

## APPENDIX A – GovMetric top 10 councils for website satisfaction in September 2016.

GovMetric does not have strict arrangements in place to ensure consistency in the way each council applies the satisfaction survey on its website, and perhaps as a consequence of this, there is considerable variation in the volumes of ratings that councils achieve. The Barnet Council website satisfaction survey is available on every single page of the website and is very prominent. Barnet typically gets over 2,000 individual feedback scores per month. Five other councils in the top 10 get a similar magnitude, but the others get less than 500 scores per month. Several of the top performing councils are more selective with respect to the pages that the survey is available on, to encourage feedback about certain pages and not others.

GovMetric scores provide an index to benchmark. The average of the scores from 1, 0, -1 which will always be between 1 and -1.

Currently Barnet score have ranged in the last year from 0.02 to -0.18 however with recent performance levels there is an expectation that Barnet will feature in the top 10 by the end of October.

Web					Sep-2016	
Position	Council	Type	Population	Total Feedback Responses	Net Satisfaction	
↑	The Royal Borough of Kensington and Chelsea	Unitary	158649	1216	0.38	
↓	States of Jersey	Unitary	99500	365	0.31	
↔	Hambleton District Council	District	85382	167	0.18	
↑	Norfolk County Council	County	796728	1073	0.17	
↑	London Borough of Sutton	Unitary	190146	1285	0.16	
↑	Hertfordshire County Council	County	1116062	1430	0.16	
↓	East Ayrshire Council	Unitary	120235	294	0.15	
↑	Telford and Wrekin District Council	Unitary	166641	758	0.14	
↓	Cambridge City Council	District	123867	609	0.12	
↓	Elmbridge Borough Council	District	130875	269	0.12	