

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 July 2014 and can be found [here](#).

The work to transition government departments and agencies / arm's length bodies (ALBs) websites to GOV.UK platform has rationalised many websites. The transition programme anticipated 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 that 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 2014, 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 1,953 compared with 1,829 in 2013/14.

On 1 April 2014, within the defined reporting requirements scope, **666** websites were open during the annual reporting period – down 18 sites from the 2013/14 report. With last years additions to the reportable sites list from the creation of Public Health England (PHE), a number of sites previously falling under the responsibility of the NHS had been included. The addition of extra PHE site data in this report is a strong example of improving transparency of government website data.

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 **£65.3m**, compared with £107.5m in 2013/14.

Table 1: 2014/15 report

Department	Total Number of reports received / expected	Total Reported costs <small>*A greater breakdown of cost is provided in Annex 1</small>
Attorney General Office (AGO)	5/5	£279,211
Business, Innovation and Skills (BIS)	33/42	£3,517,617
Communities and Local Government (DCLG)	10/10	£2,968,527
Cabinet Office (CO) *	25/34	£13,131,643
Culture, Media and Sport (DCMS)	12/25	£3,474,379
Energy and Climate Change (DECC)	14/16	£681,188
Environment, Food and Rural Affairs (DEFRA)	17/59	£338,464
Education (DFE)	6/6	£1,654,365
International Development (DFID)	2/2	£17,227

Transport (DFT)	18/19	£1,220,021
Department of Health/Public Health England (excluding NHS owned websites)	291/304	£22,313,289
Work and Pensions (DWP)	13/14	£1,770,240
Foreign and Commonwealth (FCO)	6/12	£30,452
Treasury (HMT inc HMRC)	4/22	£4,358,272
Home Office (HO)	7/27	£141,030
Defence (MOD)	14/27	£2,294,175
Justice (MOJ)	14/19	£367,761
The National Archives (TNA)	3/3	£2,527,920
Miscellaneous (inc Regulators)	20/20	£4,281,698
Totals	512/666	£65,367,479

* Includes costs figure for GOV.UK

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

Department	Total Number of reports received / expected	Non staff costs	Staff costs	Total Reported costs
Attorney General Office (AGO)	5/5	£174,114	£105,097	£279,211
Business, Innovation and Skills (BIS)	33/42	£2,874,962	£642,655	£3,517,617
Communities and Local Government (DCLG)	10/10	£1,603,166	£1,365,361	£2,968,527
Cabinet Office (CO)	25/34	£434,328	£12,697,315	£13,131,643
Culture, Media and Sport (DCMS)	12/25	£1,398,276	£2,076,103	£3,474,379

Energy and Climate Change (DECC)	14/16	£356,094	£325,094	£681,188
Environment, Food and Rural Affairs (DEFRA)	17/59	£66,435	£272,029	£338,464
Education (DFE)	6/6	£1,363,340	£291,025	£1,654,365
International Development (DFID)	2/2	£3,000	£14,227	£17,227
Transport (DFT)	18/19	£851,067	£368,954	£1,220,021
Department of Health/Public Health England	291/304	£9,367,011	£12,946,278	£22,313,289
Work and Pensions (DWP)	13/14	£790,514	£979,726	£1,770,240
Foreign and Commonwealth (FCO)	6/12	£14,212	£16,240	£30,452
Treasury (HMT inc HMRC)	4/22	£1,011,193	£3,347,079	£4,358,272
Home Office (HO)	7/27	£98,084	£42,946	£141,030
Defence (MOD)	14/27	£1,624,082	£670,093	£2,294,175
Justice (MOJ)	14/19	£211,162	£156,599	£367,761
The National Archives (TNA)	3/3	£1,688,535	£839,385	£2,527,920
Miscellaneous (inc Regulators)	5/5	£3,466,572	£815,126	£4,281,698
Totals	512/666	£27,369,147	£37,971,332	£65,367,479

For more detail on costs per website, please see Annex A1 & A2 (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 2014/15 was

1.8 billion (1,847,699,851).

Total Unique visitors: 806,200,533

Overall visitors: 1,847,699,851*

*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.

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