtain recycling centre addresses</i>	2																														
<i>Research tools on entry page</i>	Nothing obvious																														
<i>Feedback tools on entry page</i>	Contact us																														
<i>Personalisation</i>	Nothing obvious																														
<i>SNL clearly implemented on entry page</i>	No																														
<i>Privacy policy easily found</i>	Yes - see http://www.dundee.gov.uk/tandc/																														
<i>Cookie policy easily found</i>	Yes - see http://www.dundee.gov.uk/privacy/																														
<i>Terms of use statement easily found</i>	Yes - see http://www.dundee.gov.uk/tandc/																														
<i>Entry page fits 20" monitor?</i>	Yes																														
<i>Mobile site</i>	No																														
<i>Entry page or mobile site fits iPhone screen</i>	Yes																														
<i>Response from SLG team</i>	No reply received																														
<i>Demographics (All-Scotland values given in parentheses)</i>	<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>• Estimated population</td> <td style="text-align: right;">144,290</td> <td style="text-align: right;">(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td style="text-align: right;">74.6</td> <td style="text-align: right;">(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td style="text-align: right;">2412</td> <td style="text-align: right;">(67)</td> </tr> <tr> <td colspan="3">• <i>Urban/rural data (% of population)</i></td> </tr> <tr> <td> Large Urban</td> <td style="text-align: right;">99.6</td> <td style="text-align: right;">(38.9)</td> </tr> <tr> <td> Other Urban</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(30.6)</td> </tr> <tr> <td> Accessible Small Towns</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(8.5)</td> </tr> <tr> <td> Remote Small Towns</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(3.8)</td> </tr> <tr> <td> Accessible Rural</td> <td style="text-align: right;">0.4</td> <td style="text-align: right;">(11.6)</td> </tr> <tr> <td> Remote Rural</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(6.5)</td> </tr> </tbody> </table>	• Estimated population	144,290	(5,222,100)	• % full-time employment	74.6	(75.8)	• Population density (persons per km ²)	2412	(67)	• <i>Urban/rural data (% of population)</i>			Large Urban	99.6	(38.9)	Other Urban	0.0	(30.6)	Accessible Small Towns	0.0	(8.5)	Remote Small Towns	0.0	(3.8)	Accessible Rural	0.4	(11.6)	Remote Rural	0.0	(6.5)
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Web-enabled business (INF11101) Coursework 1



East Ayrshire																															
<i>URL</i>	http://www.east-ayrshire.gov.uk																														
<i>Accessibility tools on entry page</i>	Nothing obvious																														
<i>Other accessibility tools</i>	http://www.east-ayrshire.gov.uk/help/Accessibility.aspx <ul style="list-style-type: none"> • Guide to setting text sizes in Internet Explorer and Firefox • Access keys 																														
<i>Search tools on entry page</i>	<ul style="list-style-type: none"> • Search box • Link to A-Z of information 																														
<i>Clicks to obtain recycling centre addresses</i>	Could not find by using links but search box led easily to desired information																														
<i>Research tools on entry page</i>	Nothing obvious																														
<i>Feedback tools on entry page</i>	<ul style="list-style-type: none"> • Contact us • Report it 																														
<i>Personalisation</i>	<ul style="list-style-type: none"> • Link to customer accounts in page headers • 'My East Ayrshire' link on entry page 																														
<i>SNL clearly implemented on entry page</i>	Yes																														
<i>Privacy policy easily found</i>	Yes - see http://www.east-ayrshire.gov.uk/help/PrivacyPolicy.aspx																														
<i>Cookie policy easily found</i>	Yes - see http://www.east-ayrshire.gov.uk/help/PrivacyPolicy.aspx																														
<i>Terms of use statement easily found</i>	Yes - see http://www.east-ayrshire.gov.uk/help/CopyrightandDisclaimer.aspx																														
<i>Entry page fits 20" monitor?</i>	No																														
<i>Mobile site</i>	Yes																														
<i>Entry page or mobile site fits iPhone screen</i>	No																														
<i>Response from SLG team</i>	'Email received' reply only																														
<i>Demographics (All-Scotland values given in parentheses)</i>	<table border="0" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="padding-left: 20px;">• Estimated population</td> <td style="text-align: right; padding-right: 20px;">120,240</td> <td style="text-align: right;">(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td style="text-align: right;">79.6</td> <td style="text-align: right;">(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td style="text-align: right;">95</td> <td style="text-align: right;">(67)</td> </tr> <tr> <td>• <i>Urban/rural data (% of population)</i></td> <td></td> <td></td> </tr> <tr> <td style="padding-left: 20px;">Large Urban</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(38.9)</td> </tr> <tr> <td style="padding-left: 20px;">Other Urban</td> <td style="text-align: right;">37.1</td> <td style="text-align: right;">(30.6)</td> </tr> <tr> <td style="padding-left: 20px;">Accessible Small Towns</td> <td style="text-align: right;">28.3</td> <td style="text-align: right;">(8.5)</td> </tr> <tr> <td style="padding-left: 20px;">Remote Small Towns</td> <td style="text-align: right;">7.5</td> <td style="text-align: right;">(3.8)</td> </tr> <tr> <td style="padding-left: 20px;">Accessible Rural</td> <td style="text-align: right;">18.5</td> <td style="text-align: right;">(11.6)</td> </tr> <tr> <td style="padding-left: 20px;">Remote Rural</td> <td style="text-align: right;">8.6</td> <td style="text-align: right;">(6.5)</td> </tr> </tbody> </table>	• Estimated population	120,240	(5,222,100)	• % full-time employment	79.6	(75.8)	• Population density (persons per km ²)	95	(67)	• <i>Urban/rural data (% of population)</i>			Large Urban	0.0	(38.9)	Other Urban	37.1	(30.6)	Accessible Small Towns	28.3	(8.5)	Remote Small Towns	7.5	(3.8)	Accessible Rural	18.5	(11.6)	Remote Rural	8.6	(6.5)
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Web-enabled business (INF1101) Coursework 1

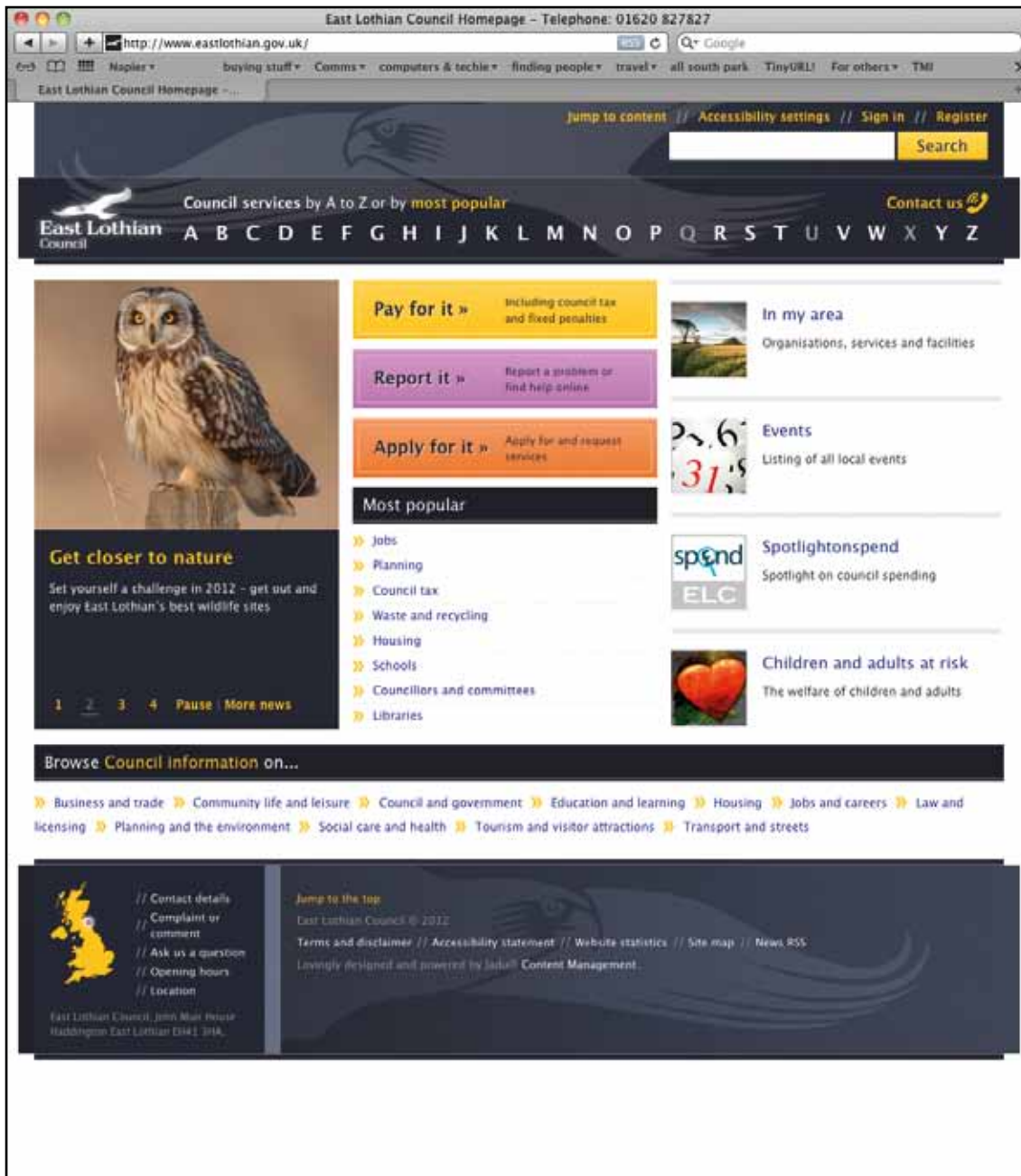


East Dunbartonshire	
<i>URL</i>	http://www.eastdunbarton.gov.uk
<i>Accessibility tools on entry page</i>	<ul style="list-style-type: none"> • Skip to content • Listen • Help • Web Accessibility link • Text size controls • Text only link
<i>Other accessibility tools</i>	<p>Links to information on http://www.eastdunbarton.gov.uk/system_pages/web_accessibility.aspx?StyleType=BlackonWhite&StyleClass=ColourScheme about:</p> <ul style="list-style-type: none"> • Access Keys • Accessibility • Adobe Acrobat Reader • Browsealoud • Copyright and disclaimer • Council Logo • Privacy & Data Protection • Search Help • Text Resizing • Translations • Typetalk • Website Service Standards <p>Option of yellow text on black background for entire site</p>
<i>Search tools on entry page</i>	<ul style="list-style-type: none"> • Search box • Alphabetical menu
<i>Clicks to obtain recycling centre addresses</i>	2
<i>Research tools on entry page</i>	Nothing obvious
<i>Feedback tools on entry page</i>	<ul style="list-style-type: none"> • Contact us • Link to contact centre • Report it
<i>Personalisation</i>	Nothing obvious
<i>SNL clearly implemented on entry page</i>	Yes
<i>Privacy policy easily found</i>	Yes - see http://www.eastdunbarton.gov.uk/system_pages/help_and_guidance/privacy_data_protection.aspx
<i>Cookie policy easily found</i>	Yes - see http://www.eastdunbarton.gov.uk/system_pages/about_our_website/use_of_cookies_on_our_site.aspx
<i>Terms of use statement easily found</i>	Yes - see http://www.eastdunbarton.gov.uk/system_pages/help_and_guidance/copyright_and_disclaimer.aspx
<i>Entry page fits 20" monitor?</i>	Yes
<i>Mobile site</i>	No
<i>Entry page or mobile site fits iPhone screen</i>	Yes

Web-enabled business (INF11101) Coursework 1

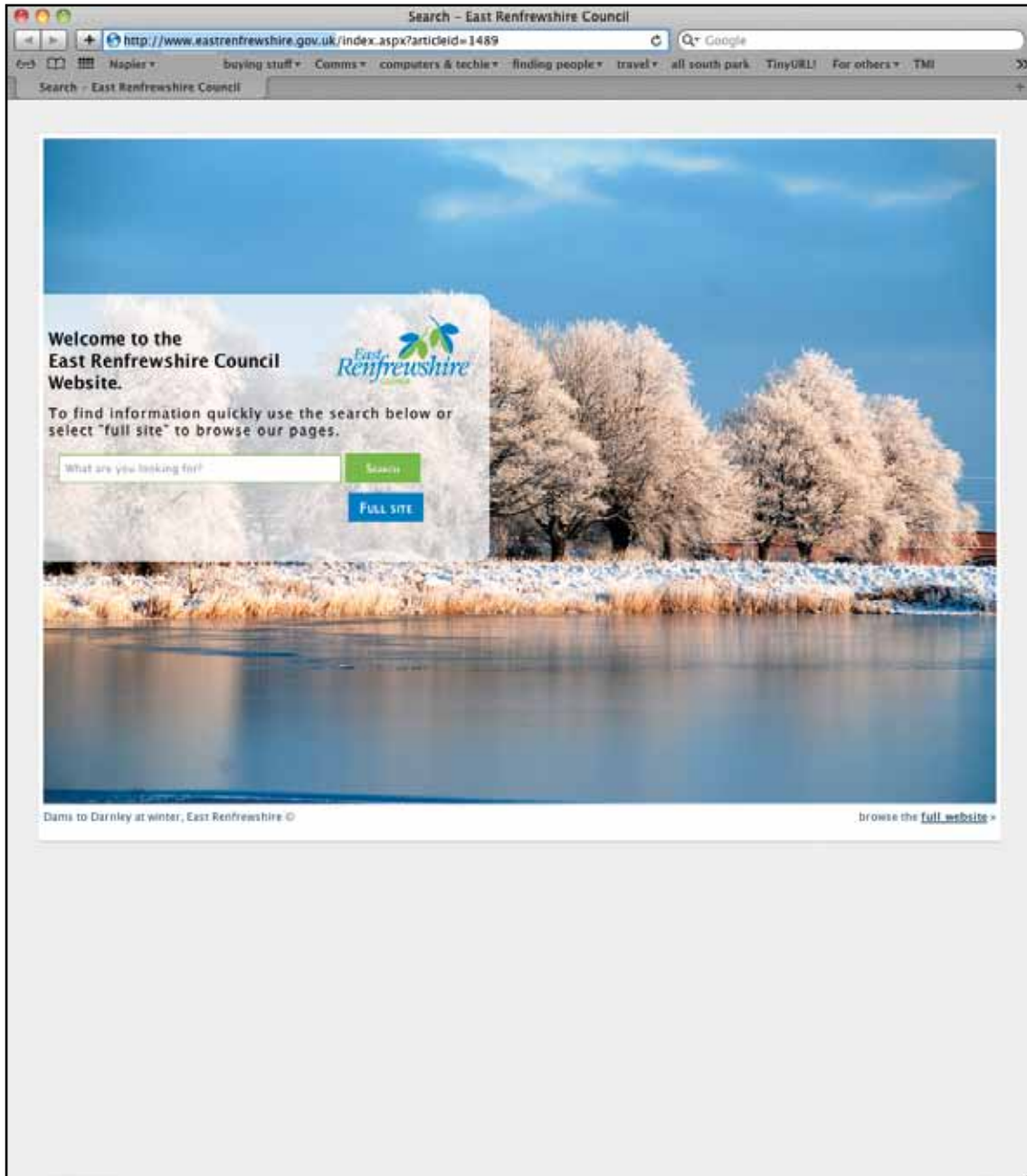
<p><i>Response from SLG team</i></p>	<p>Q1. The website has existed in its current form since August 2010.</p> <p>Q2a. If by 'entry page' you are referring to the Home page, items were chosen according to popularity (number of visits) and whether it was considered a 'Top Task'. Generally, the most important tasks occupy the promotional buttons (ie Pay it, Report it, Apply for it, Book it, Bins, rubbish and recycling, Leisure, gritting (only during the winter months).</p> <p>The navigation structure on the left was based on the Scottish Navigation List (SNL); the aim of this is to help customers find information in a consistent way, irrespective of the local government website they are using. I have provided a link on the SNL for further information http://doc.esd.org.uk/ScottishNavigationList/1.03.html.</p> <p>Q2b. Various templates have been designed to give the different types of page a common 'look and feel'. This also helps to maintain a degree of consistency to the way information appears on the website. We have also agreed a corporate standard size for images.</p> <p>Q3. Although we do not have anything in place at present, I'm sure that future development will incorporate this aspect in order to move forward with technology and provide customers with more ways to access the website.</p> <p>Q4. The website enables customers with reading difficulties to download Browsealoud software. It also provides the facility to enable customers to listen to PDFs. In addition, we also provide Access Keys to make it possible for users to use their keyboard to jump directly to certain pages on the website without having to move their mouse (http://www.eastdunbarton.gov.uk/system_pages/access_keys.aspx)</p> <p>For further information on accessibility please see http://www.eastdunbarton.gov.uk/system_pages/help_and_guidance/accessibility.aspx</p> <p>Q5. There are no plans to have versions of the website available in different languages, however we do provide a link to the Google Translation service for users. You can view this page using the following URL: http://www.eastdunbarton.gov.uk/system_pages/help_and_guidance/translations.aspx</p>																														
<p><i>Demographics (All-Scotland values given in parentheses)</i></p>	<table border="0"> <tr> <td>• Estimated population</td> <td>104,580</td> <td>(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td>73.7</td> <td>(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td>599</td> <td>(67)</td> </tr> <tr> <td>• <i>Urban/rural data (% of population)</i></td> <td></td> <td></td> </tr> <tr> <td> Large Urban</td> <td>60.4</td> <td>(38.9)</td> </tr> <tr> <td> Other Urban</td> <td>26.4</td> <td>(30.6)</td> </tr> <tr> <td> Accessible Small Towns</td> <td>7.5</td> <td>(8.5)</td> </tr> <tr> <td> Remote Small Towns</td> <td>0.0</td> <td>(3.8)</td> </tr> <tr> <td> Accessible Rural</td> <td>5.7</td> <td>(11.6)</td> </tr> <tr> <td> Remote Rural</td> <td>0.0</td> <td>(6.5)</td> </tr> </table>	• Estimated population	104,580	(5,222,100)	• % full-time employment	73.7	(75.8)	• Population density (persons per km ²)	599	(67)	• <i>Urban/rural data (% of population)</i>			Large Urban	60.4	(38.9)	Other Urban	26.4	(30.6)	Accessible Small Towns	7.5	(8.5)	Remote Small Towns	0.0	(3.8)	Accessible Rural	5.7	(11.6)	Remote Rural	0.0	(6.5)
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Web-enabled business (INF11101) Coursework 1



East Lothian																															
URL	http://www.eastlothian.gov.uk																														
Accessibility tools on entry page	<ul style="list-style-type: none"> • Jump to content • Accessibility settings link 																														
Other accessibility tools	http://www.eastlothian.gov.uk/accessibility/settings <ul style="list-style-type: none"> • Browse aloud • Access keys • text size, font and letter-spacing controls • High contrast and soft background options controls 																														
Search tools on entry page	<ul style="list-style-type: none"> • Search box • Alphabetical menu 																														
Clicks to obtain recycling centre addresses	2																														
Research tools on entry page	Nothing obvious																														
Feedback tools on entry page	<ul style="list-style-type: none"> • Report it • Contact details • Complaint or comment • Ask us a question • Opening hours • Location 																														
Personalisation	Personal accounts available																														
SNL clearly implemented on entry page	Yes																														
Privacy policy easily found	Yes - see http://www.eastlothian.gov.uk/terms																														
Cookie policy easily found	Yes - see http://www.eastlothian.gov.uk/terms																														
Terms of use statement easily found	Yes - see http://www.eastlothian.gov.uk/terms																														
Entry page fits 20" monitor?	Yes																														
Mobile site	No																														
Entry page or mobile site fits iPhone screen	Yes																														
Response from SLG team	<p>Q1. We upgraded our CMS last October, and at the same point took the opportunity to re-design and re-organise our homepages and navigation. This re-fresh went live on the 25th November.</p> <p>We are now into the second phase of the re-development which is focusing on re-writing, and re-organising the content. We hope to have achieved this within the next two months</p> <p>Q2a. The key factors were based around customer need, to determine this we looked at Google Analytic stats to determine which were the most common tasks the public were trying to achieve on our site. These then made up the main links on the home page, as well as the main navigation on the subsequent category homepages.</p> <p>Q2b. This is something we are still working on at the moment, as we feel consistency is key in user experience. Previously this hadn't been a top priority. In order to achieve this, I have designed a page template which all pages should replicate. E.g image always the same size and in the same position, contact details always in the same position and consistency in house writing style. Web editors in the organisation (who generate the content) are now being trained to produce consistent pages.</p> <p>Q3. We do not currently have a mobile version of the site, however our site can be viewed and used on mobile devices in its current format. 10% of our users access the site via a mobile device.</p> <p>We are currently looking at other councils who have mobile sites / service apps to see if they are cost effective, and if the demand grows for this type of service we will investigate further.</p> <p>Q4. All our accessibility information can be found on this page: http://www.eastlothian.gov.uk/accessibility/settings</p> <p>Q5. Not at this stage.</p>																														
Demographics (All-Scotland values given in parentheses)	<table> <tbody> <tr> <td>• Estimated population</td> <td>97,500</td> <td>(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td>73.4</td> <td>(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td>144</td> <td>(67)</td> </tr> <tr> <td>• Urban/rural data (% of population)</td> <td></td> <td></td> </tr> <tr> <td> Large Urban</td> <td>23.3</td> <td>(38.9)</td> </tr> <tr> <td> Other Urban</td> <td>10.8</td> <td>(30.6)</td> </tr> <tr> <td> Accessible Small Towns</td> <td>23.3</td> <td>(8.5)</td> </tr> <tr> <td> Remote Small Towns</td> <td>15.0</td> <td>(3.8)</td> </tr> <tr> <td> Accessible Rural</td> <td>24.7</td> <td>(11.6)</td> </tr> <tr> <td> Remote Rural</td> <td>2.9</td> <td>(6.5)</td> </tr> </tbody> </table>	• Estimated population	97,500	(5,222,100)	• % full-time employment	73.4	(75.8)	• Population density (persons per km ²)	144	(67)	• Urban/rural data (% of population)			Large Urban	23.3	(38.9)	Other Urban	10.8	(30.6)	Accessible Small Towns	23.3	(8.5)	Remote Small Towns	15.0	(3.8)	Accessible Rural	24.7	(11.6)	Remote Rural	2.9	(6.5)
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East Renfrewshire 'cover pages'



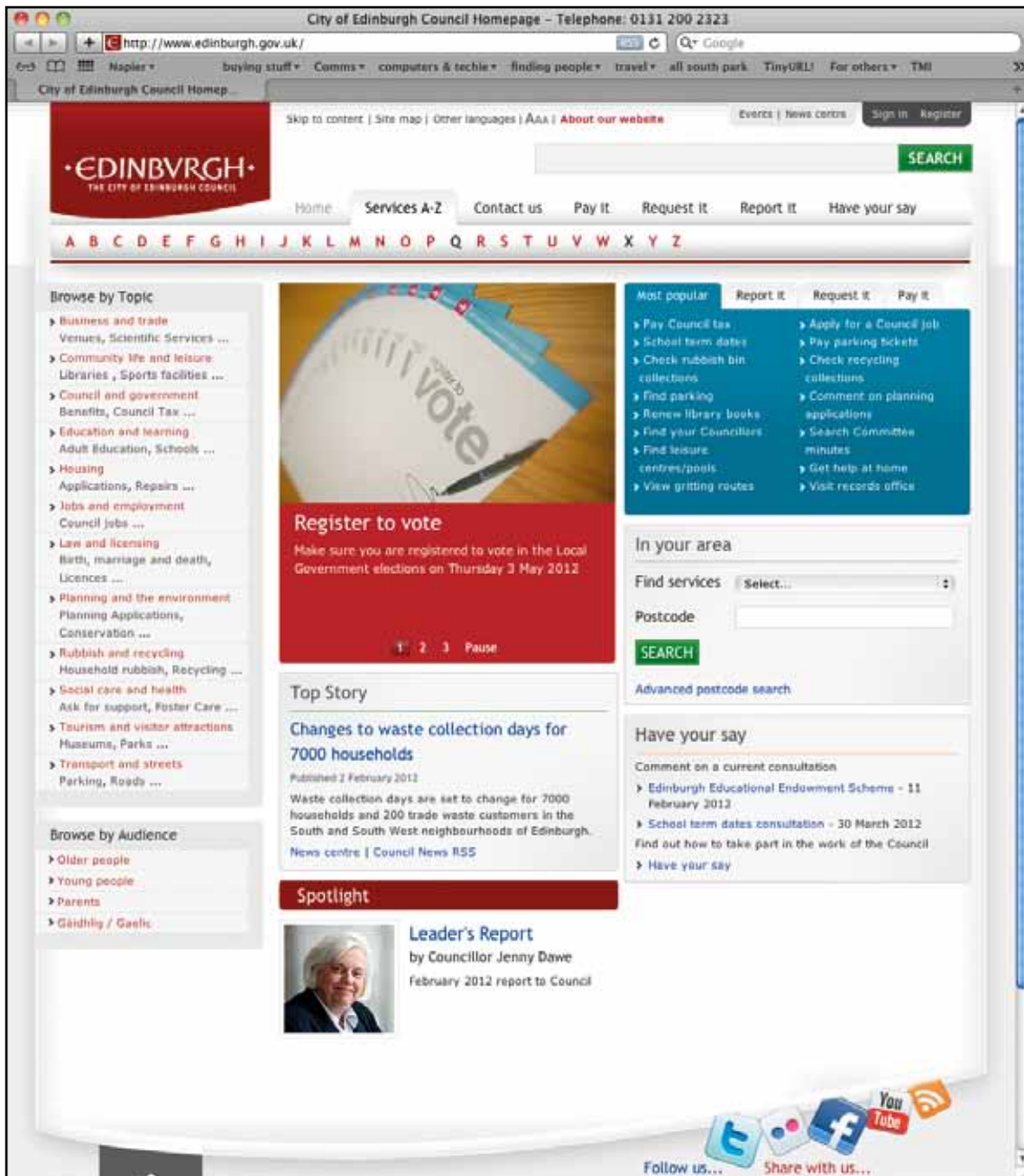
Web-enabled business (INF11101) Coursework 1

The screenshot shows the desktop version of the East Renfrewshire Council website. At the top, the browser address bar displays 'http://www.eastrenfrewshire.gov.uk/index.aspx?articleid=1'. The website header includes the council's logo, a search bar, and a 'do it online' section with links for 'Pay | Book | Apply | Report'. A main navigation menu lists categories like 'Home', 'Residents', 'Learning', 'Leisure', 'Health and Care', 'Business', and 'Your council'. The main content area features a 'I am interested in information for' section with a dropdown menu, a 'News' section with a list of recent articles, a 'Hear to Help' event announcement for February 16th, and a 'Browse information on...' section with links for Residents, Learning, Leisure, Health and Care, Business, and Your council. A 'Find our Services' map is also visible. At the bottom, there is an 'A-Z Services' index and contact information for the council headquarters.

The screenshot shows the mobile version of the East Renfrewshire Council website. The browser address bar shows 'www.eastrenfrewshire...'. The website is adapted for a smaller screen, with the navigation menu presented as a vertical list of buttons. The 'do it online' section is also visible at the bottom of the page. The mobile interface includes standard Android navigation icons at the very bottom.

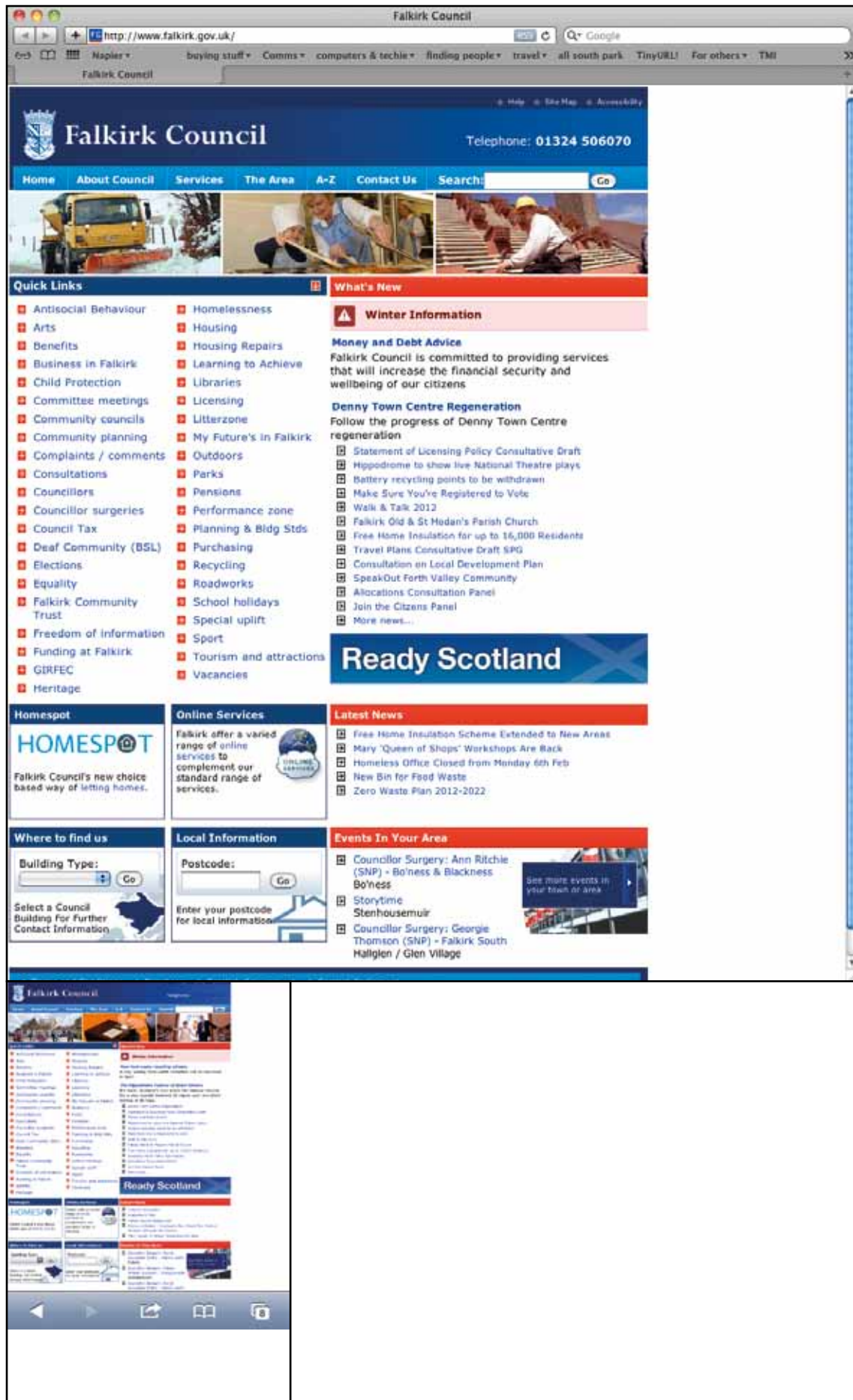
East Renfrewshire																															
URL	http://www.eastrenfrewshire.gov.uk																														
Accessibility tools on entry page	Text size controls																														
Other accessibility tools	<p>Taken from http://www.eastrenfrewshire.gov.uk/index.aspx?articleid=1526:</p> <ul style="list-style-type: none"> • Standard layout and navigation structure across the site • Capacity for users to skip directly to the content area of the page • Headings and paragraphs on pages which aid navigation with alternative browsers • Text for links that make sense when read out of context • 'Breadcrumb' trail to help with navigation within a section of the site • Access keys to jump to specific areas of the page / website • Cascading style sheets (CSS) are used for visual layout and presentation - on screen and print. • Relative font sizes, compatible with the user-specified 'text size' option in visual browsers • Content which can be still be read even if your browser does not support stylesheets at all. 																														
Search tools on entry page	<ul style="list-style-type: none"> • Search box on 'cover page' • Alphabetical menu 																														
Clicks to obtain recycling centre addresses	3																														
Research tools on entry page	Nothing obvious																														
Feedback tools on entry page	Report																														
Personalisation	Nothing obvious																														
SNL clearly implemented on entry page	No																														
Privacy policy easily found	Yes - see http://www.eastrenfrewshire.gov.uk/index.aspx?articleid=1529																														
Cookie policy easily found	Yes - see http://www.eastrenfrewshire.gov.uk/index.aspx?articleid=1529																														
Terms of use statement easily found	Yes - see http://www.eastrenfrewshire.gov.uk/index.aspx?articleid=1529																														
Entry page fits 20" monitor?	No																														
Mobile site	Yes																														
Entry page or mobile site fits iPhone screen	No																														
Response from SLG team	<p>Q1. The current website has been live since December 2011; the website has been in existence since 1999.</p> <p>Q2a. It's all based on user testing and analytics. We know what pages are popular and ensure they're easily accessible, we also try to promote content to increase usage.</p> <p>We've chosen a radical new look for our homepage, effectively it's a search page. We did this based on research that most users search for information rather than persevere with searching for information on navigation structures. On our old site we had over 2,500 pages, this is typical for a council as we deliver lots of services. However, the site had grown organically over the years with departments' adding content that probably didn't add real value. We have a facility to attribute keywords to articles and also determine how they're weighted on our search facility. For example we can add 'holiday dates' as a keyword and boost the search on that article so if someone types that search term it appears at the top of the search list. Without this functionality we couldn't have adopted this type of homepage. In addition, we've tried to streamline the content and reduce pages from 2,500 to 800 to ensure the most important content is not diluted by information that doesn't really need to be included.</p> <p>Q2b. We use a content management system, we have around 80 content contributors but they can't alter the design they simply add/edit/delete content.</p> <p>Q3. We've got a mobile style sheet and we're exploring the idea of creating a mobile version.</p> <p>Q4. We don't have software available; however we ensure that our web pages are coded to the highest possible standard. Our site does incorporate 3rd party software for transactions etc so they are elements that we are not in control over.</p> <p>Q5. Not at present</p>																														
Demographics (All-Scotland values given in parentheses)	<table> <tbody> <tr> <td>• Estimated population</td> <td>89,540</td> <td>(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td>74.6</td> <td>(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td>515</td> <td>(67)</td> </tr> <tr> <td>• Urban/rural data (% of population)</td> <td></td> <td></td> </tr> <tr> <td> Large Urban</td> <td>86.5</td> <td>(38.9)</td> </tr> <tr> <td> Other Urban</td> <td>0.0</td> <td>(30.6)</td> </tr> <tr> <td> Accessible Small Towns</td> <td>9.5</td> <td>(8.5)</td> </tr> <tr> <td> Remote Small Towns</td> <td>0.0</td> <td>(3.8)</td> </tr> <tr> <td> Accessible Rural</td> <td>4.0</td> <td>(11.6)</td> </tr> <tr> <td> Remote Rural</td> <td>0.0</td> <td>(6.5)</td> </tr> </tbody> </table>	• Estimated population	89,540	(5,222,100)	• % full-time employment	74.6	(75.8)	• Population density (persons per km ²)	515	(67)	• Urban/rural data (% of population)			Large Urban	86.5	(38.9)	Other Urban	0.0	(30.6)	Accessible Small Towns	9.5	(8.5)	Remote Small Towns	0.0	(3.8)	Accessible Rural	4.0	(11.6)	Remote Rural	0.0	(6.5)
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Web-enabled business (INF11101) Coursework 1



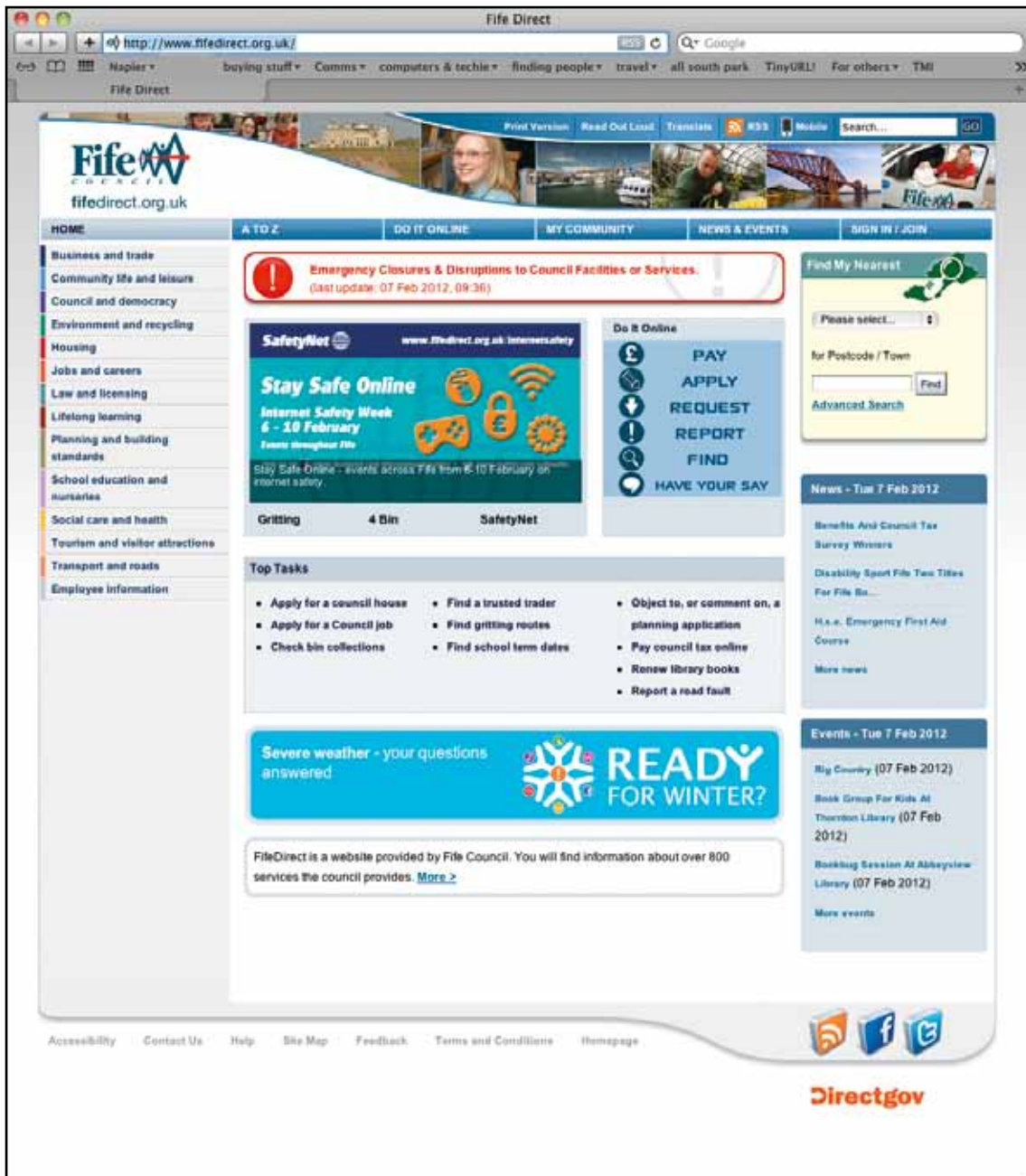
Edinburgh City																															
<i>URL</i>	http://www.edinburgh.gov.uk																														
<i>Accessibility tools on entry page</i>	<ul style="list-style-type: none"> • Skip to content • Other languages link • Text-size controls 																														
<i>Other accessibility tools</i>	Breadcrumb feature																														
<i>Search tools on entry page</i>	<ul style="list-style-type: none"> • Search box • Find services feature • Alphabetical menu 																														
<i>Clicks to obtain recycling centre addresses</i>	3																														
<i>Research tools on entry page</i>	Nothing obvious																														
<i>Feedback tools on entry page</i>	<ul style="list-style-type: none"> • Contact us • Report it • Have your say 																														
<i>Personalisation</i>	Personal accounts available																														
<i>SNL clearly implemented on entry page</i>	Yes																														
<i>Privacy policy easily found</i>	Yes - see http://www.edinburgh.gov.uk/privacy																														
<i>Cookie policy easily found</i>	Yes - see http://www.edinburgh.gov.uk/privacy																														
<i>Terms of use statement easily found</i>	Yes - see http://www.edinburgh.gov.uk/terms																														
<i>Entry page fits 20" monitor?</i>	No																														
<i>Mobile site</i>	No																														
<i>Entry page or mobile site fits iPhone screen</i>	No																														
<i>Response from SLG team</i>	'Email received' reply only																														
<i>Demographics (All-Scotland values given in parentheses)</i>	<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>• Estimated population</td> <td style="text-align: right;">486,120</td> <td style="text-align: right;">(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td style="text-align: right;">76.4</td> <td style="text-align: right;">(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td style="text-align: right;">1843</td> <td style="text-align: right;">(67)</td> </tr> <tr> <td colspan="3">• <i>Urban/rural data (% of population)</i></td> </tr> <tr> <td> Large Urban</td> <td style="text-align: right;">96.3</td> <td style="text-align: right;">(38.9)</td> </tr> <tr> <td> Other Urban</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(30.6)</td> </tr> <tr> <td> Accessible Small Towns</td> <td style="text-align: right;">2.6</td> <td style="text-align: right;">(8.5)</td> </tr> <tr> <td> Remote Small Towns</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(3.8)</td> </tr> <tr> <td> Accessible Rural</td> <td style="text-align: right;">1.1</td> <td style="text-align: right;">(11.6)</td> </tr> <tr> <td> Remote Rural</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(6.5)</td> </tr> </tbody> </table>	• Estimated population	486,120	(5,222,100)	• % full-time employment	76.4	(75.8)	• Population density (persons per km ²)	1843	(67)	• <i>Urban/rural data (% of population)</i>			Large Urban	96.3	(38.9)	Other Urban	0.0	(30.6)	Accessible Small Towns	2.6	(8.5)	Remote Small Towns	0.0	(3.8)	Accessible Rural	1.1	(11.6)	Remote Rural	0.0	(6.5)
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Web-enabled business (INF11101) Coursework 1



Falkirk	
<i>URL</i>	http://www.falkirk.gov.uk
<i>Accessibility tools on entry page</i>	<ul style="list-style-type: none"> • Link to accessibility page • Help
<i>Other accessibility tools</i>	http://www.falkirk.gov.uk/accessibility.aspx <ul style="list-style-type: none"> • Access keys • Guides to changing text size and colours in Internet Explorer and Mozilla family of browsers • Readspeaker XT enabled
<i>Search tools on entry page</i>	<ul style="list-style-type: none"> • Search box • Link to A-Z of information
<i>Clicks to obtain recycling centre addresses</i>	Not obtained by clicking but search box led easily to desired information
<i>Research tools on entry page</i>	Nothing obvious
<i>Feedback tools on entry page</i>	Contact us
<i>Personalisation</i>	Nothing obvious
<i>SNL clearly implemented on entry page</i>	No
<i>Privacy policy easily found</i>	Yes - see http://www.falkirk.gov.uk/terms_and_conditions.aspx
<i>Cookie policy easily found</i>	Yes - see http://www.falkirk.gov.uk/terms_and_conditions.aspx
<i>Terms of use statement easily found</i>	Yes - see http://www.falkirk.gov.uk/terms_and_conditions.aspx
<i>Entry page fits 20" monitor?</i>	Yes
<i>Mobile site</i>	No
<i>Entry page or mobile site fits iPhone screen</i>	Yes
<i>Response from SLG team</i>	<p>Q1. The website has been in its current state for 6 years</p> <p>Q2a. There are only three people within Falkirk Council that have access to update content on the website which is why we have such control over the layout of each page</p> <p>Q2b. The contents of the home page are discussed within our team and we decide on placement and priority given to links depending on the relation of the content to the public</p> <p>Q3. At this point we have no plans to accommodate mobile phone browsers but this may be something we address in coming years</p> <p>Q4. We have a piece of software that interacts with Windows Media player which allows for the text on the page to be read out to a user. The listen button can be found on all our pages on the top right hand side of a page except for the home page</p> <p>Q5. Currently we only present the website in English but documents can be requested in other formats and languages by contacting our contact centre</p>
<i>Demographics (All-Scotland values given in parentheses)</i>	<ul style="list-style-type: none"> • Estimated population 153,280 (5,222,100) • % full-time employment 78.6 (75.8) • Population density (persons per km²) 515 (67) • <i>Urban/rural data (% of population)</i> Large Urban 0.0 (38.9) Other Urban 90.9 (30.6) Accessible Small Towns 0.0 (8.5) Remote Small Towns 0.0 (3.8) Accessible Rural 9.1 (11.6) Remote Rural 0.0 (6.5)

Web-enabled business (INF11101) Coursework 1



Fife																															
URL	http://www.fifedirect.org.uk																														
Accessibility tools on entry page	<ul style="list-style-type: none"> • Print version • Read out loud • Translate 																														
Other accessibility tools	http://www.fifedirect.org.uk/footer/index.cfm?fuseaction=access.display <ul style="list-style-type: none"> • Access keys, including use guides for browsers running under Windows, MacOS and Mandrake Linux • Contact details for translators (Urdu/Punjabi, Chinese, Bengali, Arabic, Polish) and alternative (braille, large print, on tape) formats of council documents 																														
Search tools on entry page	<ul style="list-style-type: none"> • Search box • Find my nearest • Advanced search 																														
Clicks to obtain recycling centre addresses	NA - but 'find my nearest' was the equivalent of 3 clicks																														
Research tools on entry page	Nothing obvious																														
Feedback tools on entry page	<ul style="list-style-type: none"> • Contact us • Feedback • Have your say • Report 																														
Personalisation	Personal accounts available																														
SNL clearly implemented on entry page	Yes																														
Privacy policy easily found	Yes - see https://www.fifedirect.org.uk/footer/index.cfm?fuseaction=tandc.display																														
Cookie policy easily found	Yes - see https://www.fifedirect.org.uk/footer/index.cfm?fuseaction=tandc.display																														
Terms of use statement easily found	Yes - see https://www.fifedirect.org.uk/footer/index.cfm?fuseaction=tandc.display																														
Entry page fits 20" monitor?	Yes																														
Mobile site	Yes - including link to feed back on mobile site																														
Entry page or mobile site fits iPhone screen	No																														
Response from SLG team	<p>Q1. The site went through a significant redesigned in March 2011 but has been in existence since 2002</p> <p>Q2a. User statistics and feedback from the Society of IT Management (SOCITM) influenced the content placed on each of our web pages. The navigation was influenced by the SNL (Scottish Navigation List) and the SSL (Scottish Services List) which aim to provide a consistent way for citizens to access council services (http://doc.esd.org.uk/ScottishNavigationList/1.03.html).</p> <p>Q2b. We use cascading style sheets to control the general look-and-feel of the site (i.e. colours, font, spacing, etc) and use templates to build header, footer, navigation and content elements of all pages through out the site.</p> <p>Q3. We have a mobile version of fifeDirect that went live November 2011 (http://m.fifedirect.org.uk) . It features an automatic redirect for most mobile devices but also provides the user with an option to go to the full site. The mobile site currently provides a cut down version of content from the main site but we plan to increase the features available on the mobile site. We also use Looking Local (http://lookinglocal.gov.uk/site/) to provide a version of the site through interactive service on Sky TV, Virgin and broadband enabled Freeview.</p> <p>Q4. We use the 'ReadSpeaker' software to provide a 'read out loud' service on all pages. We also provide access keys for navigation and additional information about accessibility and alternative formats (http://www.fifedirect.org.uk/footer/index.cfm?fuseaction=access.display).</p> <p>Q5. The Microsoft Translator is available on all pages. We also provide additional information about translation services and alternative formats (http://www.fifedirect.org.uk/footer/index.cfm?fuseaction=translate.display)</p>																														
Demographics (All-Scotland values given in parentheses)	<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>• Estimated population</td> <td style="text-align: right;">365,020</td> <td style="text-align: right;">(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td style="text-align: right;">78.2</td> <td style="text-align: right;">(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td style="text-align: right;">276</td> <td style="text-align: right;">(67)</td> </tr> <tr> <td>• Urban/rural data (% of population)</td> <td></td> <td></td> </tr> <tr> <td style="padding-left: 20px;">Large Urban</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(38.9)</td> </tr> <tr> <td style="padding-left: 20px;">Other Urban</td> <td style="text-align: right;">66.5</td> <td style="text-align: right;">(30.6)</td> </tr> <tr> <td style="padding-left: 20px;">Accessible Small Towns</td> <td style="text-align: right;">15.7</td> <td style="text-align: right;">(8.5)</td> </tr> <tr> <td style="padding-left: 20px;">Remote Small Towns</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(3.8)</td> </tr> <tr> <td style="padding-left: 20px;">Accessible Rural</td> <td style="text-align: right;">17.8</td> <td style="text-align: right;">(11.6)</td> </tr> <tr> <td style="padding-left: 20px;">Remote Rural</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(6.5)</td> </tr> </tbody> </table>	• Estimated population	365,020	(5,222,100)	• % full-time employment	78.2	(75.8)	• Population density (persons per km ²)	276	(67)	• Urban/rural data (% of population)			Large Urban	0.0	(38.9)	Other Urban	66.5	(30.6)	Accessible Small Towns	15.7	(8.5)	Remote Small Towns	0.0	(3.8)	Accessible Rural	17.8	(11.6)	Remote Rural	0.0	(6.5)
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Web-enabled business (INF11101) Coursework 1

The screenshot shows the Glasgow City Council Homepage in a desktop browser window. The address bar displays 'http://www.glasgow.gov.uk/'. The page features a navigation menu with links for Home, Sitemap, A-Z directory, Privacy Policy, Help, and Contact Us. A search bar is prominently displayed. The main content area is divided into several sections: 'Keeping warm this winter' with a sub-heading 'Are you entitled to a £100 dividend?'; 'What's On' featuring an image of a building and a link to 'Events in the City'; 'Future Glasgow 2011 - 2061: A Fifty Year Vision for the future' with a sub-heading 'Have your say'; 'Our vision for Glasgow' with a sub-heading 'We want Glasgow to flourish as a modern, multi-cultural, metropolitan city...'; 'Need a helping hand?' with a sub-heading 'Are you struggling to pay your rent or council tax?'; 'News' with two articles: 'Winter Weather' dated 07 February 2012 and 'First workers move into Collegelands' dated 03 February 2012; 'Land and Property' with a list of links; 'Online Glasgow' with links to various services; 'Vacancies' with a sub-heading 'View all Glasgow City Council Vacancies'; 'Web Cams' with an image of a city street; and 'Contact Us' with the council's address and contact information. The footer indicates 'last updated: 03 February 2012'.

The screenshot shows the Glasgow City Council Homepage on a mobile phone. The browser address bar shows 'www.glasgow.gov.uk/'. The page layout is adapted for a smaller screen, with a search bar at the top. The main content area is organized into a grid of smaller sections, including 'What's On', 'Future Glasgow', 'News', 'Land and Property', 'Online Glasgow', 'Vacancies', and 'Contact Us'. The mobile interface includes standard navigation icons at the bottom, such as back, forward, and home buttons.

Glasgow City																															
<i>URL</i>	http://www.glasgow.gov.uk																														
<i>Accessibility tools on entry page</i>	None																														
<i>Other accessibility tools</i>	http://www.glasgow.gov.uk/en/Help/Accessibility/ <ul style="list-style-type: none"> • users should change text and colour options in their browsers - no instructions given • Browsealoud link given 																														
<i>Search tools on entry page</i>	Search box																														
<i>Clicks to obtain recycling centre addresses</i>	4																														
<i>Research tools on entry page</i>	Nothing obvious																														
<i>Feedback tools on entry page</i>	Contact us																														
<i>Personalisation</i>	Nothing obvious																														
<i>SNL clearly implemented on entry page</i>	No																														
<i>Privacy policy easily found</i>	Yes - see http://www.glasgow.gov.uk/en/PrivacyPolicy/index.htm																														
<i>Cookie policy easily found</i>	Yes - see http://www.glasgow.gov.uk/en/PrivacyPolicy/index.htm																														
<i>Terms of use statement easily found</i>	Yes - see http://www.glasgow.gov.uk/en/PrivacyPolicy/index.htm																														
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<i>Mobile site</i>	No																														
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<i>Response from SLG team</i>	No reply received																														
<i>Demographics (All-Scotland values given in parentheses)</i>	<table border="0" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="padding-left: 20px;">• Estimated population</td> <td style="text-align: right; padding-right: 20px;">592,820</td> <td style="text-align: right;">(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td style="text-align: right;">76.3</td> <td style="text-align: right;">(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td style="text-align: right;">3378</td> <td style="text-align: right;">(67)</td> </tr> <tr> <td>• <i>Urban/rural data (% of population)</i></td> <td></td> <td></td> </tr> <tr> <td style="padding-left: 40px;">Large Urban</td> <td style="text-align: right;">99.8</td> <td style="text-align: right;">(38.9)</td> </tr> <tr> <td style="padding-left: 40px;">Other Urban</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(30.6)</td> </tr> <tr> <td style="padding-left: 40px;">Accessible Small Towns</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(8.5)</td> </tr> <tr> <td style="padding-left: 40px;">Remote Small Towns</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(3.8)</td> </tr> <tr> <td style="padding-left: 40px;">Accessible Rural</td> <td style="text-align: right;">0.2</td> <td style="text-align: right;">(11.6)</td> </tr> <tr> <td style="padding-left: 40px;">Remote Rural</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(6.5)</td> </tr> </tbody> </table>	• Estimated population	592,820	(5,222,100)	• % full-time employment	76.3	(75.8)	• Population density (persons per km ²)	3378	(67)	• <i>Urban/rural data (% of population)</i>			Large Urban	99.8	(38.9)	Other Urban	0.0	(30.6)	Accessible Small Towns	0.0	(8.5)	Remote Small Towns	0.0	(3.8)	Accessible Rural	0.2	(11.6)	Remote Rural	0.0	(6.5)
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Web-enabled business (INF1101) Coursework 1

The screenshot shows the Highland Council website on a desktop browser. The browser address bar displays 'http://www.highland.gov.uk/'. The page layout includes a top navigation bar with links like 'Skip to Main Content', 'Accessibility', 'Advanced Search', 'SiteMap', and 'Gàidrig'. A search bar is located in the top left. Below the search bar is a navigation menu with icons for 'Apply', 'Pay', 'Request', 'Report', 'Feedback', and 'Find'. The main content area features a 'Ready for Winter' banner, contact information (Tel 01349 886606), and several news releases. The news releases include 'Planning for Integration', 'Council meetings', 'Classroom assistants', 'Appointments trial', 'Stromeferry', and 'Road conditions'. A 'News Releases' section lists links to join conversations and public meetings. The footer contains contact information, a disclaimer, and copyright notice for 2006.

The screenshot shows the Highland Council website on a mobile phone. The browser address bar displays 'www.highland.gov.uk/'. The page layout is adapted for a vertical screen, with a search bar at the top and a navigation menu below it. The main content area features a 'Ready for Winter' banner, contact information, and news releases. The news releases include 'Planning for Integration', 'Council meetings', 'Election briefings', and 'Council budget 2012/13'. The footer contains contact information and copyright notice for 2006.

Highland																															
<i>URL</i>	http://www.highland.gov.uk																														
<i>Accessibility tools on entry page</i>	Skip to main content																														
<i>Other accessibility tools</i>	http://www.highland.gov.uk/accessibility.htm <ul style="list-style-type: none"> • Deliberately not using access keys because they may interfere with shortcut keys in adaptive technology browsers • Links to download modern browsers • Link to 'My Web My Way' 																														
<i>Search tools on entry page</i>	<ul style="list-style-type: none"> • Search box • Advanced search • Alphabetical menu 																														
<i>Clicks to obtain recycling centre addresses</i>	2																														
<i>Research tools on entry page</i>	Nothing obvious																														
<i>Feedback tools on entry page</i>	Contact us																														
<i>Personalisation</i>	Link to gaelic version of site																														
<i>SNL clearly implemented on entry page</i>	Yes																														
<i>Privacy policy easily found</i>	Yes - see http://www.highland.gov.uk/contentdisclaimer/																														
<i>Cookie policy easily found</i>	Yes - see http://www.highland.gov.uk/contentdisclaimer/																														
<i>Terms of use statement easily found</i>	Yes - see http://www.highland.gov.uk/contentdisclaimer/																														
<i>Entry page fits 20" monitor?</i>	Yes																														
<i>Mobile site</i>	No																														
<i>Entry page or mobile site fits iPhone screen</i>	No																														
<i>Response from SLG team</i>	<p>Q1. The site was launched in its current environment in April 2006</p> <p>Q2a. The public relations manager is the editor in chief of the site he decides on the items for the home page. Other sections such as the quick links are decided by corporate priorities. The home page has evolved a bit since April 2006. The navigation headings are from a Scottish National Standard for Local Authority web sites known as the Scottish Navigation List. Over time we would like the site to become more transaction focussed.</p> <p>Q2b. We use a Content Management systems which enables content to be added by numerous users but the look and feel is restricted by templates.</p> <p>Q3. In 2006 the site was designed to resize for mobile phones but we do not have a separate version. It is uncertain if we will have the funding for a mobile version of the site in the near future.</p> <p>Q4. We have a link to Browsealoud text help and subscribe to this external service which our users can access for free.</p> <p>Q5. At this time we do not have the funding for this. There is some Gaelic content and we would hope to increase this but we are unlikely to be able to provide a Gaelic copy of the entire site. There is information on how to access translation (to enable access to Council services) and this information has been translated on our site.</p>																														
<i>Demographics (All-Scotland values given in parentheses)</i>	<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>• Estimated population</td> <td style="text-align: right;">221,630</td> <td style="text-align: right;">(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td style="text-align: right;">72.7</td> <td style="text-align: right;">(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td style="text-align: right;">9</td> <td style="text-align: right;">(67)</td> </tr> <tr> <td>• <i>Urban/rural data (% of population)</i></td> <td></td> <td></td> </tr> <tr> <td style="padding-left: 20px;">Large Urban</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(38.9)</td> </tr> <tr> <td style="padding-left: 20px;">Other Urban</td> <td style="text-align: right;">25.8</td> <td style="text-align: right;">(30.6)</td> </tr> <tr> <td style="padding-left: 20px;">Accessible Small Towns</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(8.5)</td> </tr> <tr> <td style="padding-left: 20px;">Remote Small Towns</td> <td style="text-align: right;">23.1</td> <td style="text-align: right;">(3.8)</td> </tr> <tr> <td style="padding-left: 20px;">Accessible Rural</td> <td style="text-align: right;">10.5</td> <td style="text-align: right;">(11.6)</td> </tr> <tr> <td style="padding-left: 20px;">Remote Rural</td> <td style="text-align: right;">40.6</td> <td style="text-align: right;">(6.5)</td> </tr> </tbody> </table>	• Estimated population	221,630	(5,222,100)	• % full-time employment	72.7	(75.8)	• Population density (persons per km ²)	9	(67)	• <i>Urban/rural data (% of population)</i>			Large Urban	0.0	(38.9)	Other Urban	25.8	(30.6)	Accessible Small Towns	0.0	(8.5)	Remote Small Towns	23.1	(3.8)	Accessible Rural	10.5	(11.6)	Remote Rural	40.6	(6.5)
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Web-enabled business (INF11101) Coursework 1

The screenshot shows the Inverclyde Council website with the following elements:

- Page Title:** Inverclyde Council • Service Interruption to Emails and Telephone Lines - Problem Resolved
- Browser:** Google Chrome, URL: http://www.inverclyde.gov.uk/
- Navigation:** Home, Your Councillors, Vacancies, Events, Do It Online, Contact Us, A to Z of Services
- Main Content:**
 - Service Interruption to Emails and Telephone Lines - Problem Resolved:** The disruption to services has now been rectified with telephone and email systems restored.
 - News:**
 - Time Running Out for Final Round of Grants:** Voluntary groups in Inverclyde have until mid-day Monday 20 February 2012 to apply for a share of £80,280 in the final round of awards from Inverclyde Council's Grants to Voluntary Organisations. (Date published: 06/02/12)
 - Inverclyde Aims to Become Key Filming Location:** Inverclyde Council is hoping to keep the television and motion picture spotlight firmly fixed on the area following recent successes. (Date published: 03/02/12)
 - Official Praise for Greenock Centre:** A Greenock education centre for young people with additional supports needs has been praised by Government inspectors. (Date published: 01/02/12)
 - Business Directory:** Business Search. Find a local Business in the Inverclyde area in our growing Business Directory.
 - Do It Online:** Abandoned Vehicle Report, Business Enquiry, Application for Let of the Watt Hall, McLean Museum and Art Gallery, Community Mediation, Application For The Registration Of A Food Business Establishment, Contact Us Form, Disabled Person's Parking Bay Application, Application form for funding for Pass Plus, Fostering and Adoption Enquiry, Audible Intruder Alarms - Key Holder Registration Form.
- Right Hand Column:** Councillor Options (Login, Forgotten Password), Inform (Contact us, Send us your comments, compliments or complaints), Winter Updates (Up to date advice on weather, roads, gritting and Council services), Properties (Listing of Inverclyde Council properties and land for sale or rent), Planning Applications Online (ePlanning at Inverclyde Council. Submit, view and comment on planning applications online), Service Personnel and Veterans (Advice for service personnel, veterans and their families), Committee Meetings (Inverclyde Council's Committees section), BSL (Deaf Inverclyde Signed video information for Inverclyde's deaf community), Inverclyde Leisure (Inverclyde Leisure manages several Council-owned leisure facilities), Food Hygiene Information Scheme (Information about the standards of hygiene in food businesses), Our Partners (The Scottish Government, IS Improvement Services, COSLA).
- Footer:** RSS Feeds

The screenshot shows a mobile phone displaying the Inverclyde Council website. The phone's status bar at the top shows the time as 12:04 and the signal strength as 3G. The browser address bar shows the URL www.inverclyde.gov.uk/. The website content is adapted for the smaller screen, with a prominent headline: "Council Announces £135...". Below this, there are several news items and a sidebar with navigation links. The phone's home button and other navigation icons are visible at the bottom of the screen.

Inverclyde																															
<i>URL</i>	http://www.inverclyde.gov.uk																														
<i>Accessibility tools on entry page</i>	<ul style="list-style-type: none"> • Link to accessibility pages • Link to text-only version of site 																														
<i>Other accessibility tools</i>	http://www.inverclyde.gov.uk/Accessibility/ <ul style="list-style-type: none"> • Access keys • Controls to select alternative background and text colours 																														
<i>Search tools on entry page</i>	<ul style="list-style-type: none"> • Search box • Link to A-Z of services 																														
<i>Clicks to obtain recycling centre addresses</i>	6																														
<i>Research tools on entry page</i>	Nothing obvious																														
<i>Feedback tools on entry page</i>	Contact us																														
<i>Personalisation</i>	Nothing obvious																														
<i>SNL clearly implemented on entry page</i>	Yes																														
<i>Privacy policy easily found</i>	No																														
<i>Cookie policy easily found</i>	No																														
<i>Terms of use statement easily found</i>	Yes - see http://www.inverclyde.gov.uk/disclaimer-liability/ and http://www.inverclyde.gov.uk/copyright/																														
<i>Entry page fits 20" monitor?</i>	No																														
<i>Mobile site</i>	No																														
<i>Entry page or mobile site fits iPhone screen</i>	No																														
<i>Response from SLG team</i>	<p>Q1. Since October 2007</p> <p>Q2. Our content management system is template based. Content editors may only change central page content. All other page elements are controlled by the site's template designs. Specific decisions on individual page elements locations were made some years ago so exact information is not available on how these were decided upon at the time.</p> <p>Q3. This will depend on departmental budgets but, generally, yes at some point in the future we aspire to have templates for mobile devices.</p> <p>Q4. The site uses BrowseAloud to read back site content. In addition we have content giving advice on changing site colours, access keys that are available to use and information on making visitors' computers read back Adobe PDFs, Word documents etc.</p> <p>Q5. No.</p>																														
<i>Demographics (All-Scotland values given in parentheses)</i>	<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>• Estimated population</td> <td style="text-align: right;">79,770</td> <td style="text-align: right;">(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td style="text-align: right;">75.0</td> <td style="text-align: right;">(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td style="text-align: right;">497</td> <td style="text-align: right;">(67)</td> </tr> <tr> <td colspan="3">• <i>Urban/rural data (% of population)</i></td> </tr> <tr> <td> Large Urban</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(38.9)</td> </tr> <tr> <td> Other Urban</td> <td style="text-align: right;">86.4</td> <td style="text-align: right;">(30.6)</td> </tr> <tr> <td> Accessible Small Towns</td> <td style="text-align: right;">8.0</td> <td style="text-align: right;">(8.5)</td> </tr> <tr> <td> Remote Small Towns</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(3.8)</td> </tr> <tr> <td> Accessible Rural</td> <td style="text-align: right;">5.6</td> <td style="text-align: right;">(11.6)</td> </tr> <tr> <td> Remote Rural</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(6.5)</td> </tr> </tbody> </table>	• Estimated population	79,770	(5,222,100)	• % full-time employment	75.0	(75.8)	• Population density (persons per km ²)	497	(67)	• <i>Urban/rural data (% of population)</i>			Large Urban	0.0	(38.9)	Other Urban	86.4	(30.6)	Accessible Small Towns	8.0	(8.5)	Remote Small Towns	0.0	(3.8)	Accessible Rural	5.6	(11.6)	Remote Rural	0.0	(6.5)
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Web-enabled business (INF1101) Coursework 1



Midlothian	
<i>URL</i>	http://www.midlothian.gov.uk
<i>Accessibility tools on entry page</i>	Link to accessibility tools page
<i>Other accessibility tools</i>	http://www.midlothian.gov.uk/accessibility/settings • Tools to change text size, font, letter spacing and colour scheme
<i>Search tools on entry page</i>	<ul style="list-style-type: none"> • Search box • Find it • Alphabetical menu
<i>Clicks to obtain recycling centre addresses</i>	3
<i>Research tools on entry page</i>	Nothing obvious
<i>Feedback tools on entry page</i>	<ul style="list-style-type: none"> • Report it • Contact us
<i>Personalisation</i>	Personal accounts available
<i>SNL clearly implemented on entry page</i>	Yes
<i>Privacy policy easily found</i>	Yes - see http://www.midlothian.gov.uk/terms
<i>Cookie policy easily found</i>	Yes - see http://www.midlothian.gov.uk/terms
<i>Terms of use statement easily found</i>	Yes - see http://www.midlothian.gov.uk/terms
<i>Entry page fits 20" monitor?</i>	No
<i>Mobile site</i>	No
<i>Entry page or mobile site fits iPhone screen</i>	No

Web-enabled business (INF11101) Coursework 1

<p><i>Response from SLG team</i></p>	<p>Q1. The current version of the website has been live for just over a year – since 9 February 2010. The Council tendered for and purchased a Content Management System (by a company called Jadu (www.jadu.co.uk) early in 2009, then appointed me as Web Manager in August 2009 and I led the migration of content into the new system over the next 6 months.</p> <p>Q2a. Jadu asked us to fill in a Design Survey (questionnaire) to highlight successes and failures of the previous site, to detail the objectives for the new site and to give them some adjectives (professional, modern, welcoming, helpful, clear...) for what we wanted the new site to look like. Their design process was</p> <ul style="list-style-type: none"> • “Moodboards” - 4 “look and feel” designs from which we chose 1 • Wireframes - where we worked with them to agree the layout and positioning of content and navigation • Content – examples of finished templates for us to approve <p>We (a group of about 9 representatives from the Council and a couple of ‘customers’) worked interactively with the designer to come up with the finalised wireframe designs.</p> <p>The homepage design was a major part of this. Some of the content was suggested from my previous experience (working at Edinburgh and Heriot-Watt Universities and the NHS) that a homepage needs content which changes regularly, in order to keep people coming back – hence the feature box, news and events sections. The rest is mainly about navigating to the rest of the site, in particular the popular content (or “top tasks”) that people mostly come to our site for – checking school term dates, looking at planning applications, checking their bin collection day, etc. Eye-tracking research has shown that the most important content should be towards the top and left, so that’s why our ‘popular links’ section is situated there.</p> <p>The idea with the “landing pages” (sub-section navigation pages) design is that people can navigate from the pictures, rather than the text, and also to make the site a bit more visually appealing.</p> <p>Q2b. The CMS itself uses Stylesheets (CSS) and standard page templates to ensure consistency of design and navigation. Previously the Council used an internally-designed Content Management System to manage the site, and had over 200 web editors from around the council adding pages, with no real central control. You can still see some of the old pages at www2.midlothian.gov.uk. We now have about 50 Content Creators contributing page content and edits, which are approved before publication by the central web team (me and a colleague) to help ensure quality. Before being given access to the CMS, all the Content Creators have to undergo “Writing for the Web” training, and any content they write which doesn’t conform to our Web Editorial Guidelines will be sent back to them for amendment, as part of the editorial workflow process (which is built in to the CMS).</p> <p>The Navigation and taxonomy is prescribed for all Scottish local authorities by the “Scottish Navigation List” (SNL) www.esd.org.uk/suppliers/Communities/A-ZScotland/ContentView.aspx?ContentType=Content-150. Along with most authorities, we have used this for the top-level navigation but have made minor tweaks (eg name changes) and additions (eg Hillend Snowsports Centre) lower down. We also don’t have any content on ports and harbours, for example, as Midlothian is land-locked! One of the main problems with our old site was inconsistency in the use of navigation elements, so to avoid this, only the central web team can make landing pages and edit the homepage. The Content Creators only create pages of content, events and FAQs. The Communications and Marketing team (Public Relations Officers) are responsible for the News and Press Releases, and also contribute to the homepage Feature Box contents.</p> <p>Q3. Our site was designed to work on a smartphone, which it indeed does, however Jadu have recently introduced a mobile app which can use content from our website, which I am hoping we will purchase (the budget has to be approved by management). It has already been used with some success by South Lanarkshire: http://slc.weejot.com/mobile/site.php</p> <p>Q4. There are different stylesheets available: http://www.midlothian.gov.uk/accessibility/settings. At the moment we don’t have any browse-aloud software - I am looking at a special offer from a company, but of course there are cost implications, which makes it difficult in this time of cuts. However in my experience most blind people have their own text-reading software such as JAWS so I’m not sure how much benefit this will be.</p> <p>Q5. No. The cost of doing this would be quite prohibitive, and we don’t have a large population of non-english speakers. Also, I’ve found that modern browsers (such as Google Chrome) are doing a very good job of translating foreign websites, so I would anticipate that this would not be necessary as I could point any foreign residents at a translating Browser. Having said that, the Council’s Communication Standards mean that if a resident requests a publication in large print, audio or in a foreign language then we will of course try to accommodate their request.</p>																														
<p><i>Demographics (All-Scotland values given in parentheses)</i></p>	<table border="0"> <tr> <td>• Estimated population</td> <td>81,140</td> <td>(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td>73.7</td> <td>(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td>229</td> <td>(67)</td> </tr> <tr> <td>• <i>Urban/rural data (% of population)</i></td> <td></td> <td></td> </tr> <tr> <td> Large Urban</td> <td>0.0</td> <td>(38.9)</td> </tr> <tr> <td> Other Urban</td> <td>68.2</td> <td>(30.6)</td> </tr> <tr> <td> Accessible Small Towns</td> <td>14.5</td> <td>(8.5)</td> </tr> <tr> <td> Remote Small Towns</td> <td>0.0</td> <td>(3.8)</td> </tr> <tr> <td> Accessible Rural</td> <td>17.3</td> <td>(11.6)</td> </tr> <tr> <td> Remote Rural</td> <td>0.0</td> <td>(6.5)</td> </tr> </table>	• Estimated population	81,140	(5,222,100)	• % full-time employment	73.7	(75.8)	• Population density (persons per km ²)	229	(67)	• <i>Urban/rural data (% of population)</i>			Large Urban	0.0	(38.9)	Other Urban	68.2	(30.6)	Accessible Small Towns	14.5	(8.5)	Remote Small Towns	0.0	(3.8)	Accessible Rural	17.3	(11.6)	Remote Rural	0.0	(6.5)
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Web-enabled business (INF11101) Coursework 1

The screenshot shows the desktop version of the The Moray Council website. The browser address bar displays 'http://www.moray.gov.uk/'. The website header includes the council's logo, a search bar, and navigation links for Accessibility, Legal Notices, Translation, and Graphical or Text Version. The main content area is organized into several columns and sections:

- Our Services:** A vertical list of services including Business, Community Life & Leisure, Council and Government, Environment & Planning, Housing, Jobs and Careers, Law and Licensing, Learning and Education, Roads and Transport, Social Care and Health, Tourist Information, Information Management, and Contact Us.
- Latest News:** A section featuring a photo of coins and a calculator, with a list of news items such as 'Trading standards 'scam fortnight'', 'Museum's mid-term opening', and 'New Keith Primary opens'. A 'More' link is provided at the bottom right.
- Most Popular:** A list of popular pages including 'Bus Times', 'Come and Work for Moray', 'Planning', 'School Term Dates', 'Accessing Council Housing', 'Who is Your Councillor?', 'Recycling and Waste', 'Council Tax - How Do I Pay?', 'Properties and Plots for Sale/Lease', 'Libraries and Information Services', 'Schools', and 'Swimming Pools'.
- Contact Us:** Provides the Council Switchboard Tel: 01343 543451 and a link to 'Make a general enquiry'.
- Webcasting:** Announces the webcast for the Audit and Performance Review Committee on 1st February 2012 at 9.30am, with a link to 'Webcasting'.
- Ready for Winter:** Includes a photo of a snowy road and a list of links for 'Current Road Conditions in Moray', 'View School Closures', 'Roads Winter Maintenance', 'Ready Scotland', and 'BBC Weather'.
- Events:** Lists upcoming events like 'Football Coaching Sessions for Ages 3 Years to 51', 'Free Internet Awareness Sessions', and 'Councillors' Surgery, Forres - Ward 6, 6th February'. A 'More' link is at the bottom.
- Online Services:** A list of services including 'Apply for it', 'Pay for it', 'Report it', 'Request it', 'Visit our Online Shop', 'Location Maps', and 'Complete our Website Survey'.
- Job Vacancies:** A link to 'Find a Job with the Council'.
- Social Media:** Icons for Twitter, Facebook, and other social media platforms.
- Local Information:** A link to 'Road Closures'.
- Our Partners:** A list of partner organizations including 'Your Moray', 'Moray Performs', 'NHS Grampian', and 'Grampian Police'.
- Current Consultations:** A section with a photo of people in a meeting and a link to 'Castle to Cathedral to Cashmere Trail - Consultation Management Restructure Consultation'.

The screenshot shows the mobile version of the The Moray Council website. The browser address bar displays 'www.moray.gov.uk/'. The website is adapted for a smaller screen, with a simplified layout. The header includes the council's logo and a search bar. The main content area is organized into several columns and sections:

- Our Services:** A vertical list of services including Business, Community Life & Leisure, Council and Government, Environment & Planning, Housing, Jobs and Careers, Law and Licensing, Learning and Education, Roads and Transport, Social Care and Health, Tourist Information, Information Management, and Contact Us.
- Latest News:** A section featuring a photo of a snowy road and a list of news items such as 'Consultation on Forres Leisure services and facilities', 'Agriid opening for new academy', and 'New Moray Council HQ building prepares to open'. A 'More' link is provided at the bottom right.
- Most Popular:** A list of popular pages including 'Bus Times', 'Come and Work for Moray', 'Planning', 'School Term Dates', 'Accessing Council Housing', 'Who is Your Councillor?', 'Recycling and Waste', 'Council Tax - How Do I Pay?', 'Properties and Plots for Sale/Lease', 'Libraries and Information Services', 'Schools', and 'Swimming Pools'.
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Moray																															
<i>URL</i>	http://www.moray.gov.uk																														
<i>Accessibility tools on entry page</i>	<ul style="list-style-type: none"> • Link to accessibility tools page • Choice of with-graphics or text-only version of site 																														
<i>Other accessibility tools</i>	http://www.moray.gov.uk/moray_standard/page_41079.html <ul style="list-style-type: none"> • Access keys • Link to out-of-date descriptions of how to customise browsers (Internet Explorer on Windows and MacOS, Netscape Navigator) • Breadcrumb feature 																														
<i>Search tools on entry page</i>	<ul style="list-style-type: none"> • Search box • Alphabetical menu 																														
<i>Clicks to obtain recycling centre addresses</i>	4																														
<i>Research tools on entry page</i>	Nothing obvious																														
<i>Feedback tools on entry page</i>	<ul style="list-style-type: none"> • Contact us • Report it 																														
<i>Personalisation</i>	Your Moray																														
<i>SNL clearly implemented on entry page</i>	No - 'transport and streets' omitted																														
<i>Privacy policy easily found</i>	Yes - see http://www.moray.gov.uk/moray_standard/page_41071.html																														
<i>Cookie policy easily found</i>	No																														
<i>Terms of use statement easily found</i>	Yes - see http://www.moray.gov.uk/moray_standard/page_41071.html																														
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<i>Demographics (All-Scotland values given in parentheses)</i>	<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>• Estimated population</td> <td style="text-align: right;">87,720</td> <td style="text-align: right;">(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td style="text-align: right;">77.9</td> <td style="text-align: right;">(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td style="text-align: right;">39</td> <td style="text-align: right;">(67)</td> </tr> <tr> <td>• <i>Urban/rural data (% of population)</i></td> <td></td> <td></td> </tr> <tr> <td style="padding-left: 20px;">Large Urban</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(38.9)</td> </tr> <tr> <td style="padding-left: 20px;">Other Urban</td> <td style="text-align: right;">24.0</td> <td style="text-align: right;">(30.6)</td> </tr> <tr> <td style="padding-left: 20px;">Accessible Small Towns</td> <td style="text-align: right;">18.5</td> <td style="text-align: right;">(8.5)</td> </tr> <tr> <td style="padding-left: 20px;">Remote Small Towns</td> <td style="text-align: right;">14.2</td> <td style="text-align: right;">(3.8)</td> </tr> <tr> <td style="padding-left: 20px;">Accessible Rural</td> <td style="text-align: right;">29.1</td> <td style="text-align: right;">(11.6)</td> </tr> <tr> <td style="padding-left: 20px;">Remote Rural</td> <td style="text-align: right;">14.2</td> <td style="text-align: right;">(6.5)</td> </tr> </tbody> </table>	• Estimated population	87,720	(5,222,100)	• % full-time employment	77.9	(75.8)	• Population density (persons per km ²)	39	(67)	• <i>Urban/rural data (% of population)</i>			Large Urban	0.0	(38.9)	Other Urban	24.0	(30.6)	Accessible Small Towns	18.5	(8.5)	Remote Small Towns	14.2	(3.8)	Accessible Rural	29.1	(11.6)	Remote Rural	14.2	(6.5)
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Web-enabled business (INF11101) Coursework 1

The screenshot shows the North Ayrshire Council Home website in a desktop browser. The browser address bar displays 'http://www.north-ayrshire.gov.uk/'. The website header includes the council's name, contact information (0845 603 0590), and a search bar. A navigation menu lists services A-Z. The main content area is divided into several sections: 'Latest Winter Information' (Ready for Winter, Travel Information, Weather Alerts), 'Jobs and Careers' (Council Job vacancies, Info on jobs at the Council, Youth Leadership Training), 'Council Tax' (Check your Council Tax account, Banding and Charges, Pay by Direct Debit, On-Line, Telephone/Post/Payment card, Discounts), 'Education' (Term holiday dates, Primary schools, Secondary schools, Arran Outdoor Education Centre, Use Library Services), 'Rubbish and Recycling' (When are my bins emptied?, Book a special visit, Recycling centre locations), 'Housing' (Houses for rent, How to apply for a house, Housing offices, Apply for Housing benefit), 'Council Information' (Committee Reports, Agendas, and Minutes, Council departments and Buildings, Councillors, Births, Marriages and Deaths), and 'Planning' (Planning applications, Local Development plan, Building warrants, Local Plan - General Information, Planning Advice and Guidance). There is also an 'Information zone' featuring a 'Fostering Xtra' campaign. A 'Latest News...' section includes articles about St. Luke's Primary School, the council's 2012/13 budget, and a local government election briefing. A 'Useful Links' section provides quick access to various services. A 'Pictures of North Ayrshire' section features a Flickr gallery. The footer contains contact information for the Corporate Communications Team.

The screenshot shows the North Ayrshire Council Home website on a mobile phone. The browser address bar displays 'www.north-ayrshire.g...'. The website is displayed in a mobile-optimized layout, showing the council's name, contact information, and a search bar. A navigation menu lists services A-Z. The main content area is divided into several sections: 'Latest Winter Information' (Ready for Winter, Travel Information, Weather Alerts), 'Jobs and Careers' (Council Job vacancies, Info on jobs at the Council, Youth Leadership Training), 'Council Tax' (Check your Council Tax account, Banding and Charges, Pay by Direct Debit, On-Line, Telephone/Post/Payment card, Discounts), 'Education' (Term holiday dates, Primary schools, Secondary schools, Arran Outdoor Education Centre, Use Library Services), 'Rubbish and Recycling' (When are my bins emptied?, Book a special visit, Recycling centre locations), 'Housing' (Houses for rent, How to apply for a house, Housing offices, Apply for Housing benefit), 'Council Information' (Committee Reports, Agendas, and Minutes, Council departments and Buildings, Councillors, Births, Marriages and Deaths), and 'Planning' (Planning applications, Local Development plan, Building warrants, Local Plan - General Information, Planning Advice and Guidance). There is also an 'Information zone' featuring a 'Fostering Xtra' campaign. A 'Latest News...' section includes articles about St. Luke's Primary School, the council's 2012/13 budget, and a local government election briefing. A 'Useful Links' section provides quick access to various services. A 'Pictures of North Ayrshire' section features a Flickr gallery. The footer contains contact information for the Corporate Communications Team.

North Ayrshire																															
URL	http://www.north-ayrshire.gov.uk																														
Accessibility tools on entry page	<ul style="list-style-type: none"> • Link to accessibility tools page • Skip navigation 																														
Other accessibility tools	<p>http://www.north-ayrshire.gov.uk/CouncilAndGovernment/CouncilInformationPerformanceAndStatistics/InternetServiceStandards.aspx</p> <ul style="list-style-type: none"> • Aim to meet or exceed the provisions of the WCAG (Web Content Accessibility Guidelines) Conformance Level AA. • Aim to use a style of writing which is straightforward and easy to understand • Browsealoud enabled site • Breadcrumb feature • Link to 'My Web My Way' • Some pages available in Polish, Urdu, Punjabi and Cantonese • Link to Google Translate • Guide to changing text sizes in browsers (Internet Explorer [versions 6 & 7], Firefox [version 3], Opera [version 9] and Netscape Navigator [version 8]) 																														
Search tools on entry page	<ul style="list-style-type: none"> • Search box • Advanced search • Alphabetical menu • 'Explore' drop-down menu 																														
Clicks to obtain recycling centre addresses	3																														
Research tools on entry page	Nothing obvious																														
Feedback tools on entry page	<ul style="list-style-type: none"> • Contact us and email us links • Report it 																														
Personalisation	Nothing obvious																														
SNL clearly implemented on entry page	No																														
Privacy policy easily found	Yes - see http://www.north-ayrshire.gov.uk/CouncilAndGovernment/CouncilInformationPerformanceAndStatistics/Disclaimer.aspx																														
Cookie policy easily found	Yes - see http://www.north-ayrshire.gov.uk/CouncilAndGovernment/CouncilInformationPerformanceAndStatistics/Disclaimer.aspx																														
Terms of use statement easily found	Yes - see http://www.north-ayrshire.gov.uk/CouncilAndGovernment/CouncilInformationPerformanceAndStatistics/Disclaimer.aspx																														
Entry page fits 20" monitor?	No																														
Mobile site	No - main site did not render on iPhone																														
Entry page or mobile site fits iPhone screen	No																														
Response from SLG team	'Email received' reply only																														
Demographics (All-Scotland values given in parentheses)	<table border="0"> <tbody> <tr> <td>• Estimated population</td> <td>135,180</td> <td>(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td>74.8</td> <td>(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td>153</td> <td>(67)</td> </tr> <tr> <td>• Urban/rural data (% of population)</td> <td></td> <td></td> </tr> <tr> <td> Large Urban</td> <td>0.0</td> <td>(38.9)</td> </tr> <tr> <td> Other Urban</td> <td>70.4</td> <td>(30.6)</td> </tr> <tr> <td> Accessible Small Towns</td> <td>19.0</td> <td>(8.5)</td> </tr> <tr> <td> Remote Small Towns</td> <td>0.0</td> <td>(3.8)</td> </tr> <tr> <td> Accessible Rural</td> <td>5.7</td> <td>(11.6)</td> </tr> <tr> <td> Remote Rural</td> <td>4.9</td> <td>(6.5)</td> </tr> </tbody> </table>	• Estimated population	135,180	(5,222,100)	• % full-time employment	74.8	(75.8)	• Population density (persons per km ²)	153	(67)	• Urban/rural data (% of population)			Large Urban	0.0	(38.9)	Other Urban	70.4	(30.6)	Accessible Small Towns	19.0	(8.5)	Remote Small Towns	0.0	(3.8)	Accessible Rural	5.7	(11.6)	Remote Rural	4.9	(6.5)
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Remote Rural	4.9	(6.5)																													

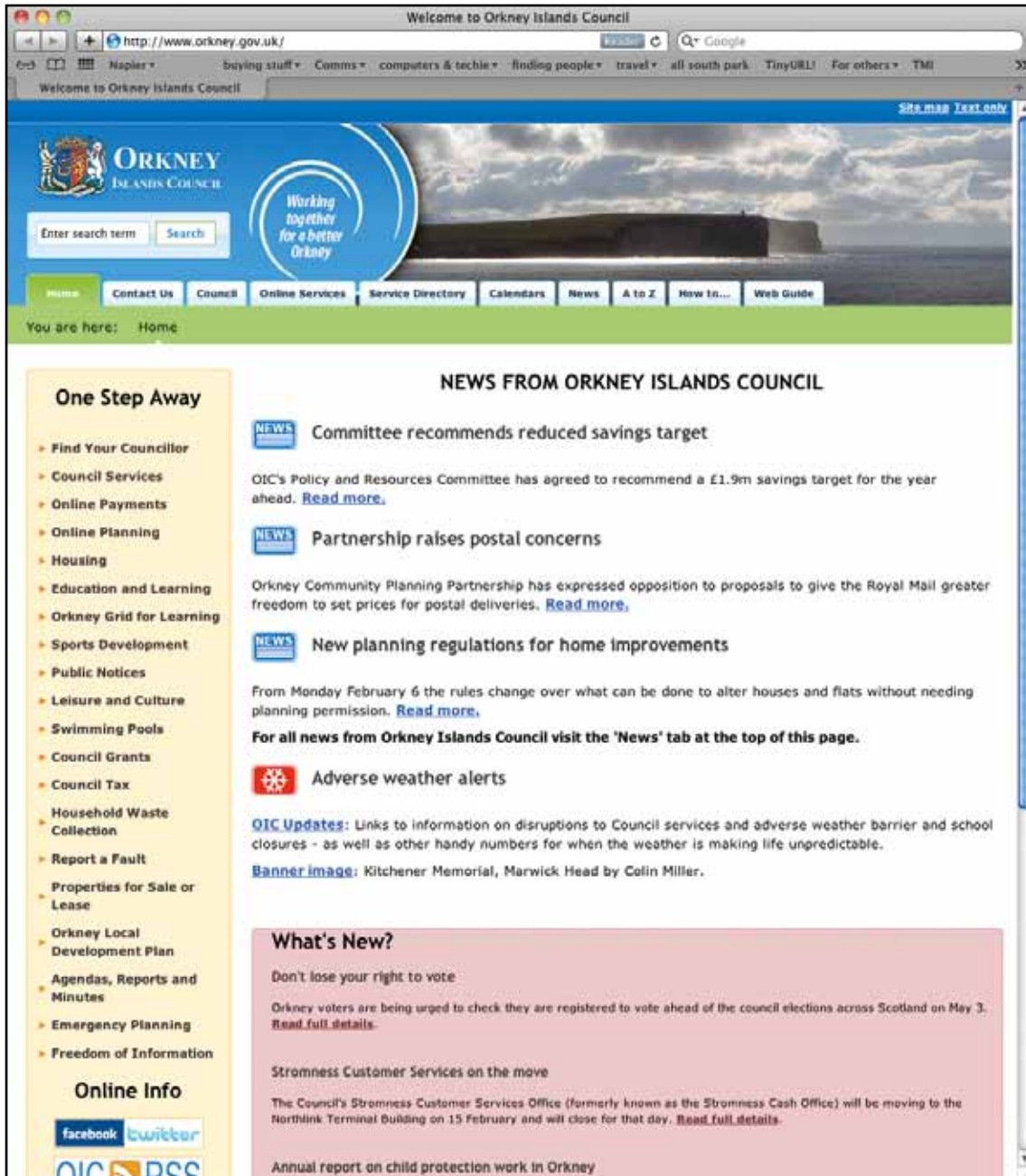
Web-enabled business (INF1101) Coursework 1

The screenshot shows the desktop version of the North Lanarkshire Council website. The browser address bar displays the URL <http://www.northlanarkshire.gov.uk/index.aspx?articleid=>. The website header features the council's logo and the slogan "service and people first". A navigation menu includes links for Home, About us, Contact Us, Council vacancies, Online services, What's On, and Your Councillor. A search bar is located in the top right corner. The main content area is divided into several sections: a "Features" section with a large banner for "1,000 new homes by 2020", a "Latest news" section with several article teasers, and a "Most Popular" section. On the right side, there are additional sections for "In Your Area", "Gritting Update", "Contact us" (with address and phone number), "Online services", and "Other useful websites".

The screenshot shows the mobile version of the North Lanarkshire Council website. The browser address bar shows the URL www.northlanarkshire.gov.uk. The website is displayed in a vertical orientation, with the navigation menu and search bar at the top. The main content area is adapted for the smaller screen, showing the "1,000 new homes by 2020" banner and a list of news items. The mobile interface includes standard Android navigation icons at the bottom.

North Lanarkshire																															
URL	http://www.northlanarkshire.gov.uk																														
Accessibility tools on entry page	<ul style="list-style-type: none"> • Link to accessibility tools page • Skip to content • Link to high-contrast version of site • Text-size controls 																														
Other accessibility tools	http://www.northlanarkshire.gov.uk/index.aspx?articleid=9 <ul style="list-style-type: none"> • Standards compliance, including descriptive alt attributes for content images • Access keys 																														
Search tools on entry page	<ul style="list-style-type: none"> • Search box • Advanced search • Alphabetical menus 																														
Clicks to obtain recycling centre addresses	4																														
Research tools on entry page	Nothing obvious																														
Feedback tools on entry page	<ul style="list-style-type: none"> • Contact us • Email customer services link 																														
Personalisation	Option to log in implies personal accounts available																														
SNL clearly implemented on entry page	Yes																														
Privacy policy easily found	Yes - see http://www.northlanarkshire.gov.uk/index.aspx?articleid=15003																														
Cookie policy easily found	No																														
Terms of use statement easily found	No																														
Entry page fits 20" monitor?	No																														
Mobile site	No																														
Entry page or mobile site fits iPhone screen	No																														
Response from SLG team	No reply received																														
Demographics (All-Scotland values given in parentheses)	<table border="0"> <tbody> <tr> <td>• Estimated population</td> <td>326,360</td> <td>(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td>77.2</td> <td>(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td>695</td> <td>(67)</td> </tr> <tr> <td>• Urban/rural data (% of population)</td> <td></td> <td></td> </tr> <tr> <td> Large Urban</td> <td>66.7</td> <td>(38.9)</td> </tr> <tr> <td> Other Urban</td> <td>15.7</td> <td>(30.6)</td> </tr> <tr> <td> Accessible Small Towns</td> <td>10.8</td> <td>(8.5)</td> </tr> <tr> <td> Remote Small Towns</td> <td>0.0</td> <td>(3.8)</td> </tr> <tr> <td> Accessible Rural</td> <td>6.8</td> <td>(11.6)</td> </tr> <tr> <td> Remote Rural</td> <td>0.0</td> <td>(6.5)</td> </tr> </tbody> </table>	• Estimated population	326,360	(5,222,100)	• % full-time employment	77.2	(75.8)	• Population density (persons per km ²)	695	(67)	• Urban/rural data (% of population)			Large Urban	66.7	(38.9)	Other Urban	15.7	(30.6)	Accessible Small Towns	10.8	(8.5)	Remote Small Towns	0.0	(3.8)	Accessible Rural	6.8	(11.6)	Remote Rural	0.0	(6.5)
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Remote Rural	0.0	(6.5)																													

Web-enabled business (INF11101) Coursework 1



Orkney Islands	
<i>URL</i>	http://www.orkney.gov.uk
<i>Accessibility tools on entry page</i>	Link to text-only version of site
<i>Other accessibility tools</i>	http://www.orkney.gov.uk/Online-Services/accessibility.htm <ul style="list-style-type: none"> • Browsealoud enabled • Breadcrumb trail
<i>Search tools on entry page</i>	<ul style="list-style-type: none"> • Search box • Link to A-Z of information • How to...
<i>Clicks to obtain recycling centre addresses</i>	3
<i>Research tools on entry page</i>	Nothing obvious
<i>Feedback tools on entry page</i>	<ul style="list-style-type: none"> • Contact us • Report a fault
<i>Personalisation</i>	Nothing obvious
<i>SNL clearly implemented on entry page</i>	No
<i>Privacy policy easily found</i>	No
<i>Cookie policy easily found</i>	No
<i>Terms of use statement easily found</i>	No
<i>Entry page fits 20" monitor?</i>	No
<i>Mobile site</i>	No
<i>Entry page or mobile site fits iPhone screen</i>	No
<i>Response from SLG team</i>	'Email received' reply only
<i>Demographics (All-Scotland values given in parentheses)</i>	<ul style="list-style-type: none"> • Estimated population 20,110 (5,222,100) • % full-time employment 65.3 (75.8) (By far the biggest difference from all-Scotland value) • Population density (persons per km²) 20 (67) • <i>Urban/rural data (% of population)</i> <ul style="list-style-type: none"> Large Urban 0.0 (38.9) Other Urban 0.0 (30.6) Accessible Small Towns 0.0 (8.5) Remote Small Towns 32.8 (3.8) Accessible Rural 0.0 (11.6) Remote Rural 67.2 (6.5)

Web-enabled business (INF11101) Coursework 1



Perth and Kinross																															
URL	http://www.pkc.gov.uk																														
Accessibility tools on entry page	<ul style="list-style-type: none"> • Help • Link to accessibility tools page 																														
Other accessibility tools	http://www.pkc.gov.uk/Admin/FooterPages/Accessibility.htm <ul style="list-style-type: none"> • 'endeavours to conform to level Double A of the WCAG' • Browsealoud enabled • Links to RNIB and Disability Rights Commission websites • Breadcrumb trail • Some pages available in Arabic, Chinese, Urdu and Polish 																														
Search tools on entry page	<ul style="list-style-type: none"> • Search box • Advanced search • Link to A-Z of information • Find it • Locate it 																														
Clicks to obtain recycling centre addresses	3																														
Research tools on entry page	Nothing obvious																														
Feedback tools on entry page	<ul style="list-style-type: none"> • Contact us • Say it 																														
Personalisation	Nothing obvious																														
SNL clearly implemented on entry page	Yes																														
Privacy policy easily found	Yes - see http://www.pkc.gov.uk/Council+and+government/Data+protection+and+freedom+of+information/Data+Protection/																														
Cookie policy easily found	No																														
Terms of use statement easily found	Yes - see http://www.pkc.gov.uk/Admin/FooterPages/Disclaimer.htm																														
Entry page fits 20" monitor?	Yes																														
Mobile site	No																														
Entry page or mobile site fits iPhone screen	Yes																														
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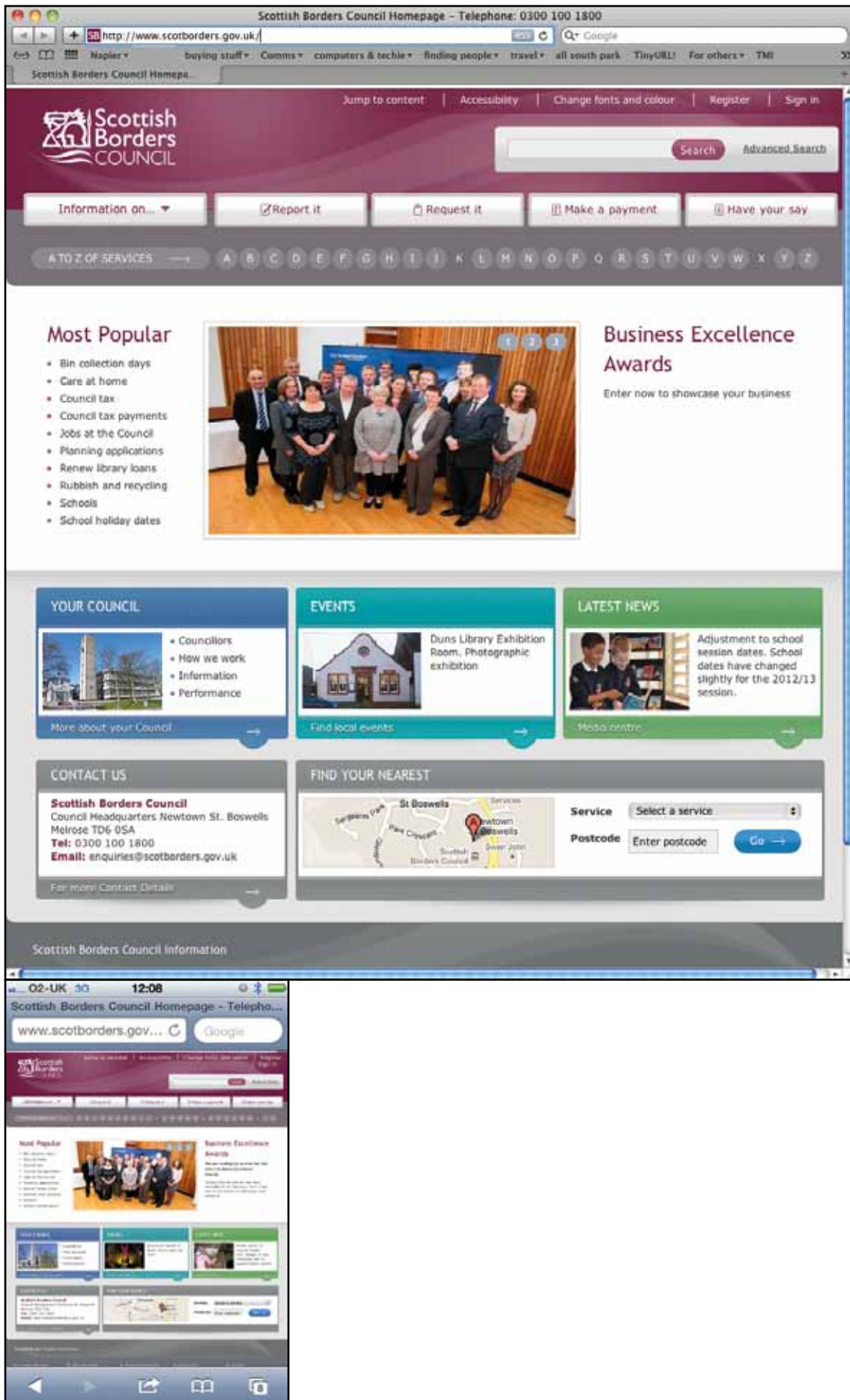
Web-enabled business (INF1101) Coursework 1

The screenshot shows the desktop version of the Renfrewshire Community Website. The browser address bar displays 'http://www.renfrewshire.gov.uk/ihwcm/publishing.nsf/Content/InternetHomePage'. The website header features the 'reaching.renfrewshire' logo and navigation links for 'Contacts', 'Using this site', 'A to Z of services', 'FAQs', and 'Sitemap'. A large banner image with a smiling woman's face and the text 'Welcome to Renfrewshire community website' is prominent. Below the banner is a navigation menu with 'Home', 'Services', 'News and events', 'About Renfrewshire', and 'Vacancies'. A search bar is located on the right. The main content area is divided into several sections: 'Spotlight' featuring 'Renfrewshire's budget creates jobs and supports community during tough times', 'News' with articles like 'Local kids on track for National Athletics Championships', 'Renfrewshire Council staff in best of health', and 'Adult Protection website gets online accolade', 'Events' including '06 February 2012 - Bookbug sessions', '07 February 2012 - Xscape Sports Challenge', and '07 February 2012 - Life Drawing Classes', and 'Features' with 'Changes to Blue Badge scheme'. A 'Popular Links' sidebar lists various services, and an 'In your area' section includes a map of Renfrewshire and contact information for the Council.

The screenshot shows the mobile version of the Renfrewshire Community Website. The browser address bar shows 'www.renfrewshire.gov...'. The layout is adapted for a smaller screen, with a simplified navigation menu and a focus on the 'Spotlight' and 'News' sections. The 'Spotlight' section highlights 'Important information for parents about janitor strikes'. The 'News' section features 'Local kids on track for National Athletics Championships' and 'Renfrewshire Council staff in best of health'. The mobile interface includes a search bar and social media icons.

Renfrewshire																															
<i>URL</i>	http://www.renfrewshire.gov.uk																														
<i>Accessibility tools on entry page</i>	<ul style="list-style-type: none"> • Link to accessibility tools page • Link to Google Translate 																														
<i>Other accessibility tools</i>	<ul style="list-style-type: none"> • Access keys enabled and explained for Internet Explorer, Firefox (Windows and MacOS), Safari (Windows and MacOS), Opera, Chrome (Windows and MacOS) 																														
<i>Search tools on entry page</i>	<ul style="list-style-type: none"> • Search box • Link to A-Z of services 																														
<i>Clicks to obtain recycling centre addresses</i>	4																														
<i>Research tools on entry page</i>	Nothing obvious																														
<i>Feedback tools on entry page</i>	<ul style="list-style-type: none"> • Have your say • Link to Customer Services email 																														
<i>Personalisation</i>	Nothing obvious																														
<i>SNL clearly implemented on entry page</i>	No - 'law and licensing' and 'tourism and visitors' missing																														
<i>Privacy policy easily found</i>	Yes - see http://www.renfrewshire.gov.uk/ilwwcm/publishing.nsf/Content/TermsandConditions																														
<i>Cookie policy easily found</i>	Yes - see http://www.renfrewshire.gov.uk/ilwwcm/publishing.nsf/Content/TermsandConditions																														
<i>Terms of use statement easily found</i>	Yes - see http://www.renfrewshire.gov.uk/ilwwcm/publishing.nsf/Content/TermsandConditions																														
<i>Entry page fits 20" monitor?</i>	No																														
<i>Mobile site</i>	No																														
<i>Entry page or mobile site fits iPhone screen</i>	No																														
<i>Response from SLG team</i>	<p>Q1. Around 6 years, although I would not consider Renfrewshire's website to be a portal.</p> <p>Q2a. Site was designed before my time, but generally we look at our analytics software and determine which items are most popular. We try to put the most often viewed content as high up the page as possible.</p> <p>Q2b. Site is built using a few templates, all pages are based on these templates. From a content management point of view, we have many authors across Renfrewshire Council and it is important that the content they create is consistently readable and does not contain unique CSS properties / designs. Each author must attend a training course where they learn to use the CMS, and where the design elements of the site are explained. Additionally, we have approval mechanisms in place which mean that each piece of content written is first approved by the author's manager, before being corporately approved by a team of people whose job is based in the communication / web content area.</p> <p>Q3. Potentially, in the future. However, given that a large number of mobile users visit our site on "smart" phones, the need for separate sites may be something that is no longer required; built correctly a website should be equally usable on a desktop browser as on a mobile browser.</p> <p>Q4. There are no additional features for those users with sensory impairments. We have investigated Browsealoud (http://www.browsealoud.com/) in the past, but did not feel that it provided sufficient benefit.</p> <p>Q5. Yes, but probably only through the functionality that something like Wibiya provides.</p>																														
<i>Demographics (All-Scotland values given in parentheses)</i>	<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>• Estimated population</td> <td style="text-align: right;">170,250</td> <td style="text-align: right;">(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td style="text-align: right;">71.9</td> <td style="text-align: right;">(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td style="text-align: right;">652</td> <td style="text-align: right;">(67)</td> </tr> <tr> <td colspan="3">• <i>Urban/rural data (% of population)</i></td> </tr> <tr> <td> Large Urban</td> <td style="text-align: right;">75.0</td> <td style="text-align: right;">(38.9)</td> </tr> <tr> <td> Other Urban</td> <td style="text-align: right;">10.1</td> <td style="text-align: right;">(30.6)</td> </tr> <tr> <td> Accessible Small Towns</td> <td style="text-align: right;">9.5</td> <td style="text-align: right;">(8.5)</td> </tr> <tr> <td> Remote Small Towns</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(3.8)</td> </tr> <tr> <td> Accessible Rural</td> <td style="text-align: right;">4.4</td> <td style="text-align: right;">(11.6)</td> </tr> <tr> <td> Remote Rural</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(6.5)</td> </tr> </tbody> </table>	• Estimated population	170,250	(5,222,100)	• % full-time employment	71.9	(75.8)	• Population density (persons per km ²)	652	(67)	• <i>Urban/rural data (% of population)</i>			Large Urban	75.0	(38.9)	Other Urban	10.1	(30.6)	Accessible Small Towns	9.5	(8.5)	Remote Small Towns	0.0	(3.8)	Accessible Rural	4.4	(11.6)	Remote Rural	0.0	(6.5)
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Web-enabled business (INF11101) Coursework 1



Scottish Borders	
URL	http://www.scotborders.gov.uk
Accessibility tools on entry page	<ul style="list-style-type: none"> • Jump to content • Link to Accessibility tools page • Link to change fonts and colour schemes page
Other accessibility tools	<ul style="list-style-type: none"> • Some pages available in Lithuanian, Polish, Portuguese and Russian. • Link to Google Translate
Search tools on entry page	<ul style="list-style-type: none"> • Search box • Advanced search • Information on • Alphabetical menu • Request it • What's new
Clicks to obtain recycling centre addresses	4
Research tools on entry page	Nothing obvious
Feedback tools on entry page	<ul style="list-style-type: none"> • Report it • Have your say • Complaints • Contacting us
Personalisation	Nothing obvious
SNL clearly implemented on entry page	Yes
Privacy policy easily found	Yes - see http://www.scotborders.gov.uk/terms
Cookie policy easily found	Yes - see http://www.scotborders.gov.uk/terms
Terms of use statement easily found	Yes - see http://www.scotborders.gov.uk/terms
Entry page fits 20" monitor?	No
Mobile site	No
Entry page or mobile site fits iPhone screen	No
Response from SLG team	<p>Q1. since 24th October 2011</p> <p>Q2a. we use analytics to determine the most popular services and content, this is reflected in the prominence it gets</p> <p>Q2b. we use a CRM system where templates are used to control the look and feel, navigation and page consistency</p> <p>Q3. the site can be viewed on any mobile device</p> <p>Q4. http://www.scotborders.gov.uk/accessibility/settings and http://www.scotborders.gov.uk/accessibility</p> <ul style="list-style-type: none"> • font, letter spacing, colour contrast for dyslexia and visual impairments • website has been developed using correct structural tags in HTML which aids physical disabilities such as motor impaired and those with dexterity problems to navigate the website without relying on a mouse • the website has been developed using clean code separating structural and presentational aspects, making it multi device and platform • plain English used for readability to aid users with learning difficulties and users whose native language is not English • images have alt text to aid screen reader users • PDF documents are available in alternate formats such as Braille, large print, British Sign Language, audio tape, CD and Easy Read on request • Site maps, a-z of services and jump to content aids users with physical disabilities such as motor impaired and those with dexterity problems • Disabled, deaf, hard of hearing and those using assistive technology usually know how to adjust websites for their own needs • we are in the process of developing a section of the website in British Sign Language to aid deaf users • we use audio or text transcripts where video is used, helps blind or sight impaired users • we use video with captions or text transcripts where video audio is used, helps deaf users and those with hearing impairments <p>Q5. We have a welcome message in Russian, Polish, Lithuanian and Portuguese and the website can be translated into 57 languages via Google translate.</p> <p>http://www.scotborders.gov.uk/lithuanian</p> <p>http://www.scotborders.gov.uk/polish</p> <p>http://www.scotborders.gov.uk/portuguese</p> <p>http://www.scotborders.gov.uk/russian</p> <p>http://www.scotborders.gov.uk/languages</p>

Web-enabled business (INF11101) Coursework 1

<i>Demographics</i> (All-Scotland values given in parentheses)	• Estimated population	112,870	(5,222,100)
	• % full-time employment	71.8	(75.8)
	• Population density (persons per km ²)	24	(67)
	• <i>Urban/rural data (% of population)</i>		
	Large Urban	0.0	(38.9)
	Other Urban	25.2	(30.6)
	Accessible Small Towns	18.8	(8.5)
	Remote Small Towns	4.9	(3.8)
	Accessible Rural	39.0	(11.6)
	Remote Rural	12.0	(6.5)

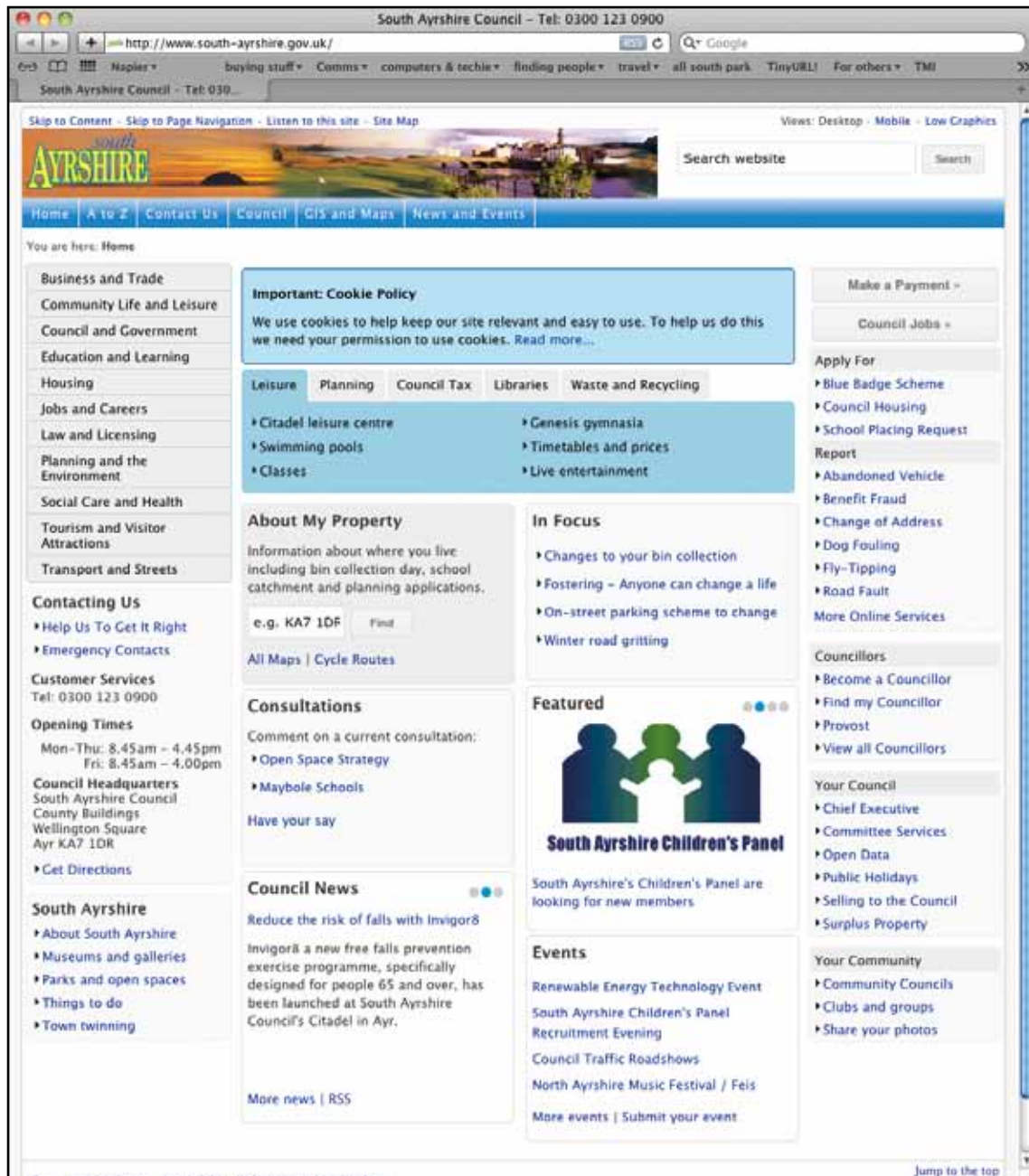
Web-enabled business (INF1101) Coursework 1

The screenshot shows the desktop version of the Shetland Islands Council website. At the top, the browser address bar shows 'http://www.shetland.gov.uk/'. The website header includes the council's logo and name, 'Shetland Islands Council', and navigation links for 'Home', 'A to Z', 'Feedback', 'Links', and 'Help'. A search bar is located below the header. A blue navigation bar contains menu items: 'Council & News', 'Business & Jobs', 'Education', 'Community & Leisure', 'Housing', 'Environment & Planning', 'Roads, Transport & Ports', and 'Social Work & Health'. The main content area is divided into several sections: 'Online Services' with a list of links like 'Shetland Box Office' and 'Community Directory'; 'Latest News' featuring a photo of three librarians and a headline 'Librarians on loan again between Orkney and Shetland'; 'Quick Links' with items like 'Chief Executive's Blog' and 'Council spending - have YOUR say'; 'Latest News' with a list of recent news items including 'Librarians on loan again between Orkney and Shetland' and 'Free carbon coaching workshop for local businesses'; 'Latest Council Decisions' with links to various committees; and 'Promotions' featuring a 'PROUDLY SUPPORTING' logo and 'SHETLAND-ORG' branding. The bottom of the page shows a 'Council spending—have YOUR say' section with a logo for 'Scotland's Islands'.

The screenshot shows the mobile version of the Shetland Islands Council website. The browser address bar shows 'www.shetland.gov.uk/'. The website header includes the council's logo and name, 'Shetland Islands Council', and navigation links for 'Home', 'A to Z', 'Feedback', 'Links', and 'Help'. A search bar is located below the header. The main content area is divided into several sections: 'Online Services' with a list of links like 'Shetland Box Office' and 'Community Directory'; 'Latest News' featuring a photo of three librarians and a headline 'Librarians on loan again between Orkney and Shetland'; 'Quick Links' with items like 'Chief Executive's Blog' and 'Council spending - have YOUR say'; 'Latest News' with a list of recent news items including 'Librarians on loan again between Orkney and Shetland' and 'Free carbon coaching workshop for local businesses'; 'Latest Council Decisions' with links to various committees; and 'Promotions' featuring a 'PROUDLY SUPPORTING' logo and 'SHETLAND-ORG' branding. The bottom of the page shows a 'Council spending—have YOUR say' section with a logo for 'Scotland's Islands'.

Shetland Islands																															
<i>URL</i>	http://www.shetland.gov.uk																														
<i>Accessibility tools on entry page</i>	Link to accessibility tools page																														
<i>Other accessibility tools</i>	http://www.shetland.gov.uk/accessibility/default.asp • Access keys																														
<i>Search tools on entry page</i>	• Search box • Link to A-Z of information • Help																														
<i>Clicks to obtain recycling centre addresses</i>	4																														
<i>Research tools on entry page</i>	Nothing obvious																														
<i>Feedback tools on entry page</i>	• Link to email local government • Have your say (on council spending)																														
<i>Personalisation</i>	Nothing obvious																														
<i>SNL clearly implemented on entry page</i>	No - 'jobs and careers, 'law and licensing' and 'tourism and visitor attractions' omitted																														
<i>Privacy policy easily found</i>	No																														
<i>Cookie policy easily found</i>	No																														
<i>Terms of use statement easily found</i>	Yes - see http://www.shetland.gov.uk/disclaimer/default.asp																														
<i>Entry page fits 20" monitor?</i>	No																														
<i>Mobile site</i>	No																														
<i>Entry page or mobile site fits iPhone screen</i>	No																														
<i>Response from SLG team</i>	<p>Q1. Since 2004, with a template refresh in 2008 and a new site planning to go live in the next few months.</p> <p>Q2. Our corporate communications team make the decision on what items are on the front page. All pages are based on a common template which users cannot change. But they have free range to create pages, edit content of existing pages and create links between pages and entries in the menus for navigation purposes.</p> <p>Q3. Some aspects are cell phone enabled (www.shetland.gov.uk/icecast), but not the whole site.</p> <p>Q4. No, we have tried to make the css used in the site as flexible as possible for disabled users.</p> <p>Q5. Not the whole site, we do have basic information for new residents in a variety of languages (http://www.shetland.gov.uk/newresidents/)</p>																														
<i>Demographics (All-Scotland values given in parentheses)</i>	<table border="0"> <tbody> <tr> <td>• Estimated population</td> <td>22,400</td> <td>(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td>74.5</td> <td>(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td>15</td> <td>(67)</td> </tr> <tr> <td>• <i>Urban/rural data (% of population)</i></td> <td></td> <td></td> </tr> <tr> <td> Large Urban</td> <td>0.0</td> <td>(38.9)</td> </tr> <tr> <td> Other Urban</td> <td>0.0</td> <td>(30.6)</td> </tr> <tr> <td> Accessible Small Towns</td> <td>0.0</td> <td>(8.5)</td> </tr> <tr> <td> Remote Small Towns</td> <td>29.1</td> <td>(3.8)</td> </tr> <tr> <td> Accessible Rural</td> <td>0.0</td> <td>(11.6)</td> </tr> <tr> <td> Remote Rural</td> <td>70.9</td> <td>(6.5)</td> </tr> </tbody> </table>	• Estimated population	22,400	(5,222,100)	• % full-time employment	74.5	(75.8)	• Population density (persons per km ²)	15	(67)	• <i>Urban/rural data (% of population)</i>			Large Urban	0.0	(38.9)	Other Urban	0.0	(30.6)	Accessible Small Towns	0.0	(8.5)	Remote Small Towns	29.1	(3.8)	Accessible Rural	0.0	(11.6)	Remote Rural	70.9	(6.5)
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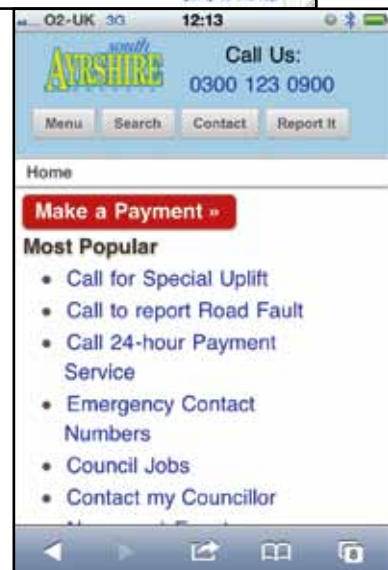
Web-enabled business (INF11101) Coursework 1



EU legislation requires that all websites clearly specify if cookies are being used and their purpose. For more information on the cookies we use view our [privacy policy](#).

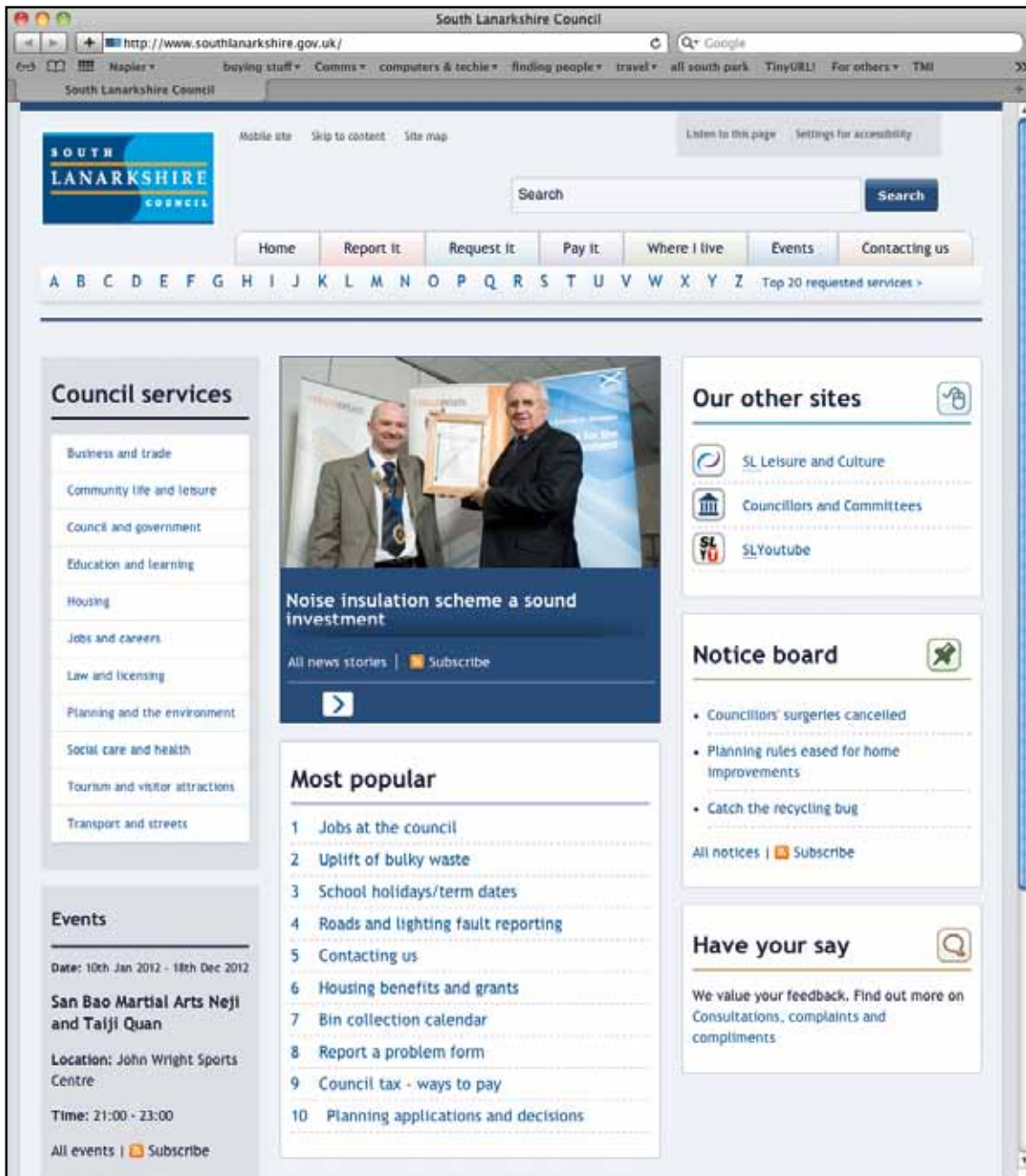
South Ayrshire Council use Google Analytics which uses cookies to anonymously track activity on our site. We use this information to keep our site relevant and to make it easier to use. We have already set a cookie that is essential to the sites operation.

If you accept the use of cookies on this website you will no longer see this message. We will also place a preference cookie and Google will



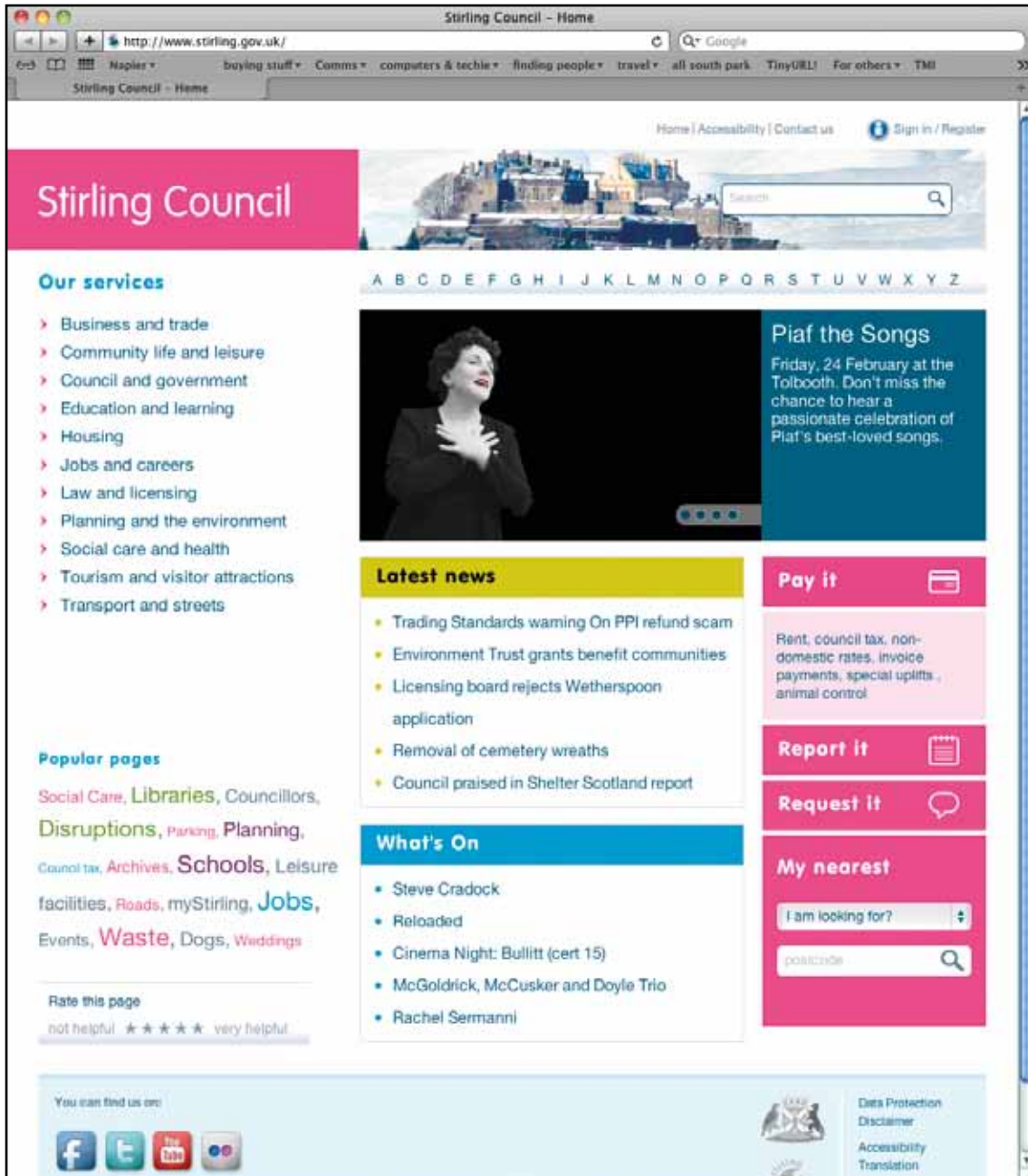
South Ayrshire																															
<i>URL</i>	http://www.south-ayrshire.gov.uk																														
<i>Accessibility tools on entry page</i>	<ul style="list-style-type: none"> • Skip to Content • Skip to Page Navigation • Listen to this site • Choice of views (Desktop, Mobile or Low Graphics) • Link to accessibility tools page 																														
<i>Other accessibility tools</i>	http://www.south-ayrshire.gov.uk/accessibility/ <ul style="list-style-type: none"> • 'strives to comply to the recommendations set out by the W3C' • Link to 'My Web My Way' • BrowseAloud enabled • Access keys 																														
<i>Search tools on entry page</i>	<ul style="list-style-type: none"> • Link to A-Z of information • Search box • Get directions • About my property • Maps • Cycle routes 																														
<i>Clicks to obtain recycling centre addresses</i>	3																														
<i>Research tools on entry page</i>	Nothing obvious																														
<i>Feedback tools on entry page</i>	<ul style="list-style-type: none"> • Contact us • Help Us To Get It Right • Emergency Contacts • Report (Abandoned Vehicle, Benefit Fraud, Change of Address, Dog Fouling, Fly-Tipping, Road Fault) • Comment on current consultations 																														
<i>Personalisation</i>	Possibly 'about my property'																														
<i>SNL clearly implemented on entry page</i>	Yes																														
<i>Privacy policy easily found</i>	Yes - see http://www.south-ayrshire.gov.uk/terms/policy/																														
<i>Cookie policy easily found</i>	Very informative - see http://www.south-ayrshire.gov.uk/terms/policy/ Very prominent on mobile site																														
<i>Terms of use statement easily found</i>	Yes - see http://www.south-ayrshire.gov.uk/terms/																														
<i>Entry page fits 20" monitor?</i>	No																														
<i>Mobile site</i>	Yes																														
<i>Entry page or mobile site fits iPhone screen</i>	No																														
<i>Response from SLG team</i>	<p>Q1. It has been in its current form (ASP.NET) since 2008.</p> <p>Q2a. We have to meet accessibility and web standards. So our site is designed to meet these. There are certain important top tasks that we have to have on the home page such as Council Jobs and Make A Payment. We are audited annually and the top tasks are checked to ensure we have them on.</p> <p>Q2b. The navigation is a standard Scottish Navigation List which most Scottish Councils adhere to. The common look and feel is created by a master template that all pages use. It contains the top banner, left navigation, right column and footer. Page content is placed in the content area.</p> <p>Q4. We have a mobile version using stylesheets to display our pages on mobile devices. We have a link to BrowseAloud to allow visitors to have the site read to them.</p> <p>Q5. We only have an English version and no plans for any other language.</p>																														
<i>Demographics (All-Scotland values given in parentheses)</i>	<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>• Estimated population</td> <td style="text-align: right;">111,440</td> <td style="text-align: right;">(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td style="text-align: right;">74.6</td> <td style="text-align: right;">(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td style="text-align: right;">91</td> <td style="text-align: right;">(67)</td> </tr> <tr> <td colspan="3">• <i>Urban/rural data (% of population)</i></td> </tr> <tr> <td> Large Urban</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(38.9)</td> </tr> <tr> <td> Other Urban</td> <td style="text-align: right;">67.6</td> <td style="text-align: right;">(30.6)</td> </tr> <tr> <td> Accessible Small Towns</td> <td style="text-align: right;">4.2</td> <td style="text-align: right;">(8.5)</td> </tr> <tr> <td> Remote Small Towns</td> <td style="text-align: right;">6.2</td> <td style="text-align: right;">(3.8)</td> </tr> <tr> <td> Accessible Rural</td> <td style="text-align: right;">17.8</td> <td style="text-align: right;">(11.6)</td> </tr> <tr> <td> Remote Rural</td> <td style="text-align: right;">4.3</td> <td style="text-align: right;">(6.5)</td> </tr> </tbody> </table>	• Estimated population	111,440	(5,222,100)	• % full-time employment	74.6	(75.8)	• Population density (persons per km ²)	91	(67)	• <i>Urban/rural data (% of population)</i>			Large Urban	0.0	(38.9)	Other Urban	67.6	(30.6)	Accessible Small Towns	4.2	(8.5)	Remote Small Towns	6.2	(3.8)	Accessible Rural	17.8	(11.6)	Remote Rural	4.3	(6.5)
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Web-enabled business (INF11101) Coursework 1



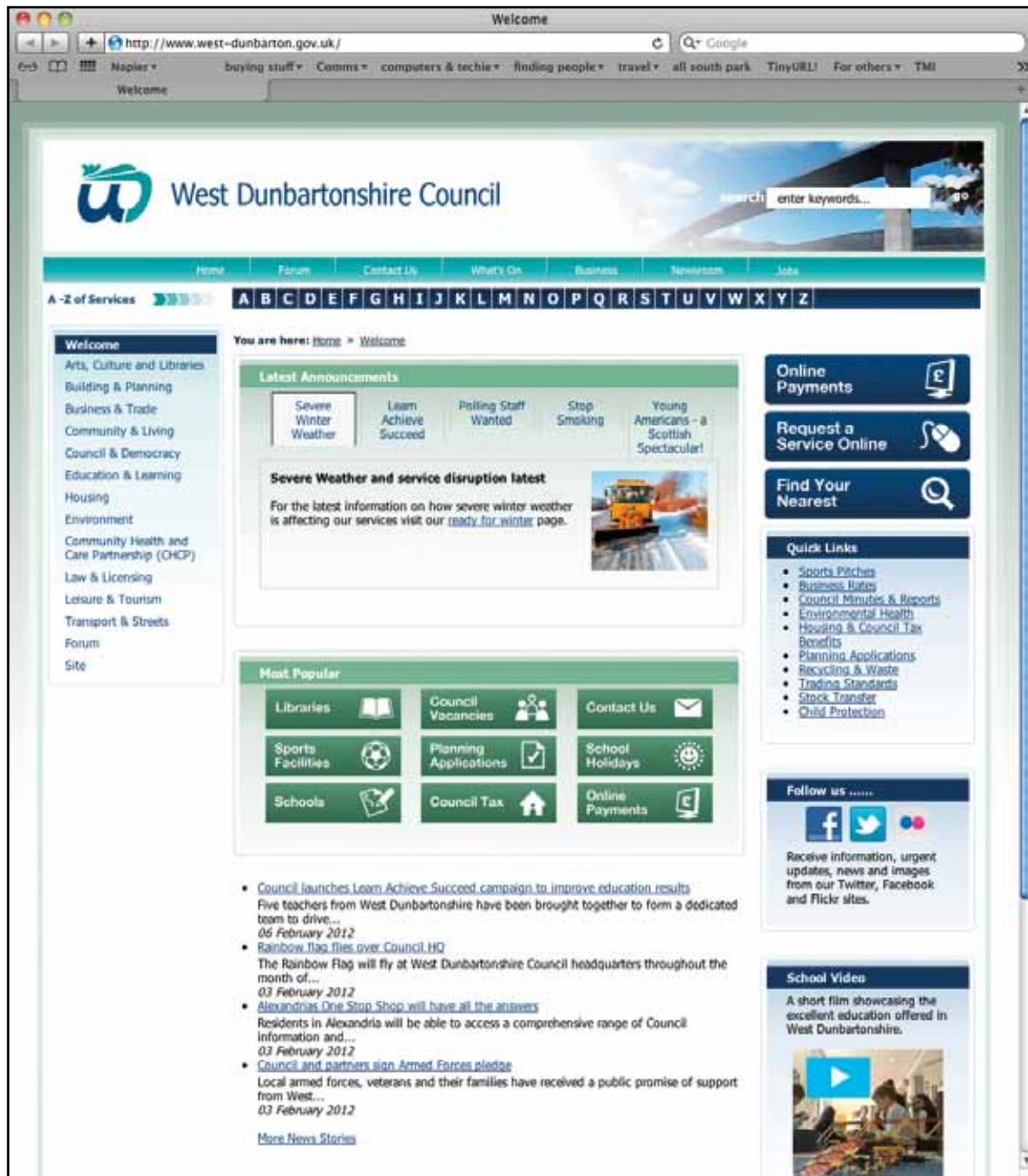
South Lanarkshire																															
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<i>SNL clearly implemented on entry page</i>	Yes																														
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<i>Terms of use statement easily found</i>	Yes - see http://www.southlanarkshire.gov.uk/terms																														
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<i>Demographics (All-Scotland values given in parentheses)</i>	<table border="0" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>• Estimated population</td> <td style="text-align: right;">311,880</td> <td style="text-align: right;">(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td style="text-align: right;">76.1</td> <td style="text-align: right;">(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td style="text-align: right;">176</td> <td style="text-align: right;">(67)</td> </tr> <tr> <td>• <i>Urban/rural data (% of population)</i></td> <td></td> <td></td> </tr> <tr> <td style="padding-left: 20px;">Large Urban</td> <td style="text-align: right;">22.4</td> <td style="text-align: right;">(38.9)</td> </tr> <tr> <td style="padding-left: 20px;">Other Urban</td> <td style="text-align: right;">55.6</td> <td style="text-align: right;">(30.6)</td> </tr> <tr> <td style="padding-left: 20px;">Accessible Small Towns</td> <td style="text-align: right;">9.6</td> <td style="text-align: right;">(8.5)</td> </tr> <tr> <td style="padding-left: 20px;">Remote Small Towns</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(3.8)</td> </tr> <tr> <td style="padding-left: 20px;">Accessible Rural</td> <td style="text-align: right;">11.0</td> <td style="text-align: right;">(11.6)</td> </tr> <tr> <td style="padding-left: 20px;">Remote Rural</td> <td style="text-align: right;">1.3</td> <td style="text-align: right;">(6.5)</td> </tr> </tbody> </table>	• Estimated population	311,880	(5,222,100)	• % full-time employment	76.1	(75.8)	• Population density (persons per km ²)	176	(67)	• <i>Urban/rural data (% of population)</i>			Large Urban	22.4	(38.9)	Other Urban	55.6	(30.6)	Accessible Small Towns	9.6	(8.5)	Remote Small Towns	0.0	(3.8)	Accessible Rural	11.0	(11.6)	Remote Rural	1.3	(6.5)
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Web-enabled business (INF1101) Coursework 1



Stirling																															
<i>URL</i>	http://www.stirling.gov.uk																														
<i>Accessibility tools on entry page</i>	<ul style="list-style-type: none"> • Link to accessibility tools page • Google Translate enabled for all pages 																														
<i>Other accessibility tools</i>	<p>Taken from http://www.stirling.gov.uk/home/accessibility:</p> <ul style="list-style-type: none"> • The pages are short and simple. Media that requires proprietary plugins are used sparingly. If such content used, a textual alternative is always provided. XHTML has been used to structure the document. • ALT tags (alternative description tags) have been used for conveying the meaning of all important images - these contain meaningful text. Use of images have been used in moderation • Text alternatives have been provided where video, audio, media or image maps have been used. Screen reader has been tested on the site. Fonts are used consistently throughout the site. • Text colours have high contrast with background colours Colours have not been used as a primary device for conveying information • Supports all modern mainstream browsers: Microsoft Internet Explorer version 7+ (Internet Explorer 6 unsupported), Mozilla Firefox 3+, Safari version 5+, Opera version 10+, Google Chrome 																														
<i>Search tools on entry page</i>	<ul style="list-style-type: none"> • Search box • I am looking for • Alphabetical menu 																														
<i>Clicks to obtain recycling centre addresses</i>	4																														
<i>Research tools on entry page</i>	Nothing obvious																														
<i>Feedback tools on entry page</i>	<ul style="list-style-type: none"> • Report it • Request it 																														
<i>Personalisation</i>	Personal accounts available																														
<i>SNL clearly implemented on entry page</i>	Yes																														
<i>Privacy policy easily found</i>	Yes - see http://www.stirling.gov.uk/services/council-and-government/council-information-performance-and-statistics/internet-service-standards/																														
<i>Cookie policy easily found</i>	Yes - see http://www.stirling.gov.uk/services/council-and-government/council-information-performance-and-statistics/internet-service-standards/																														
<i>Terms of use statement easily found</i>	Yes - see http://www.stirling.gov.uk/services/council-and-government/council-information-performance-and-statistics/internet-service-standards/																														
<i>Entry page fits 20" monitor?</i>	No																														
<i>Mobile site</i>	Yes																														
<i>Entry page or mobile site fits iPhone screen</i>	No																														
<i>Response from SLG team</i>	<p>Q1. About 3 months</p> <p>Q2. <ul style="list-style-type: none"> • User testing, accessibility guidelines, SOCITM guidelines, implementing the Scottish Navigation List • Home page is dynamic - news, events and features get pulled through automatically. Want to get away from 'We have a very important initiative it needs to be on the front page' type requests • Look and feel is governed by a standard template and css. Editors are limited to a basic wysiwyg editor and all have to go through training. Each page is approved by colleagues in the Communications service. </p> <p>Q3. Mobile browsers - there's currently no mobile version of the site. With mobile phones having large displays I'm not sure there's such a push for this as there was a few years ago. However, we may try and implement a mobile version.</p> <p>Q4. Browse Aloud and other similar services have been considered in the past for those users who are visually impaired. On further investigation we found most users used their own software for this. Care has been taken to conform to accessibility guidelines for text size and colour contrast.</p> <p>Q5. There's google translation linked from the footer of our site</p>																														
<i>Demographics (All-Scotland values given in parentheses)</i>	<table border="0" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>• Estimated population</td> <td style="text-align: right;">89,850</td> <td style="text-align: right;">(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td style="text-align: right;">74.4</td> <td style="text-align: right;">(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td style="text-align: right;">41</td> <td style="text-align: right;">(67)</td> </tr> <tr> <td>• <i>Urban/rural data (% of population)</i></td> <td></td> <td></td> </tr> <tr> <td style="padding-left: 20px;">Large Urban</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(38.9)</td> </tr> <tr> <td style="padding-left: 20px;">Other Urban</td> <td style="text-align: right;">51.8</td> <td style="text-align: right;">(30.6)</td> </tr> <tr> <td style="padding-left: 20px;">Accessible Small Towns</td> <td style="text-align: right;">13.6</td> <td style="text-align: right;">(8.5)</td> </tr> <tr> <td style="padding-left: 20px;">Remote Small Towns</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(3.8)</td> </tr> <tr> <td style="padding-left: 20px;">Accessible Rural</td> <td style="text-align: right;">27.1</td> <td style="text-align: right;">(11.6)</td> </tr> <tr> <td style="padding-left: 20px;">Remote Rural</td> <td style="text-align: right;">7.5</td> <td style="text-align: right;">(6.5)</td> </tr> </tbody> </table>	• Estimated population	89,850	(5,222,100)	• % full-time employment	74.4	(75.8)	• Population density (persons per km ²)	41	(67)	• <i>Urban/rural data (% of population)</i>			Large Urban	0.0	(38.9)	Other Urban	51.8	(30.6)	Accessible Small Towns	13.6	(8.5)	Remote Small Towns	0.0	(3.8)	Accessible Rural	27.1	(11.6)	Remote Rural	7.5	(6.5)
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Web-enabled business (INF11101) Coursework 1



West Dunbartonshire																															
URL	http://www.west-dunbarton.gov.uk																														
Accessibility tools on entry page	<ul style="list-style-type: none"> • Link to text-only version of site • Link to accessibility tools page 																														
Other accessibility tools	http://www.west-dunbarton.gov.uk/site/accessibility/ <ul style="list-style-type: none"> • Gives guidance to content providers and editors on document sizes, use of colours, alt tags for images. structuring tables for screen-readers 																														
Search tools on entry page	<ul style="list-style-type: none"> • Search box • Alphabetical menu • Find your nearest 																														
Clicks to obtain recycling centre addresses	2																														
Research tools on entry page	Nothing obvious																														
Feedback tools on entry page	<ul style="list-style-type: none"> • Contact us • Request a service online • Forum 																														
Personalisation	Nothing obvious																														
SNL clearly implemented on entry page	No - 'jobs and careers' and 'social care and health' omitted																														
Privacy policy easily found	Yes - see http://www.west-dunbarton.gov.uk/site/data-protection-act/																														
Cookie policy easily found	Yes - see http://www.west-dunbarton.gov.uk/site/?locale=en																														
Terms of use statement easily found	Yes - see http://www.west-dunbarton.gov.uk/site/?locale=en																														
Entry page fits 20" monitor?	No																														
Mobile site	No																														
Entry page or mobile site fits iPhone screen	No																														
Response from SLG team	No reply received																														
Demographics (All-Scotland values given in parentheses)	<table> <tbody> <tr> <td>• Estimated population</td> <td>90,570</td> <td>(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td>76.1</td> <td>(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td>570</td> <td>(67)</td> </tr> <tr> <td>• Urban/rural data (% of population)</td> <td></td> <td></td> </tr> <tr> <td> Large Urban</td> <td>49.6</td> <td>(38.9)</td> </tr> <tr> <td> Other Urban</td> <td>49.1</td> <td>(30.6)</td> </tr> <tr> <td> Accessible Small Towns</td> <td>0.0</td> <td>(8.5)</td> </tr> <tr> <td> Remote Small Towns</td> <td>0.0</td> <td>(3.8)</td> </tr> <tr> <td> Accessible Rural</td> <td>1.3</td> <td>(11.6)</td> </tr> <tr> <td> Remote Rural</td> <td>0.0</td> <td>(6.5)</td> </tr> </tbody> </table>	• Estimated population	90,570	(5,222,100)	• % full-time employment	76.1	(75.8)	• Population density (persons per km ²)	570	(67)	• Urban/rural data (% of population)			Large Urban	49.6	(38.9)	Other Urban	49.1	(30.6)	Accessible Small Towns	0.0	(8.5)	Remote Small Towns	0.0	(3.8)	Accessible Rural	1.3	(11.6)	Remote Rural	0.0	(6.5)
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Web-enabled business (INF11101) Coursework 1



Figure 1: West Lothian Council website on desktop and mobile devices.

West Lothian																															
<i>URL</i>	http://www.westlothian.gov.uk																														
<i>Accessibility tools on entry page</i>	<ul style="list-style-type: none"> • Skip to content • Change text-size tool • Link to accessibility tools page 																														
<i>Other accessibility tools</i>	http://www.westlothian.gov.uk/accessibility <ul style="list-style-type: none"> • Guidance on changing fonts sizes in Internet Explorer, 'Mozilla or Firefox', Netscape (version 7) [Internet Explorer version 5 and earlier not supported] • Access keys • Browsealoud • Site designed to work with screen-readers • Link to 'My Web My Way' 																														
<i>Search tools on entry page</i>	<ul style="list-style-type: none"> • Search box • Alphabetical menu • Find my nearest • Street scene 																														
<i>Clicks to obtain recycling centre addresses</i>	3																														
<i>Research tools on entry page</i>	Libraries online																														
<i>Feedback tools on entry page</i>	<ul style="list-style-type: none"> • Online forms • Online planning applications • Request a repair 																														
<i>Personalisation</i>	Can sign up to 'email information service'																														
<i>SNL clearly implemented on entry page</i>	Yes																														
<i>Privacy policy easily found</i>	Yes - see http://www.westlothian.gov.uk/terms																														
<i>Cookie policy easily found</i>	No																														
<i>Terms of use statement easily found</i>	Yes - see http://www.westlothian.gov.uk/terms																														
<i>Entry page fits 20" monitor?</i>	No																														
<i>Mobile site</i>	No																														
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<i>Demographics (All-Scotland values given in parentheses)</i>	<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>• Estimated population</td> <td style="text-align: right;">172,080</td> <td style="text-align: right;">(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td style="text-align: right;">77.8</td> <td style="text-align: right;">(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td style="text-align: right;">403</td> <td style="text-align: right;">(67)</td> </tr> <tr> <td>• <i>Urban/rural data (% of population)</i></td> <td></td> <td></td> </tr> <tr> <td style="padding-left: 20px;">Large Urban</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(38.9)</td> </tr> <tr> <td style="padding-left: 20px;">Other Urban</td> <td style="text-align: right;">81.3</td> <td style="text-align: right;">(30.6)</td> </tr> <tr> <td style="padding-left: 20px;">Accessible Small Towns</td> <td style="text-align: right;">8.9</td> <td style="text-align: right;">(8.5)</td> </tr> <tr> <td style="padding-left: 20px;">Remote Small Towns</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(3.8)</td> </tr> <tr> <td style="padding-left: 20px;">Accessible Rural</td> <td style="text-align: right;">9.8</td> <td style="text-align: right;">(11.6)</td> </tr> <tr> <td style="padding-left: 20px;">Remote Rural</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(6.5)</td> </tr> </tbody> </table>	• Estimated population	172,080	(5,222,100)	• % full-time employment	77.8	(75.8)	• Population density (persons per km ²)	403	(67)	• <i>Urban/rural data (% of population)</i>			Large Urban	0.0	(38.9)	Other Urban	81.3	(30.6)	Accessible Small Towns	8.9	(8.5)	Remote Small Towns	0.0	(3.8)	Accessible Rural	9.8	(11.6)	Remote Rural	0.0	(6.5)
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Web-enabled business (INF11101) Coursework 1



Western Isles																															
<i>URL</i>	http://www.cne-siar.gov.uk																														
<i>Accessibility tools on entry page</i>	<ul style="list-style-type: none"> • Text-size tool • Link to accessibility tools page 																														
<i>Other accessibility tools</i>	http://www.cne-siar.gov.uk/accessibility.asp <ul style="list-style-type: none"> • Access keys • Browsealoud enabled 																														
<i>Search tools on entry page</i>	<ul style="list-style-type: none"> • Search box • Advanced search • Link to A-Z of information • FAQ/How do I? • What's new? 																														
<i>Clicks to obtain recycling centre addresses</i>	4																														
<i>Research tools on entry page</i>	How do I?																														
<i>Feedback tools on entry page</i>	<ul style="list-style-type: none"> • Contact us • Council departments • Complaints 																														
<i>Personalisation</i>	Nothing obvious																														
<i>SNL clearly implemented on entry page</i>	Yes																														
<i>Privacy policy easily found</i>	Yes - see http://www.cne-siar.gov.uk/privacy.asp																														
<i>Cookie policy easily found</i>	Yes - see http://www.cne-siar.gov.uk/privacy.asp																														
<i>Terms of use statement easily found</i>	Yes - see http://www.cne-siar.gov.uk/disclaimer.asp																														
<i>Entry page fits 20" monitor?</i>	No																														
<i>Mobile site</i>	No																														
<i>Entry page or mobile site fits iPhone screen</i>	No																														
<i>Response from SLG team</i>	No reply received																														
<i>Demographics (All-Scotland values given in parentheses)</i>	<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>• Estimated population</td> <td style="text-align: right;">26,190</td> <td style="text-align: right;">(5,222,100)</td> </tr> <tr> <td>• % full-time employment</td> <td style="text-align: right;">77.8</td> <td style="text-align: right;">(75.8)</td> </tr> <tr> <td>• Population density (persons per km²)</td> <td style="text-align: right;">9</td> <td style="text-align: right;">(67)</td> </tr> <tr> <td>• <i>Urban/rural data (% of population)</i></td> <td></td> <td></td> </tr> <tr> <td style="padding-left: 20px;">Large Urban</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(38.9)</td> </tr> <tr> <td style="padding-left: 20px;">Other Urban</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(30.6)</td> </tr> <tr> <td style="padding-left: 20px;">Accessible Small Towns</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(8.5)</td> </tr> <tr> <td style="padding-left: 20px;">Remote Small Towns</td> <td style="text-align: right;">21.1</td> <td style="text-align: right;">(3.8)</td> </tr> <tr> <td style="padding-left: 20px;">Accessible Rural</td> <td style="text-align: right;">0.0</td> <td style="text-align: right;">(11.6)</td> </tr> <tr> <td style="padding-left: 20px;">Remote Rural</td> <td style="text-align: right;">78.9</td> <td style="text-align: right;">(6.5)</td> </tr> </tbody> </table>	• Estimated population	26,190	(5,222,100)	• % full-time employment	77.8	(75.8)	• Population density (persons per km ²)	9	(67)	• <i>Urban/rural data (% of population)</i>			Large Urban	0.0	(38.9)	Other Urban	0.0	(30.6)	Accessible Small Towns	0.0	(8.5)	Remote Small Towns	21.1	(3.8)	Accessible Rural	0.0	(11.6)	Remote Rural	78.9	(6.5)
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