

APPENDIX 1

Annual Report on Central Government Websites

Background

An annual report of government's internet activity is published detailing website quality measures, usage, costs and standards compliance. This is part of the response in promoting greater transparency and the improvement of government's internet activity. The Government Digital Service (GDS) holds the role of maintaining the standards and asking departments to complete an annual report to measure their progress in accordance with the [web standards and guidelines](#). The last Annual Report was published in August 2013 and can be found [here](#).

Ongoing work to transition government departments and agencies / arm's length bodies (ALBs) websites to GOV.UK platform has rationalised many websites. This transition programme anticipates 300+ organisations moving to GOV.UK by December 2014, ensuring government information is available in one place, offering a better user experience. However, as part of this rationalisation, distinct exemptions were agreed for some websites to be based outside the GOV.UK structure, although these websites would continue to meet transparent reporting requirements.

Sites falling within the remit of this report will generally have a .gov.uk or .mod.uk URL address and are 50% or more funded by government. The annual report will not include sites that transitioned to GOV.UK after 1 April 2013, nor links to specific tools and transactions e.g. the [Government Gateway](#) or [UK CAP Payments](#) or be a site previously agreed to be out of scope (e.g. museums, royal parks, etc).

Central Government Websites

As part of the ongoing work to rationalise government internet activity, the number of closed websites has increased to 1,829 compared with 1,700 in 2012/13.

On 1 April 2014, within the defined reporting requirements scope, **684** websites were open during the annual reporting period – up 176 sites from the 2012/13 report. This increase was due to in-year additions to the reportable sites list from the creation of Public Health England (PHE), which took on responsibility for a number of sites previously falling under the responsibility of the NHS.

Although this has meant an overall increase of reported open sites, the addition of PHE is a strong example of improving transparency of government website data. The increase is also anticipated to be short term as the organisation is part of the ongoing transition programme - these sites will soon be based on GOV.UK.

Costs of Central Government Websites

From departmental data (based on [TG128 guidance which measures website costs](#)), non-staff spending costs are shown in five areas:

A Strategy and planning - The cost of strategic work before the website is built or redeveloped, ongoing planning and project management.

B Design and build - The cost of creative and technical work in producing or updating the website

C Hosting and infrastructure - The ongoing software, hardware and hosting costs associated with the website.

D Content Provision - The cost of research, commissioning, editing and proofreading associated with the website.

E Testing and evaluation - The cost of technical, usability and accessibility testing as well as research into site usability and user satisfaction

Departments also provided data on the number of full-time equivalent staff who worked in any capacity on the particular website. This indicates that, from the data provided and excluding National Insurance and other uplift costs, the total estimated cost of government websites providing public information was just over **£107.5m**, compared with £111m in 2012/13. The inclusion of £5,406,941 to manage the additional PHE sites has been included in 2013/14 overall cost.

Table 1: 2012/13 & 2013/14 report comparison

Department	Total Number of reports received / expected		Total Reported costs *A greater breakdown of cost is provided in Appendix (does not include non staff costs)	
	2012/13	2013/14	2012/13	2013/14
Attorney General Office (AGO)	7/7	6/6	£184,220	£172,510
Business, Innovation and Skills (BIS)	63/68	34/61	£13,265,435	£7,300,717
Communities and Local Government (DCLG)	10/18	10/20	£3,978,387	£3,365,415
Cabinet Office (CO)	33/45	26/37	£23,160,535	£11,991,342
Culture, Media and Sport (DCMS)	11/25	8/32	£997,719	£4,063,942
Energy and Climate Change (DECC)	21/21	15/18	£1,434,806	£668,678

Environment, Food and Rural Affairs (DEFRA)	22/59	17/72	£1,105,475	£2,572,502
Education (DFE)	19/21	7/8	£5,321,984	£5,753,409
International Development (DFID)	4/4	3/3	£604,246	£181,402
Transport (DFT)	19/22	21/22	£1,875,955	£913,450
Health (DH excluding sites NHS owned websites)	29/36	225/247	£21,530,071	£32,621,147
Work and Pensions (DWP)	19/20	23/23	£2,457,112	£2,533,561
Foreign and Commonwealth (FCO)	8/16	5/13	£12,834,725	£9,692,630
Treasury (HMT inc HMRC)	4/19	3/17	£5,703,520	£6,790,038
Home Office (HO)	3/27	4/28	£14,000	£321,146
Defence (MOD)	27/30	20/29	£1,453,324	£4,022,460
Justice (MOJ)	3/26	14/25	£109,000	£604,794
The National Archives (TNA)	3/3	4/4	£2,334,094	£2,496,949
UK Statistics Authority (UKSA - incl ONS)	5/5	4/4	£12,724,907	£11,413,006
Miscellaneous (inc Regulators)	4/36	3/15	£10,200	£21,802
Totals	314/508	452/684	£111,099,715	£107,500,900

Table 2: Reported costs of Central Government sites summarised by Department

Department	Total Number of reports received	Non staff costs	Staff costs	Total Reported costs
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	/ expected			
Attorney General Office (AGO)	6/6	£84,896	£87,614	£172,510
Business, Innovation and Skills (BIS)	34/61	£4,402,647	£2,898,070	£7,300,717
Communities and Local Government (DCLG)	10/20	£1,833,124	£1,532,291	£3,365,415
Cabinet Office (CO)	26/37	£3,832,454	£8,158,888	£11,991,342
Culture, Media and Sport (DCMS)	8/32	£2,156,726	£1,907,216	£4,063,942
Energy and Climate Change (DECC)	15/18	£376,943	£291,735	£668,678
Environment, Food and Rural Affairs (DEFRA)	17/72	£2,146,360	£426,142	£2,572,502
Education (DFE)	7/8	£5,356,825	£396,584	£5,753,409
International Development (DFID)	3/3	£26,030	£155,372	£181,402
Transport (DFT)	21/22	£549,084	£364,366	£913,450
Health (DH)	225/247	£20,334,600	£12,286,548	£32,621,147
Work and Pensions (DWP)	23/23	£1,237,189	£1,296,372	£2,533,561
Foreign and Commonwealth (FCO)	5/13	£4,982,126	£4,710,504	£9,692,630
Treasury (HMT inc HMRC)	3/17	£1,263,359	£5,526,679	£6,790,038
Home Office (HO)	4/28	£237,340	£83,806	£321,146
Defence (MOD)	20/29	£3,289,752	£732,708	£4,022,460
Justice (MOJ)	14/25	£292,866	£311,928	£604,794
The National Archives (TNA)	4/4	£1,683,869	£813,080	£2,496,949
UK Statistics Authority (UKSA - incl ONS)	4/4	£9,173,183	£2,239,823	£11,413,006

Miscellaneous (inc Regulators)	3/15	£13,255	£8,547	£21,802
Totals	452/684	£63,272,628	£44,228,273	£107,500,900

For more detail on costs per website, please see Annex A1, A2 & A3 (MS Excel, CSV and ODS Formats).

Usage of Central Government Websites

Departments reported usage of their websites (as outlined in the guidance [TG116 -measuring website usage](#)), indicated that the total visits for central government websites in 2013/14 was 2.4 billion (2,477,353,132).

Total Unique visitors: 1,055,190,603
Overall visitors: 2,477,758,347 *

*There may be some repetition in this figure because of linking from one site to another during a single visit.

Accessibility scores

Achieving different levels of The Web Content Accessibility Guidelines (WCAG A or AA) ensure that websites are more accessible to people with disabilities. Accessibility involves a wide range of disabilities, including visual, auditory, physical, speech, cognitive, language, learning, and neurological disabilities. They are described in the guidance [TG102 \(delivering inclusive websites\)](#) and include:

- WCAG single A conformance measured using automated testing;
- WCAG double A conformance measured using automated testing.

Of the sites that responded:

- 69% are WCAG single A compliant
- 62% are WCAG double A compliant
- 86% are (x)HTML compliant
- 75% are CSS Compliant

More detail on accessibility scores, per website, per department, is provided in Annex A1, A2 & A3 (MS Excel, CSV and ODS Formats).