



Mystery Shoppers

customer service specialists

The

Local Government

Customer Service

Benchmark Report

Part C: Website Usability

April 2005

**SAMPLE – TEXT AND DATA HAVE
BEEN SCRAMBLED OR REPLACED
WITH FICTITIOUS NUMBERS**

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1. Background

Mystery Shoppers Ltd, having received numerous requests from Local Authority clients for information which would compare their performance with other Local Authorities, took the decision to carry out a customer service benchmark survey of all Local Authorities in England, Wales and Scotland. The only exception was the Scilly Isles Council which we felt we could not realistically cover.

2. Programme Objective

To measure and monitor the quality of service across all channels of communication open to members of the public. The first reports cover Telephone Response, Email Response and Website Usability. Face-to-Face and Letter may follow if there is sufficient demand.

3. Methodology - Website Usability

3.1 Overview: This survey is based on a single evaluation using the following measures:

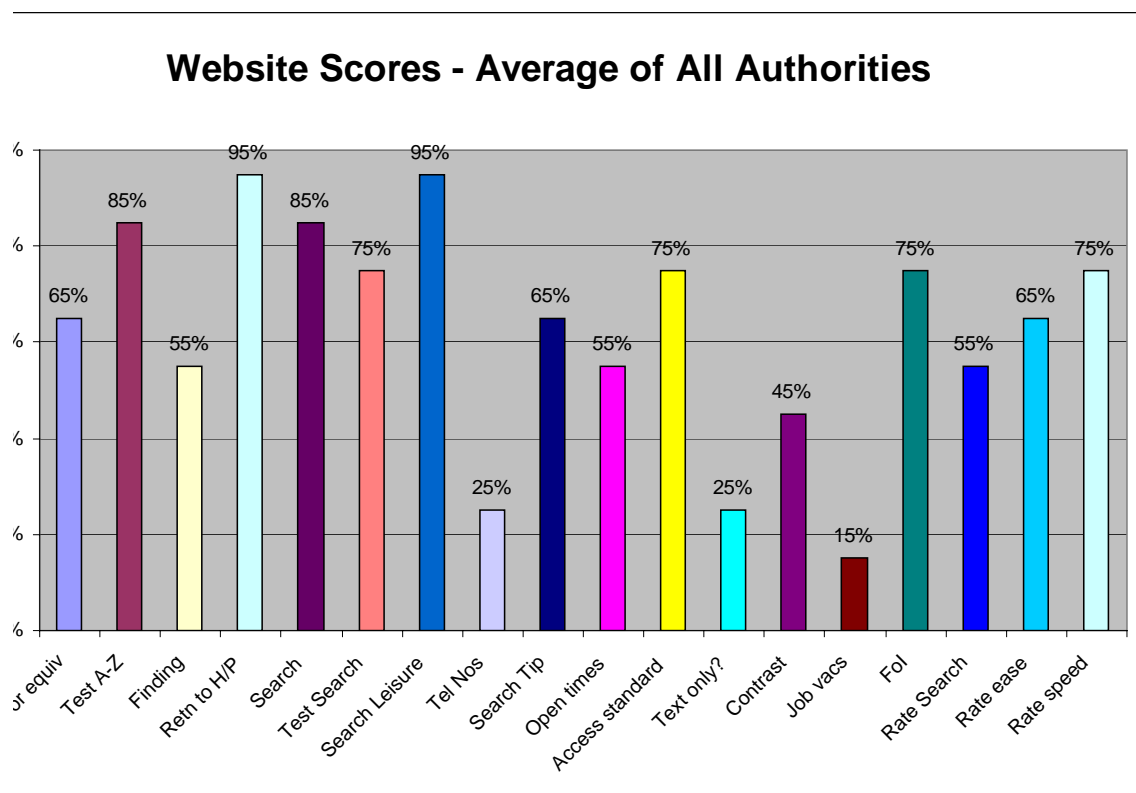
Test	Max Score
Is there an A-Z or equivalent easy find directory on home page?	1
If YES click on C – Council Tax (Unitary/ District) or S – Street Lighting (county). Does it work?	1
Find (any way) Council Tax (Unitary/ District) or Street Lighting (county). Does it give a telephone number?	1
Can you return to home page by a link (top/ bottom/ side of page) in one click?	1
Is there a search facility on the home page?	1
If YES, enter 'library' (U & C) or 'museum' (D) - were individual sites listed?	1
Use (a) link (b)A-Z (c)search for 'Leisure centre' - can you within 2 clicks see a list of leisure centres?	1
If YES, were tel nos given?	1
Use (a)link (b)A-Z (c)search for 'Tip' - can you within 2 clicks see a list of tips/dumps etc?	1
If 'YES' can you within 1 further click see the opening times?	1
Access: Does the website conform to any standards i.e. 'Bobby Award' or ' W3C	1
Access: is there text only option?	1
Access: is there enhanced contrast option?	1
Can you find job vacancies using A-Z, search or homepage link?	1
Can you find the address to send a Freedom of Info request using A-Z, search or homepage link?	1
Sub-Total Facilities	15
Rate search facilities (Excellent=5, Good=4, OK=3, Poor=2, Very poor=1)	5
Rate ease of use overall (Excellent=5, Good=4, OK=3, Poor=2, Very poor=1)	5
Rate speed of site (Very fast=5, Fast=4, OK=3, Slow=2, Very slow=1)	5
Highest Possible Score	30

Fieldwork took place during January and February 2005. It is of course possible that some councils may have made significant changes to their websites since this survey was carried out.

3.2 Accuracy: The survey was carried out by two staff members who covered all 441 websites. This means that they did get relatively skilled at carrying out the evaluation and may have found features more quickly than a member of the public. Testing was over a standard broadband link - users with only dial-up telephone line access would find the speed significantly poorer, but the relative speed (one site compared with another) is likely to be similar to that reported.

4 Findings

4.1 Overall: Scores across all Local Authorities were as follows:



4.2 Strong and Weak Measures: The following table shows the measures with the highest-scoring ones at the top:

Q	Test	Max Score
4	Can you return to home page by a link (top/ bottom/ side of page) in one click?	85%
2	If A-Z=YES click on C – Council Tax (Unitary/ District) or S – Street Lighting (county). Does it work?	82%
1	Is there an A-Z or equivalent easy find directory on home page?	81%
14	Can you find job vacancies using A-Z, search or homepage link?	79%
8	If Leisure Centres=YES, were tel nos given?	79%
5	Is there a search facility on the home page?	76%
3	Find (any way) Council Tax (Unitary/ District) or Street Lighting (county). Does it give a telephone number?	74%
7	Use (a) link (b)A-Z (c)search for 'Leisure centre' - can you within 2 clicks see a list of leisure centres?	73%
15	Can you find the address to send a Freedom of Info request using A-Z, search or homepage link?	73%
10	If Tip/Dump=YES can you within 1 further click see the opening times?	72%
18	Rate speed of site (Very fast=5, Fast=4, OK=3, Slow=2, Very slow=1)	69%
16	Rate search facilities (Excellent=5, Good=4, OK=3, Poor=2, Very poor=1)	68%
17	Rate ease of use overall (Excellent=5, Good=4, OK=3, Poor=2, Very poor=1)	68%
6	If Search Facility=YES, enter 'library' (U & C) or 'museum' (D) - were individual sites listed?	65%
12	Access: is there text only option?	64%
11	Access: Does the website conform to any standards i.e. 'Bobby Award' or 'W3C	21%
9	Use (a)link (b)A-Z (c)search for 'Tip' - can you within 2 clicks see a list of tips/dumps etc?	18%
13	Access: is there enhanced contrast option?	6%

As the table shows, the vast majority of sites had xxx xxxxxxxx which could xxx xxxxx efficiently. Most sites also had a xxxxx xxxx, but these varied enormously in how effectively they worked. Only xxx% were able to provide xxx xxxx and only xx% a list of xxxx xxxx. This last test might have had a better result if we'd tested 'xxxxxxx, but we believe the average member of the public does not use politically correct terminology.

4.3 Accessibility: Accessibility varied from leading-edge to non-existent. The averages for 'xxxx' and 'xxxxxx' were relatively low and 'xxx' scored just xxx%. There is obviously room for debate as to which are the most important accessibility issues to address, and indeed about how to make a highly visual channel of communication accessible to members of the public who have impaired or no vision without losing the effectiveness of the medium for the majority of users. The RNIB site shows standards which are enough to frighten the life out of the average website designer - and the associated costs will no doubt be a great concern for the website manager.

There seems no doubt however that as more local government services are delivered over the Web and as case law relevant to the Disability Discrimination Act accumulates there will be increasing pressure on this aspect of websites.

A full table showing all scores for all Authorities is at Annex E.

5. Summary

The results again show a great deal of variation between individual Authorities. The highest overall score was achieved by xxxxxxxx Council and xxxxx Council both with a magnificent xx%, closely followed by xxxx C, xxxxxxx xC, xxxxx xxxx Council and xxxx xC all with xx%. The weakest Council scored just xx% and the next weakest scored xx%.

When the average score is analysed by council type, xxxxxx Councils in xxxxx and the rest of xxxx seem to have a small but significant edge over the other three groups:

Type	Average Score
County Councils	xx%
District Councils	xx%
Unitary Councils - England	xx%
Unitary Councils - London	xx%
Unitary Councils - Scotland	xx%
Unitary Councils - Wales	xx%

6. Recommendations

6.1 Validation: The first step is to verify that all subscriber authorities feel the survey has been conducted in a fair way and that everything which is being measured is something their website should be doing. We have used a slightly different approach to our normal website mystery shop survey and any suggested changes should please be passed to us as soon as possible.

6.2 Identifying strengths and weaknesses: Then we suggest that subscriber authorities discuss their own report with their IT manager and staff.

6.3 Next Steps: We will shortly be sending a questionnaire asking for feedback about this survey, including how useful this report has been and whether it is felt that the survey should be repeated (and if so, at what interval).

If there are insufficient subscribers to make an all-authority benchmark cost-effective we will be asking if subscribers would like to form a 'benchmarking group' based on this or similar methodology.

Alternatively, an individual programme can be tailored to your own service standards and be designed to give feedback in line with your own council's organisation. It will give the opportunity to use such a programme as a catalyst for service improvement. We would suggest quarterly or six-monthly 'Waves' of calls with Summary Report.

A Continuous Improvement Programme based on Mystery Shopping techniques need cost no more than £4,000p.a. plus VAT.

Any Subscriber who would like a larger sample covering a wider range of tests or assessment reports designed to reflect their own local service standards should contact Mystery Shoppers Ltd for a detailed quotation. A Quotation Request form on our website allows potential clients to see what a specific programme might cost (www.mystery-shoppers.co.uk/page_3/page3.htm) and click on the link at the bottom of the page 'Click here to use our services'.

PLEASE REMEMBER ALL THE DATA SHOWN IS FICTITIOUS

Annex A - Total Scores and Ranking

Council Name	Type	Sub-tot Facilities	Sub-tot Attributes	Overall	Rank	All-authority average	Difference	Rank within Type
xxxxxxxxxxxxx Council	D	69%	60%	65%	320	72%	-7%	193
xxxxxxxxxxxxx Council	D	0%	20%	10%	441	72%	-62%	275
xxxxxxxxxxxxx Council	C	54%	60%	57%	397	72%	-15%	32
xxxxxxxxxxxxx Council	U	79%	40%	59%	378	72%	-13%	42
xxxxxxxxxxxxx Council	UW	64%	67%	65%	308	72%	-7%	16
xxxxxxxxxxxxx Council	D	73%	80%	77%	146	72%	5%	87
xxxxxxxxxxxxx Council	D	71%	73%	72%	220	72%	0%	134
xxxxxxxxxxxxx Council	U	54%	67%	60%	372	72%	-12%	41
xxxxxxxxxxxxx Council	D	71%	80%	76%	180	72%	4%	108
xxxxxxxxxxxxx Council	C	69%	87%	78%	143	72%	6%	10
xxxxxxxxxxxxx Council	UL	87%	87%	87%	38	72%	15%	4
xxxxxxxxxxxxx Council	D	79%	100%	89%	36	72%	17%	19
xxxxxxxxxxxxx Council	D	87%	93%	90%	24	72%	18%	13
xxxxxxxxxxxxx Council	D	71%	53%	62%	334	72%	-10%	203
xxxxxxxxxxxxx Council	D	73%	67%	70%	246	72%	-2%	152
xxxxxxxxxxxxx Council	D	80%	67%	73%	197	72%	1%	123
xxxxxxxxxxxxx Council	UL	64%	73%	69%	286	72%	-3%	25
xxxxxxxxxxxxx Council	C	93%	93%	93%	8	72%	21%	1
xxxxxxxxxxxxx Council	D	71%	53%	62%	334	72%	-10%	203
xxxxxxxxxxxxx Council	D	50%	40%	45%	433	72%	-27%	268
xxxxxxxxxxxxx Council	UW	71%	60%	66%	303	72%	-6%	15
xxxxxxxxxxxxx Council	D	64%	47%	55%	408	72%	-17%	249
xxxxxxxxxxxxx Council	D	87%	87%	87%	38	72%	15%	21
xxxxxxxxxxxxx Council	US	62%	53%	57%	392	72%	-15%	31
xxxxxxxxxxxxx Council	U	87%	73%	80%	100	72%	8%	15
xxxxxxxxxxxxx Council	US	80%	80%	80%	100	72%	8%	7
xxxxxxxxxxxxx Council	US	87%	67%	77%	144	72%	5%	8
xxxxxxxxxxxxx Council	D	71%	60%	66%	303	72%	-6%	183
xxxxxxxxxxxxx Council	US	86%	80%	83%	87	72%	11%	5
xxxxxxxxxxxxx Council	D	80%	73%	77%	146	72%	5%	87
xxxxxxxxxxxxx Council	D	77%	67%	72%	244	72%	0%	151
xxxxxxxxxxxxx Council	D	79%	80%	79%	126	72%	7%	75
xxxxxxxxxxxxx Council	D	71%	80%	76%	180	72%	4%	108
xxxxxxxxxxxxx Council	D	77%	73%	75%	195	72%	3%	122
xxxxxxxxxxxxx Council	D	79%	80%	79%	126	72%	7%	75
xxxxxxxxxxxxx Council	D	86%	80%	83%	87	72%	11%	52
xxxxxxxxxxxxx Council	C	71%	73%	72%	220	72%	0%	17
xxxxxxxxxxxxx Council	D	86%	67%	76%	165	72%	4%	97
xxxxxxxxxxxxx Council	D	71%	80%	76%	180	72%	4%	108
xxxxxxxxxxxxx Council	D	57%	60%	59%	385	72%	-14%	230
xxxxxxxxxxxxx Council	D	71%	67%	69%	262	72%	-3%	160
xxxxxxxxxxxxx Council	UW	100%	87%	93%	8	72%	21%	1
xxxxxxxxxxxxx Council	D	93%	93%	93%	20	72%	21%	9
xxxxxxxxxxxxx Council	D	86%	53%	70%	254	72%	-3%	154
xxxxxxxxxxxxx Council	D	71%	67%	69%	262	72%	-3%	160
xxxxxxxxxxxxx Council	UW	79%	67%	73%	206	72%	1%	9
xxxxxxxxxxxxx Council	D	62%	67%	64%	325	72%	-8%	196
xxxxxxxxxxxxx Council	UW	79%	60%	69%	255	72%	-3%	12
xxxxxxxxxxxxx Council	D	64%	53%	59%	380	72%	-13%	228
xxxxxxxxxxxxx Council	D	79%	87%	83%	93	72%	11%	56
xxxxxxxxxxxxx Council	D	54%	60%	57%	397	72%	-15%	240
xxxxxxxxxxxxx Council	UL	93%	100%	96%	7	72%	24%	2
xxxxxxxxxxxxx Council	C	80%	73%	77%	146	72%	5%	11
xxxxxxxxxxxxx Council	D	46%	60%	53%	422	72%	-19%	258
xxxxxxxxxxxxx Council	D	93%	93%	93%	8	72%	21%	5
xxxxxxxxxxxxx Council	UW	86%	73%	80%	118	72%	7%	6
xxxxxxxxxxxxx Council	D	79%	80%	79%	126	72%	7%	75

Annex A - Total Scores and Ranking

Council Name	Type	Sub-tot Facilities	Sub-tot Attributes	Overall	Rank	All-authority average	Difference	Rank within Type
xxxxxxxxxxxxx Council	D	71%	80%	76%	180	72%	4%	108
xxxxxxxxxxxxx Council	C	62%	60%	61%	363	72%	-11%	28
xxxxxxxxxxxxx Council	D	87%	80%	83%	65	72%	11%	37
xxxxxxxxxxxxx Council	D	57%	67%	62%	352	72%	-10%	213
xxxxxxxxxxxxx Council	D	71%	53%	62%	334	72%	-10%	203
xxxxxxxxxxxxx Council	UL	71%	87%	79%	138	72%	7%	15
xxxxxxxxxxxxx Council	D	62%	73%	67%	296	72%	-5%	178
xxxxxxxxxxxxx Council	U	87%	100%	93%	8	72%	21%	2
xxxxxxxxxxxxx Council	U	87%	53%	70%	246	72%	-2%	31
xxxxxxxxxxxxx Council	D	87%	87%	87%	38	72%	15%	21
xxxxxxxxxxxxx Council	UW	87%	93%	90%	24	72%	18%	2
xxxxxxxxxxxxx Council	D	64%	73%	69%	286	72%	-3%	175
xxxxxxxxxxxxx Council	UL	80%	80%	80%	100	72%	8%	10
xxxxxxxxxxxxx Council	D	86%	73%	80%	118	72%	7%	71
xxxxxxxxxxxxx Council	D	57%	67%	62%	352	72%	-10%	213
xxxxxxxxxxxxx Council	U	80%	67%	73%	197	72%	1%	25
xxxxxxxxxxxxx Council	U	87%	87%	87%	38	72%	15%	10
xxxxxxxxxxxxx Council	D	64%	73%	69%	286	72%	-3%	175
xxxxxxxxxxxxx Council	D	79%	67%	73%	206	72%	1%	130
xxxxxxxxxxxxx Council	D	42%	47%	44%	434	72%	-28%	269
xxxxxxxxxxxxx Council	D	38%	40%	39%	438	72%	-33%	272
xxxxxxxxxxxxx Council	UW	71%	87%	79%	138	72%	7%	8
xxxxxxxxxxxxx Council	U	69%	60%	65%	320	72%	-7%	39
xxxxxxxxxxxxx Council	U	79%	73%	76%	167	72%	4%	22
xxxxxxxxxxxxx Council	D	79%	87%	83%	93	72%	11%	56
xxxxxxxxxxxxx Council	D	93%	93%	93%	8	72%	21%	5
xxxxxxxxxxxxx Council	UL	54%	60%	57%	397	72%	-15%	33
xxxxxxxxxxxxx Council	D	62%	67%	64%	325	72%	-8%	196
xxxxxxxxxxxxx Council	C	54%	67%	60%	372	72%	-12%	30
xxxxxxxxxxxxx Council	D	62%	67%	64%	325	72%	-8%	196
xxxxxxxxxxxxx Council	U	93%	93%	93%	8	72%	21%	2
xxxxxxxxxxxxx Council	D	31%	40%	35%	439	72%	-37%	273
xxxxxxxxxxxxx Council	D	54%	60%	57%	397	72%	-15%	240
xxxxxxxxxxxxx Council	D	71%	67%	69%	262	72%	-3%	160
xxxxxxxxxxxxx Council	D	64%	87%	75%	192	72%	3%	119
xxxxxxxxxxxxx Council	D	46%	53%	50%	428	72%	-22%	263
xxxxxxxxxxxxx Council	UL	73%	60%	67%	300	72%	-5%	27
xxxxxxxxxxxxx Council	UL	79%	80%	79%	126	72%	7%	13
xxxxxxxxxxxxx Council	D	57%	60%	59%	385	72%	-14%	230
xxxxxxxxxxxxx Council	D	64%	87%	75%	192	72%	3%	119
xxxxxxxxxxxxx Council	D	54%	60%	57%	397	72%	-15%	240
xxxxxxxxxxxxx Council	D	69%	53%	61%	359	72%	-11%	218
xxxxxxxxxxxxx Council	D	67%	67%	67%	297	72%	-5%	179
xxxxxxxxxxxxx Council	US	64%	60%	62%	338	72%	-10%	24
xxxxxxxxxxxxx Council	US	87%	80%	83%	65	72%	11%	4
xxxxxxxxxxxxx Council	UW	73%	67%	70%	246	72%	-2%	11
xxxxxxxxxxxxx Council	D	50%	53%	52%	424	72%	-20%	260
xxxxxxxxxxxxx Council	D	86%	67%	76%	165	72%	4%	97
xxxxxxxxxxxxx Council	D	86%	80%	83%	87	72%	11%	52
xxxxxxxxxxxxx Council	D	87%	73%	80%	100	72%	8%	62
xxxxxxxxxxxxx Council	US	79%	87%	83%	93	72%	11%	6
xxxxxxxxxxxxx Council	D	71%	67%	69%	262	72%	-3%	160
xxxxxxxxxxxxx Council	US	64%	53%	59%	380	72%	-13%	29
xxxxxxxxxxxxx Council	D	73%	40%	57%	406	72%	-15%	247
xxxxxxxxxxxxx Council	D	67%	53%	60%	377	72%	-12%	227
xxxxxxxxxxxxx Council	UL	79%	73%	76%	167	72%	4%	18
xxxxxxxxxxxxx Council	D	80%	80%	80%	100	72%	8%	62
xxxxxxxxxxxxx Council	D	79%	73%	76%	167	72%	4%	99
xxxxxxxxxxxxx Council	UL	93%	87%	90%	32	72%	18%	3

Annex A - Total Scores and Ranking

Council Name	Type	Sub-tot Facilities	Sub-tot Attributes	Overall	Rank	All-authority average	Difference	Rank within Type
xxxxxxxxxxxxx Council	US	57%	67%	62%	352	72%	-10%	26
xxxxxxxxxxxxx Council	D	67%	67%	67%	297	72%	-5%	179
xxxxxxxxxxxxx Council	D	71%	80%	76%	180	72%	4%	108
xxxxxxxxxxxxx Council	C	79%	67%	73%	206	72%	1%	14
xxxxxxxxxxxxx Council	U	73%	87%	80%	116	72%	8%	15
xxxxxxxxxxxxx Council	UL	73%	67%	70%	246	72%	-2%	20
xxxxxxxxxxxxx Council	D	93%	93%	93%	20	72%	21%	9
xxxxxxxxxxxxx Council	D	64%	87%	75%	192	72%	3%	119
xxxxxxxxxxxxx Council	U	71%	47%	59%	379	72%	-13%	43
xxxxxxxxxxxxx Council	D	73%	100%	87%	38	72%	15%	21
xxxxxxxxxxxxx Council	UL	73%	87%	80%	116	72%	8%	10
xxxxxxxxxxxxx Council	D	80%	93%	87%	38	72%	15%	21
xxxxxxxxxxxxx Council	D	87%	93%	90%	24	72%	18%	13
xxxxxxxxxxxxx Council	UL	80%	87%	83%	78	72%	11%	8
xxxxxxxxxxxxx Council	D	93%	87%	90%	32	72%	18%	13
xxxxxxxxxxxxx Council	C	64%	60%	62%	338	72%	-10%	25
xxxxxxxxxxxxx Council	UL	67%	73%	70%	246	72%	-2%	20
xxxxxxxxxxxxx Council	D	86%	80%	83%	87	72%	11%	52
xxxxxxxxxxxxx Council	U	86%	87%	86%	60	72%	14%	12
xxxxxxxxxxxxx Council	UL	71%	67%	69%	262	72%	-3%	23
xxxxxxxxxxxxx Council	UW	86%	73%	80%	118	72%	7%	6
xxxxxxxxxxxxx Council	D	87%	80%	83%	65	72%	11%	37
xxxxxxxxxxxxx Council	UL	87%	87%	87%	38	72%	15%	4
xxxxxxxxxxxxx Council	D	79%	67%	73%	206	72%	1%	130
xxxxxxxxxxxxx Council	D	64%	60%	62%	338	72%	-10%	206
xxxxxxxxxxxxx Council	D	79%	80%	79%	126	72%	7%	75
xxxxxxxxxxxxx Council	C	69%	60%	65%	320	72%	-7%	24
xxxxxxxxxxxxx Council	D	71%	80%	76%	180	72%	4%	108
xxxxxxxxxxxxx Council	D	80%	80%	80%	100	72%	8%	62
xxxxxxxxxxxxx Council	D	71%	87%	79%	138	72%	7%	84
xxxxxxxxxxxxx Council	D	46%	33%	40%	437	72%	-32%	271
xxxxxxxxxxxxx Council	D	79%	60%	69%	255	72%	-3%	155
xxxxxxxxxxxxx Council	D	69%	60%	65%	320	72%	-7%	193
xxxxxxxxxxxxx Council	UW	80%	80%	80%	100	72%	8%	3
xxxxxxxxxxxxx Council	US	73%	53%	63%	329	72%	-9%	23
xxxxxxxxxxxxx Council	D	80%	100%	90%	24	72%	18%	13
xxxxxxxxxxxxx Council	D	80%	87%	83%	78	72%	11%	46
xxxxxxxxxxxxx Council	US	87%	87%	87%	38	72%	15%	1
xxxxxxxxxxxxx Council	D	87%	87%	87%	38	72%	15%	21
xxxxxxxxxxxxx Council	C	86%	80%	83%	87	72%	11%	7
xxxxxxxxxxxxx Council	D	64%	60%	62%	338	72%	-10%	206
xxxxxxxxxxxxx Council	D	73%	80%	77%	146	72%	5%	87
xxxxxxxxxxxxx Council	D	80%	100%	90%	24	72%	18%	13
xxxxxxxxxxxxx Council	UL	87%	67%	77%	144	72%	5%	16
xxxxxxxxxxxxx Council	D	93%	100%	97%	3	72%	25%	3
xxxxxxxxxxxxx Council	D	73%	67%	70%	246	72%	-2%	152
xxxxxxxxxxxxx Council	D	79%	73%	76%	167	72%	4%	99
xxxxxxxxxxxxx Council	D	79%	80%	79%	126	72%	7%	75
xxxxxxxxxxxxx Council	D	71%	87%	79%	138	72%	7%	84
xxxxxxxxxxxxx Council	C	64%	73%	69%	286	72%	-3%	22
xxxxxxxxxxxxx Council	U	86%	87%	86%	60	72%	14%	12
xxxxxxxxxxxxx Council	US	80%	73%	77%	146	72%	5%	9
xxxxxxxxxxxxx Council	D	64%	67%	65%	308	72%	-7%	186
xxxxxxxxxxxxx Council	US	80%	73%	77%	146	72%	5%	9
xxxxxxxxxxxxx Council	D	64%	47%	55%	408	72%	-17%	249
xxxxxxxxxxxxx Council	D	73%	93%	83%	78	72%	11%	46
xxxxxxxxxxxxx Council	D	79%	53%	66%	302	72%	-6%	182
xxxxxxxxxxxxx Council	US	87%	87%	87%	38	72%	15%	1
xxxxxxxxxxxxx Council	D	62%	53%	57%	392	72%	-15%	237
xxxxxxxxxxxxx Council	D	93%	93%	93%	20	72%	21%	9

Annex A - Total Scores and Ranking

Council Name	Type	Sub-tot Facilities	Sub-tot Attributes	Overall	Rank	All-authority average	Difference	Rank within Type
xxxxxxxxxxxxx Council	D	62%	60%	61%	363	72%	-11%	220
xxxxxxxxxxxxx Council	US	87%	87%	87%	38	72%	15%	1
xxxxxxxxxxxxx Council	D	57%	60%	59%	385	72%	-14%	230
xxxxxxxxxxxxx Council	UL	93%	100%	97%	3	72%	25%	1
xxxxxxxxxxxxx Council	U	87%	80%	83%	65	72%	11%	14
xxxxxxxxxxxxx Council	D	86%	93%	90%	35	72%	17%	18
xxxxxxxxxxxxx Council	C	93%	73%	83%	78	72%	11%	6
xxxxxxxxxxxxx Council	US	64%	80%	72%	241	72%	0%	17
xxxxxxxxxxxxx Council	US	79%	60%	69%	255	72%	-3%	19
xxxxxxxxxxxxx Council	D	71%	67%	69%	262	72%	-3%	160
xxxxxxxxxxxxx Council	D	71%	80%	76%	180	72%	4%	108
xxxxxxxxxxxxx Council	C	80%	93%	87%	38	72%	15%	4
xxxxxxxxxxxxx Council	D	80%	87%	83%	78	72%	11%	46
xxxxxxxxxxxxx Council	D	85%	93%	89%	37	72%	17%	20
xxxxxxxxxxxxx Council	US	73%	67%	70%	246	72%	-2%	18
xxxxxxxxxxxxx Council	D	62%	67%	64%	325	72%	-8%	196
xxxxxxxxxxxxx Council	D	62%	53%	57%	392	72%	-15%	237
xxxxxxxxxxxxx Council	D	87%	87%	87%	38	72%	15%	21
xxxxxxxxxxxxx Council	C	67%	67%	67%	297	72%	-5%	23
xxxxxxxxxxxxx Council	U	71%	73%	72%	220	72%	0%	29
xxxxxxxxxxxxx Council	D	54%	60%	57%	397	72%	-15%	240
xxxxxxxxxxxxx Council	C	54%	53%	54%	417	72%	-18%	33
xxxxxxxxxxxxx Council	C	57%	67%	62%	352	72%	-10%	26
xxxxxxxxxxxxx Council	D	71%	67%	69%	262	72%	-3%	160
xxxxxxxxxxxxx Council	C	69%	53%	61%	359	72%	-11%	27
xxxxxxxxxxxxx Council	D	79%	60%	69%	255	72%	-3%	155
xxxxxxxxxxxxx Council	D	50%	53%	52%	424	72%	-20%	260
xxxxxxxxxxxxx Council	D	87%	100%	93%	8	72%	21%	5
xxxxxxxxxxxxx Council	U	73%	80%	77%	146	72%	5%	19
xxxxxxxxxxxxx Council	D	80%	87%	83%	78	72%	11%	46
xxxxxxxxxxxxx Council	D	93%	80%	87%	38	72%	15%	21
xxxxxxxxxxxxx Council	U	86%	73%	80%	118	72%	7%	17
xxxxxxxxxxxxx Council	US	73%	80%	77%	146	72%	5%	9
xxxxxxxxxxxxx Council	D	71%	80%	76%	180	72%	4%	108
xxxxxxxxxxxxx Council	D	100%	100%	100%	1	72%	28%	1
xxxxxxxxxxxxx Council	U	87%	93%	90%	24	72%	18%	6
xxxxxxxxxxxxx Council	D	87%	87%	87%	38	72%	15%	21
xxxxxxxxxxxxx Council	D	71%	73%	72%	220	72%	0%	134
xxxxxxxxxxxxx Council	D	79%	60%	69%	255	72%	-3%	155
xxxxxxxxxxxxx Council	D	71%	67%	69%	262	72%	-3%	160
xxxxxxxxxxxxx Council	US	62%	60%	61%	363	72%	-11%	27
xxxxxxxxxxxxx Council	C	62%	60%	61%	363	72%	-11%	28
xxxxxxxxxxxxx Council	UW	69%	67%	68%	292	72%	-4%	14
xxxxxxxxxxxxx Council	UL	71%	67%	69%	262	72%	-3%	23
xxxxxxxxxxxxx Council	D	54%	47%	50%	426	72%	-22%	262
xxxxxxxxxxxxx Council	D	80%	80%	80%	100	72%	8%	62
xxxxxxxxxxxxx Council	D	79%	73%	76%	167	72%	4%	99
xxxxxxxxxxxxx Council	D	50%	47%	48%	431	72%	-24%	266
xxxxxxxxxxxxx Council	UW	64%	47%	55%	408	72%	-17%	21
xxxxxxxxxxxxx Council	D	79%	80%	79%	126	72%	7%	75
xxxxxxxxxxxxx Council	US	64%	53%	59%	380	72%	-13%	29
xxxxxxxxxxxxx Council	C	79%	67%	73%	206	72%	1%	14
xxxxxxxxxxxxx Council	D	87%	80%	83%	65	72%	11%	37
xxxxxxxxxxxxx Council	U	79%	80%	79%	126	72%	7%	18
xxxxxxxxxxxxx Council	US	80%	67%	73%	197	72%	1%	13
xxxxxxxxxxxxx Council	U	64%	47%	55%	408	72%	-17%	44
xxxxxxxxxxxxx Council	D	87%	60%	73%	197	72%	1%	123
xxxxxxxxxxxxx Council	D	79%	60%	69%	255	72%	-3%	155
xxxxxxxxxxxxx Council	D	64%	67%	65%	308	72%	-7%	186

Annex A - Total Scores and Ranking

Council Name	Type	Sub-tot Facilities	Sub-tot Attributes	Overall	Rank	All-authority average	Difference	Rank within Type
xxxxxxxxxxxxx Council	D	80%	73%	77%	146	72%	5%	87
xxxxxxxxxxxxx Council	UL	64%	53%	59%	380	72%	-13%	32
xxxxxxxxxxxxx Council	UW	64%	67%	65%	308	72%	-7%	16
xxxxxxxxxxxxx Council	D	86%	73%	80%	118	72%	7%	71
xxxxxxxxxxxxx Council	D	57%	60%	59%	385	72%	-14%	230
xxxxxxxxxxxxx Council	U	93%	93%	93%	8	72%	21%	2
xxxxxxxxxxxxx Council	D	57%	67%	62%	352	72%	-10%	213
xxxxxxxxxxxxx Council	D	87%	87%	87%	38	72%	15%	21
xxxxxxxxxxxxx Council	D	64%	60%	62%	338	72%	-10%	206
xxxxxxxxxxxxx Council	D	80%	73%	77%	146	72%	5%	87
xxxxxxxxxxxxx Council	D	86%	73%	80%	118	72%	7%	71
xxxxxxxxxxxxx Council	D	79%	73%	76%	167	72%	4%	99
xxxxxxxxxxxxx Council	U	93%	100%	97%	3	72%	25%	1
xxxxxxxxxxxxx Council	D	79%	80%	79%	126	72%	7%	75
xxxxxxxxxxxxx Council	C	79%	73%	76%	167	72%	4%	12
xxxxxxxxxxxxx Council	D	71%	60%	66%	303	72%	-6%	183
xxxxxxxxxxxxx Council	D	71%	80%	76%	180	72%	4%	108
xxxxxxxxxxxxx Council	UL	80%	87%	83%	78	72%	11%	8
xxxxxxxxxxxxx Council	D	79%	87%	83%	93	72%	11%	56
xxxxxxxxxxxxx Council	C	93%	93%	93%	8	72%	21%	1
xxxxxxxxxxxxx Council	U	79%	67%	73%	206	72%	1%	26
xxxxxxxxxxxxx Council	D	79%	73%	76%	167	72%	4%	99
xxxxxxxxxxxxx Council	D	93%	100%	97%	3	72%	25%	3
xxxxxxxxxxxxx Council	C	77%	73%	75%	195	72%	3%	13
xxxxxxxxxxxxx Council	UL	60%	67%	63%	329	72%	-9%	28
xxxxxxxxxxxxx Council	D	79%	87%	83%	93	72%	11%	56
xxxxxxxxxxxxx Council	D	86%	87%	86%	60	72%	14%	34
xxxxxxxxxxxxx Council	U	71%	67%	69%	262	72%	-3%	32
xxxxxxxxxxxxx Council	UL	80%	93%	87%	38	72%	15%	4
xxxxxxxxxxxxx Council	D	73%	53%	63%	329	72%	-9%	200
xxxxxxxxxxxxx Council	D	79%	93%	86%	64	72%	14%	36
xxxxxxxxxxxxx Council	D	64%	47%	55%	408	72%	-17%	249
xxxxxxxxxxxxx Council	C	38%	47%	43%	435	72%	-30%	35
xxxxxxxxxxxxx Council	UL	80%	73%	77%	146	72%	5%	17
xxxxxxxxxxxxx Council	D	71%	73%	72%	220	72%	0%	134
xxxxxxxxxxxxx Council	UL	80%	60%	70%	246	72%	-2%	20
xxxxxxxxxxxxx Council	U	69%	53%	61%	359	72%	-11%	40
xxxxxxxxxxxxx Council	D	69%	67%	68%	292	72%	-4%	177
xxxxxxxxxxxxx Council	US	64%	60%	62%	338	72%	-10%	24
xxxxxxxxxxxxx Council	D	79%	73%	76%	167	72%	4%	99
xxxxxxxxxxxxx Council	D	71%	67%	69%	262	72%	-3%	160
xxxxxxxxxxxxx Council	C	71%	73%	72%	220	72%	0%	17
xxxxxxxxxxxxx Council	D	62%	60%	61%	363	72%	-11%	220
xxxxxxxxxxxxx Council	D	71%	73%	72%	220	72%	0%	134
xxxxxxxxxxxxx Council	D	71%	80%	76%	180	72%	4%	108
xxxxxxxxxxxxx Council	D	79%	73%	76%	167	72%	4%	99
xxxxxxxxxxxxx Council	D	86%	87%	86%	60	72%	14%	34
xxxxxxxxxxxxx Council	UL	69%	67%	68%	292	72%	-4%	26
xxxxxxxxxxxxx Council	U	73%	80%	77%	146	72%	5%	19
xxxxxxxxxxxxx Council	U	71%	67%	69%	262	72%	-3%	32
xxxxxxxxxxxxx Council	D	87%	80%	83%	65	72%	11%	37
xxxxxxxxxxxxx Council	D	57%	60%	59%	385	72%	-14%	230
xxxxxxxxxxxxx Council	D	46%	47%	46%	432	72%	-26%	267
xxxxxxxxxxxxx Council	D	79%	67%	73%	206	72%	1%	130
xxxxxxxxxxxxx Council	D	80%	80%	80%	100	72%	8%	62
xxxxxxxxxxxxx Council	D	71%	73%	72%	220	72%	0%	134
xxxxxxxxxxxxx Council	D	38%	47%	43%	435	72%	-30%	270
xxxxxxxxxxxxx Council	D	71%	67%	69%	262	72%	-3%	160
xxxxxxxxxxxxx Council	US	71%	67%	69%	262	72%	-3%	20

Annex A - Total Scores and Ranking

Council Name	Type	Sub-tot Facilities	Sub-tot Attributes	Overall	Rank	All-authority average	Difference	Rank within Type
xxxxxxxxxxxxx Council	D	87%	80%	83%	65	72%	11%	37
xxxxxxxxxxxxx Council	D	69%	60%	65%	320	72%	-7%	193
xxxxxxxxxxxxx Council	D	71%	80%	76%	180	72%	4%	108
xxxxxxxxxxxxx Council	D	73%	60%	67%	300	72%	-5%	181
xxxxxxxxxxxxx Council	U	71%	67%	69%	262	72%	-3%	32
xxxxxxxxxxxxx Council	D	71%	60%	66%	303	72%	-6%	183
xxxxxxxxxxxxx Council	D	54%	60%	57%	397	72%	-15%	240
xxxxxxxxxxxxx Council	D	71%	87%	79%	138	72%	7%	84
xxxxxxxxxxxxx Council	D	64%	80%	72%	241	72%	0%	150
xxxxxxxxxxxxx Council	US	64%	73%	69%	286	72%	-3%	21
xxxxxxxxxxxxx Council	C	54%	67%	60%	372	72%	-12%	30
xxxxxxxxxxxxx Council	D	80%	87%	83%	78	72%	11%	46
xxxxxxxxxxxxx Council	U	64%	67%	65%	308	72%	-7%	38
xxxxxxxxxxxxx Council	C	71%	67%	69%	262	72%	-3%	20
xxxxxxxxxxxxx Council	D	87%	80%	83%	65	72%	11%	37
xxxxxxxxxxxxx Council	US	62%	53%	57%	392	72%	-15%	31
xxxxxxxxxxxxx Council	D	57%	53%	55%	413	72%	-17%	252
xxxxxxxxxxxxx Council	D	73%	73%	73%	201	72%	1%	125
xxxxxxxxxxxxx Council	D	71%	73%	72%	220	72%	0%	134
xxxxxxxxxxxxx Council	D	62%	53%	57%	392	72%	-15%	237
xxxxxxxxxxxxx Council	D	79%	87%	83%	93	72%	11%	56
xxxxxxxxxxxxx Council	D	57%	67%	62%	352	72%	-10%	213
xxxxxxxxxxxxx Council	D	57%	67%	62%	352	72%	-10%	213
xxxxxxxxxxxxx Council	US	80%	73%	77%	146	72%	5%	9
xxxxxxxxxxxxx Council	D	80%	87%	83%	78	72%	11%	46
xxxxxxxxxxxxx Council	D	80%	80%	80%	100	72%	8%	62
xxxxxxxxxxxxx Council	D	71%	73%	72%	220	72%	0%	134
xxxxxxxxxxxxx Council	D	87%	80%	83%	65	72%	11%	37
xxxxxxxxxxxxx Council	D	18%	33%	26%	440	72%	-46%	274
xxxxxxxxxxxxx Council	U	54%	53%	54%	417	72%	-18%	45
xxxxxxxxxxxxx Council	D	79%	47%	63%	333	72%	-9%	202
xxxxxxxxxxxxx Council	D	64%	67%	65%	308	72%	-7%	186
xxxxxxxxxxxxx Council	D	64%	60%	62%	338	72%	-10%	206
xxxxxxxxxxxxx Council	D	38%	60%	49%	430	72%	-23%	265
xxxxxxxxxxxxx Council	D	71%	67%	69%	262	72%	-3%	160
xxxxxxxxxxxxx Council	D	57%	60%	59%	385	72%	-14%	230
xxxxxxxxxxxxx Council	D	54%	67%	60%	372	72%	-12%	225
xxxxxxxxxxxxx Council	D	62%	60%	61%	363	72%	-11%	220
xxxxxxxxxxxxx Council	D	73%	73%	73%	201	72%	1%	125
xxxxxxxxxxxxx Council	D	54%	53%	54%	417	72%	-18%	256
xxxxxxxxxxxxx Council	UL	64%	60%	62%	338	72%	-10%	30
xxxxxxxxxxxxx Council	D	54%	53%	54%	417	72%	-18%	256
xxxxxxxxxxxxx Council	UW	64%	80%	72%	241	72%	0%	10
xxxxxxxxxxxxx Council	D	80%	73%	77%	146	72%	5%	87
xxxxxxxxxxxxx Council	US	79%	67%	73%	206	72%	1%	14
xxxxxxxxxxxxx Council	D	73%	80%	77%	146	72%	5%	87
xxxxxxxxxxxxx Council	D	80%	73%	77%	146	72%	5%	87
xxxxxxxxxxxxx Council	U	64%	73%	69%	286	72%	-3%	35
xxxxxxxxxxxxx Council	UL	87%	80%	83%	65	72%	11%	7
xxxxxxxxxxxxx Council	U	93%	87%	90%	32	72%	18%	6
xxxxxxxxxxxxx Council	D	64%	53%	59%	380	72%	-13%	228
xxxxxxxxxxxxx Council	D	79%	73%	76%	167	72%	4%	99
xxxxxxxxxxxxx Council	UW	64%	60%	62%	338	72%	-10%	19
xxxxxxxxxxxxx Council	U	79%	67%	73%	206	72%	1%	26
xxxxxxxxxxxxx Council	U	87%	87%	87%	38	72%	15%	10
xxxxxxxxxxxxx Council	U	69%	67%	68%	292	72%	-4%	36
xxxxxxxxxxxxx Council	U	54%	47%	50%	426	72%	-22%	46
xxxxxxxxxxxxx Council	US	64%	67%	65%	308	72%	-7%	22
xxxxxxxxxxxxx Council	D	57%	53%	55%	413	72%	-17%	252

Annex A - Total Scores and Ranking

Council Name	Type	Sub-tot Facilities	Sub-tot Attributes	Overall	Rank	All-authority average	Difference	Rank within Type
xxxxxxxxxxxxx Council	D	87%	80%	83%	65	72%	11%	37
xxxxxxxxxxxxx Council	D	69%	60%	65%	320	72%	-7%	193
xxxxxxxxxxxxx Council	D	71%	80%	76%	180	72%	4%	108
xxxxxxxxxxxxx Council	D	73%	60%	67%	300	72%	-5%	181
xxxxxxxxxxxxx Council	U	71%	67%	69%	262	72%	-3%	32
xxxxxxxxxxxxx Council	D	71%	60%	66%	303	72%	-6%	183
xxxxxxxxxxxxx Council	D	54%	60%	57%	397	72%	-15%	240
xxxxxxxxxxxxx Council	D	71%	87%	79%	138	72%	7%	84
xxxxxxxxxxxxx Council	D	64%	80%	72%	241	72%	0%	150
xxxxxxxxxxxxx Council	US	64%	73%	69%	286	72%	-3%	21
xxxxxxxxxxxxx Council	C	54%	67%	60%	372	72%	-12%	30
xxxxxxxxxxxxx Council	D	80%	87%	83%	78	72%	11%	46
xxxxxxxxxxxxx Council	U	64%	67%	65%	308	72%	-7%	38
xxxxxxxxxxxxx Council	C	71%	67%	69%	262	72%	-3%	20
xxxxxxxxxxxxx Council	D	87%	80%	83%	65	72%	11%	37
xxxxxxxxxxxxx Council	US	62%	53%	57%	392	72%	-15%	31
xxxxxxxxxxxxx Council	D	57%	53%	55%	413	72%	-17%	252
xxxxxxxxxxxxx Council	D	73%	73%	73%	201	72%	1%	125
xxxxxxxxxxxxx Council	D	71%	73%	72%	220	72%	0%	134
xxxxxxxxxxxxx Council	D	62%	53%	57%	392	72%	-15%	237
xxxxxxxxxxxxx Council	D	79%	87%	83%	93	72%	11%	56
xxxxxxxxxxxxx Council	D	57%	67%	62%	352	72%	-10%	213
xxxxxxxxxxxxx Council	D	57%	67%	62%	352	72%	-10%	213
xxxxxxxxxxxxx Council	US	80%	73%	77%	146	72%	5%	9
xxxxxxxxxxxxx Council	D	80%	87%	83%	78	72%	11%	46
xxxxxxxxxxxxx Council	D	80%	80%	80%	100	72%	8%	62
xxxxxxxxxxxxx Council	D	71%	73%	72%	220	72%	0%	134
xxxxxxxxxxxxx Council	D	87%	80%	83%	65	72%	11%	37
xxxxxxxxxxxxx Council	D	18%	33%	26%	440	72%	-46%	274
xxxxxxxxxxxxx Council	U	54%	53%	54%	417	72%	-18%	45
xxxxxxxxxxxxx Council	D	79%	47%	63%	333	72%	-9%	202
xxxxxxxxxxxxx Council	D	64%	67%	65%	308	72%	-7%	186
xxxxxxxxxxxxx Council	D	64%	60%	62%	338	72%	-10%	206
xxxxxxxxxxxxx Council	D	38%	60%	49%	430	72%	-23%	265
xxxxxxxxxxxxx Council	D	71%	67%	69%	262	72%	-3%	160
xxxxxxxxxxxxx Council	D	57%	60%	59%	385	72%	-14%	230
xxxxxxxxxxxxx Council	D	54%	67%	60%	372	72%	-12%	225
xxxxxxxxxxxxx Council	D	62%	60%	61%	363	72%	-11%	220
xxxxxxxxxxxxx Council	D	73%	73%	73%	201	72%	1%	125
xxxxxxxxxxxxx Council	D	54%	53%	54%	417	72%	-18%	256
xxxxxxxxxxxxx Council	UL	64%	60%	62%	338	72%	-10%	30
xxxxxxxxxxxxx Council	D	54%	53%	54%	417	72%	-18%	256
xxxxxxxxxxxxx Council	UW	64%	80%	72%	241	72%	0%	10
xxxxxxxxxxxxx Council	D	80%	73%	77%	146	72%	5%	87
xxxxxxxxxxxxx Council	US	79%	67%	73%	206	72%	1%	14
xxxxxxxxxxxxx Council	D	73%	80%	77%	146	72%	5%	87
xxxxxxxxxxxxx Council	D	80%	73%	77%	146	72%	5%	87
xxxxxxxxxxxxx Council	U	64%	73%	69%	286	72%	-3%	35
xxxxxxxxxxxxx Council	UL	87%	80%	83%	65	72%	11%	7
xxxxxxxxxxxxx Council	U	93%	87%	90%	32	72%	18%	6
xxxxxxxxxxxxx Council	D	64%	53%	59%	380	72%	-13%	228
xxxxxxxxxxxxx Council	D	79%	73%	76%	167	72%	4%	99
xxxxxxxxxxxxx Council	UW	64%	60%	62%	338	72%	-10%	19
xxxxxxxxxxxxx Council	U	79%	67%	73%	206	72%	1%	26
xxxxxxxxxxxxx Council	U	87%	87%	87%	38	72%	15%	10
xxxxxxxxxxxxx Council	U	69%	67%	68%	292	72%	-4%	36
xxxxxxxxxxxxx Council	U	54%	47%	50%	426	72%	-22%	46
xxxxxxxxxxxxx Council	US	64%	67%	65%	308	72%	-7%	22
xxxxxxxxxxxxx Council	D	57%	53%	55%	413	72%	-17%	252

Annex A - Total Scores and Ranking

Council Name	Type	Sub-tot Facilities	Sub-tot Attibutes	Overall	Rank	All-authority average	Difference	Rank within Type
xxxxxxxxxxxxx Council	UW	64%	67%	65%	308	72%	-7%	16
xxxxxxxxxxxxx Council	U	71%	60%	66%	303	72%	-6%	37
xxxxxxxxxxxxx Council	D	71%	73%	72%	220	72%	0%	134
xxxxxxxxxxxxx Council	D	100%	100%	100%	1	72%	28%	1
xxxxxxxxxxxxx Council	D	80%	80%	80%	100	72%	8%	62
xxxxxxxxxxxxx Council	D	71%	73%	72%	220	72%	0%	134
xxxxxxxxxxxxx Council	D	73%	80%	77%	146	72%	5%	87
xxxxxxxxxxxxx Council	D	64%	67%	65%	308	72%	-7%	186
xxxxxxxxxxxxx Council	D	71%	73%	72%	220	72%	0%	134
xxxxxxxxxxxxx Council	U	71%	80%	76%	180	72%	4%	24
xxxxxxxxxxxxx Council	D	71%	67%	69%	262	72%	-3%	160
xxxxxxxxxxxxx Council	D	54%	60%	57%	397	72%	-15%	240
xxxxxxxxxxxxx Council	D	69%	53%	61%	359	72%	-11%	218
xxxxxxxxxxxxx Council	D	87%	80%	83%	65	72%	11%	37
xxxxxxxxxxxxx Council	D	54%	60%	57%	397	72%	-15%	240
xxxxxxxxxxxxx Council	D	79%	67%	73%	206	72%	1%	130
xxxxxxxxxxxxx Council	U	93%	93%	93%	8	72%	21%	2
xxxxxxxxxxxxx Council	UW	64%	60%	62%	338	72%	-10%	19
xxxxxxxxxxxxx Council	D	86%	73%	80%	118	72%	7%	71
xxxxxxxxxxxxx Council	UL	79%	67%	73%	206	72%	1%	19
xxxxxxxxxxxxx Council	D	80%	80%	80%	100	72%	8%	62
xxxxxxxxxxxxx Council	C	80%	80%	80%	100	72%	8%	8
xxxxxxxxxxxxx Council	D	86%	80%	83%	87	72%	11%	52
xxxxxxxxxxxxx Council	D	71%	67%	69%	262	72%	-3%	160
xxxxxxxxxxxxx Council	C	69%	73%	71%	245	72%	-1%	19
xxxxxxxxxxxxx Council	D	71%	67%	69%	262	72%	-3%	160
xxxxxxxxxxxxx Council	D	67%	60%	63%	329	72%	-9%	200
xxxxxxxxxxxxx Council	U	79%	73%	76%	167	72%	4%	22
xxxxxxxxxxxxx Council	U	87%	93%	90%	24	72%	18%	6

PLEASE REMEMBER ALL THE DATA SHOWN IS FICTITIOUS

Annex B - Detailed Results

Council Name	A-Z or equiv	Test A-Z	Finding	Retn to H/P	Search	Test Search	Search Leisure	Tel Nos	Search Tip	Open times	Access standard	Text only?	Contrast	Job vacs	FoI	Rate Search	Rate ease	Rate speed
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	100%	0%	100%	100%	80%	100%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	0%	0%	100%	100%	80%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	100%	100%	100%	100%	80%	80%	40%
xxxxxxxx Council	0%	N/A	100%	100%	0	N/A	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	40%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	0%	0%	0%	100%	100%	80%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	0%	0%	100%	100%	100%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	0%	N/A	100%	0%	0%	0%	0%	100%	100%	60%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	0%	0%	0%	100%	0%	80%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	0	N/A	100%	1	0%	N/A	0%	100%	0%	100%	100%	60%	60%	40%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	0%	0%	0%	100%	100%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	0	0%	N/A	0%	0%	0%	100%	100%	80%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	0%	60%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	100%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	0%	0%	0%	100%	100%	60%	60%	60%
xxxxxxxx Council	0%	N/A	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	0%	40%	40%	80%
xxxxxxxx Council	100%	100%	0%	100%	1	0%	100%	1	0%	N/A	0%	100%	0%	100%	100%	80%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	100%	0%	100%	100%	80%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	0%	0%	0%	100%	100%	40%	40%	100%
xxxxxxxx Council	100%	100%	0%	100%	0	N/A	100%	0	0%	N/A	0%	0%	0%	0%	0%	20%	20%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	100%	100%	100%	100%	100%	80%
xxxxxxxx Council	100%	100%	100%	100%	0	N/A	0%	N/A	100%	100%	0%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	0%	100%	1	100%	0%	N/A	0%	N/A	0%	0%	0%	100%	100%	60%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	0%	N/A	0%	N/A	100%	0%	0%	100%	0%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	0%	0%	0%	100%	100%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	100%	0%	100%	100%	100%	100%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	100%	0%	100%	100%	80%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	0%	0%	100%	100%	80%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	100%	100%	0%	100%	100%	60%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	100%	0%	100%	0%	100%	80%	80%
xxxxxxxx Council	100%	0%	0%	100%	1	0%	0%	N/A	0%	N/A	0%	100%	0%	100%	0%	20%	40%	60%
xxxxxxxx Council	0%	N/A	0%	100%	0	N/A	100%	1	0%	N/A	0%	0%	0%	100%	100%	40%	40%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	0%	0%	100%	100%	80%	80%	40%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	80%	60%	80%

Annex B - Detailed Results

Council Name	A-Z or equiv	Test A-Z	Finding	Retn to H/P	Search	Test Search	Search Leisure	Tel Nos	Search Tip	Open times	Access standard	Text only?	Contrast	Job vacs	FoI	Rate Search	Rate ease	Rate speed
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	100%	0%	100%	0%	100%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	0%	100%	0%	80%	60%	60%
xxxxxxxx Council	100%	100%	0%	100%	1	0%	100%	1	0%	N/A	0%	100%	0%	100%	0%	80%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	0%	100%	100%	80%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	0%	0%	100%	0%	100%	80%	60%
xxxxxxxx Council	100%	100%	0%	100%	1	100%	100%	1	0%	N/A	0%	0%	0%	100%	100%	80%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	0%	0%	100%	100%	100%	100%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	100%	100%	0%	100%	100%	80%	100%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	0%	100%	100%	100%	80%	20%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	0%	100%	100%	100%	100%	100%
xxxxxxxx Council	100%	100%	100%	100%	0	N/A	100%	1	0%	N/A	0%	0%	0%	100%	100%	80%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	0	0%	N/A	100%	0%	0%	100%	100%	80%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	0%	0%	100%	100%	40%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	0	0%	N/A	0%	0%	0%	100%	0%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	0%	100%	100%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	0%	N/A	0%	N/A	100%	0%	0%	100%	0%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	100%	0%	100%	0%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	0%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	100%	100%	0%	80%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	0%	100%	100%	100%	100%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	0%	0%	0%	0%	100%	60%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	0%	0%	100%	100%	100%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	100%	100%	100%	100%	100%	100%
xxxxxxxx Council	0%	N/A	100%	100%	1	100%	100%	1	0%	N/A	100%	0%	0%	0%	0%	60%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	0%	100%	0%	80%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	0%	100%	0%	80%	60%	20%
xxxxxxxx Council	100%	100%	100%	100%	0	N/A	100%	1	100%	100%	100%	0%	0%	100%	100%	60%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	0%	N/A	0%	N/A	0%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	100%	100%	100%	80%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	0%	100%	100%	80%	80%	40%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	0%	100%	100%	80%	60%	20%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	100%	100%	100%	100%	100%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	100%	100%	100%	100%	100%	100%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	0%	0%	100%	100%	80%	60%	60%

Annex B - Detailed Results

Council Name	A-Z or equiv	Test A-Z	Finding	Retn to H/P	Search	Test Search	Search Leisure	Tel Nos	Search Tip	Open times	Access standard	Text only?	Contrast	Job vacs	FoI	Rate Search	Rate ease	Rate speed
xxxxxxxx Council	100%	100%	100%	0%	1	100%	100%	1	0%	N/A	0%	0%	0%	100%	0%	80%	40%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	0%	N/A	100%	100%	0%	0%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	0%	100%	100%	80%	60%	60%
xxxxxxxx Council	100%	100%	0%	100%	1	100%	0%	N/A	100%	100%	0%	100%	0%	100%	100%	80%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	0%	100%	100%	80%	60%	100%
xxxxxxxx Council	100%	100%	0%	100%	1	100%	100%	1	0%	N/A	100%	100%	0%	100%	100%	60%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	0	N/A	100%	1	0%	N/A	100%	100%	0%	100%	100%	60%	60%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	0%	0%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	0	N/A	100%	1	0%	N/A	100%	100%	0%	100%	100%	80%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	0%	0%	100%	100%	80%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	0%	N/A	100%	100%	1	100%	100%	1	100%	100%	100%	0%	0%	0%	100%	60%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	0%	100%	100%	100%	40%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	0%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	100%	100%	0%	100%	100%	80%	80%	60%
xxxxxxxx Council	100%	100%	0%	100%	1	100%	0%	N/A	0%	N/A	0%	100%	0%	100%	100%	40%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	0%	0%	100%	100%	100%	100%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	0	0%	N/A	0%	0%	0%	100%	100%	60%	40%	40%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	100%	0%	100%	100%	60%	60%	60%
xxxxxxxx Council	0%	N/A	100%	100%	1	100%	0%	N/A	0%	N/A	0%	100%	0%	100%	0%	40%	40%	40%
xxxxxxxx Council	100%	0%	100%	100%	1	0%	100%	1	0%	N/A	100%	100%	0%	100%	100%	40%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	100%	0%	100%	100%	100%	100%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	0	0%	N/A	0%	0%	0%	100%	100%	80%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	100%	100%	0%	100%	0%	80%	80%	40%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	0%	0%	0%	100%	100%	60%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	100%	0%	100%	100%	60%	40%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	0%	100%	100%	100%	100%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	0%	100%	0%	100%	100%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	100%	0%	100%	0%	100%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	100%	100%	0%	100%	100%	60%	100%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	0%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	0%	N/A	0%	N/A	0%	0%	0%	0%	100%	60%	60%	80%

Annex B - Detailed Results

Council Name	A-Z or equiv	Test A-Z	Finding	Retn to H/P	Search	Test Search	Search Leisure	Tel Nos	Search Tip	Open times	Access standard	Text only?	Contrast	Job vacs	FoI	Rate Search	Rate ease	Rate speed
xxxxxxxx Council	0%	N/A	100%	100%	1	100%	100%	1	100%	100%	100%	0%	0%	100%	0%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	100%	0%	0%	100%	0%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	100%	0%	100%	100%	40%	40%	40%
xxxxxxxx Council	100%	100%	0%	100%	1	100%	0%	N/A	0%	N/A	0%	0%	0%	100%	100%	60%	60%	60%
xxxxxxxx Council	0%	N/A	0%	0%	0	N/A	0%	N/A	0%	N/A	0%	0%	0%	0%	0%	20%	20%	20%
xxxxxxxx Council	100%	100%	0%	100%	1	100%	0%	N/A	0%	N/A	100%	0%	100%	100%	100%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	0%	N/A	0%	N/A	100%	100%	100%	100%	100%	80%	100%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	0%	0%	100%	100%	100%	100%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	0%	0%	100%	100%	100%	100%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	0%	0%	100%	100%	80%	60%	60%
xxxxxxxx Council	0%	N/A	0%	100%	1	100%	100%	1	100%	100%	100%	100%	0%	100%	100%	60%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	0%	100%	100%	100%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	0%	100%	100%	100%	100%	100%	80%	100%	40%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	0%	0%	0%	60%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	0%	100%	100%	100%	100%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	0%	100%	0%	100%	100%	60%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	100%	100%	100%	100%	100%	80%
xxxxxxxx Council	100%	100%	100%	100%	0	N/A	100%	1	0%	N/A	0%	0%	0%	100%	100%	40%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	0%	0%	100%	100%	100%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	0%	0%	100%	100%	60%	40%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	0%	0%	0%	0%	100%	100%	80%	100%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	40%	40%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	0%	100%	0%	0%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	0%	100%	0%	100%	100%	80%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	0%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	100%	100%	100%	100%	80%	100%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	0%	0%	100%	0%	80%	100%	80%
xxxxxxxx Council	100%	100%	100%	100%	0	N/A	100%	1	100%	100%	0%	100%	0%	100%	100%	80%	80%	80%

Annex B - Detailed Results

Council Name	A-Z or equiv	Test A-Z	Finding	Retn to H/P	Search	Test Search	Search Leisure	Tel Nos	Search Tip	Open times	Access standard	Text only?	Contrast	Job vacs	FoI	Rate Search	Rate ease	Rate speed
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	100%	0%	100%	100%	80%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	0%	0%	0%	0%	100%	100%	80%	80%	40%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	0%	100%	100%	100%	100%	80%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	0%	0%	100%	100%	100%	100%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	0%	0%	0%	100%	100%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	0	N/A	100%	0	100%	100%	100%	0%	0%	100%	0%	80%	60%	40%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	0%	N/A	100%	100%	100%	0%	100%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	0%	100%	100%	100%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	0%	0%	100%	100%	100%	100%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	0%	0%	100%	100%	100%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	0%	0%	100%	100%	100%	100%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	0%	0%	0%	100%	100%	80%	40%	40%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	0%	100%	0%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	0	N/A	100%	1	0%	N/A	100%	0%	0%	100%	100%	60%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	0%	100%	0%	60%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	0%	0%	0%	100%	0%	40%	40%	20%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	0%	0%	100%	100%	80%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	100%	0%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	0%	0%	100%	0%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	0%	N/A	0%	N/A	0%	100%	0%	100%	100%	60%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	0%	100%	0%	80%	80%	80%
xxxxxxxx Council	100%	100%	0%	100%	1	0%	100%	0	0%	N/A	100%	100%	0%	100%	100%	60%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	100%	100%	100%	0%	80%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	0%	100%	100%	100%	100%	100%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	0%	100%	100%	100%	100%	40%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	0%	100%	100%	80%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	100%	0%	100%	0%	80%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	0%	100%	100%	100%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	0%	100%	100%	100%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	0%	0%	0%	0%	100%	100%	80%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	100%	0%	100%	100%	100%	100%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	0%	100%	0%	0%	100%	100%	100%	100%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	0%	100%	100%	100%	100%	80%

Annex B - Detailed Results

Council Name	A-Z or equiv	Test A-Z	Finding	Retn to H/P	Search	Test Search	Search Leisure	Tel Nos	Search Tip	Open times	Access standard	Text only?	Contrast	Job vacs	FoI	Rate Search	Rate ease	Rate speed
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	0%	100%	100%	100%	60%	100%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	0%	0%	100%	100%	80%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	100%	100%	100%	100%	100%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	0%	0%	100%	100%	80%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	0%	100%	0%	100%	100%	80%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	100%	0%	100%	0%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	100%	0%	100%	0%	60%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	100%	0%	100%	100%	80%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	100%	100%	100%	0%	80%	60%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	0%	0%	100%	100%	60%	60%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	0%	100%	100%	80%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	0%	0%	100%	100%	100%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	100%	100%	100%	0%	0%	100%	0%	60%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	0%	100%	100%	80%	80%	100%
xxxxxxxx Council	100%	100%	0%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	100%	100%	100%	100%	100%	80%	100%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	100%	0%	0%	0%	0%	100%	100%	60%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	100%	100%	100%	100%	80%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	40%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	0%	100%	0%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	0%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	100%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	0%	100%	0%	60%	60%	40%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	100%	0%	100%	100%	60%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	20%

Annex B - Detailed Results

Council Name	A-Z or equiv	Test A-Z	Finding	Retn to H/P	Search	Test Search	Search Leisure	Tel Nos	Search Tip	Open times	Access standard	Text only?	Contrast	Job vacs	FoI	Rate Search	Rate ease	Rate speed
xxxxxxxx Council	0%	N/A	100%	100%	1	0%	0%	N/A	0%	N/A	0%	100%	0%	100%	100%	40%	40%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	100%	0%	100%	100%	80%	80%	60%
xxxxxxxx Council	100%	100%	100%	0%	1	0%	0%	N/A	0%	N/A	0%	100%	0%	100%	100%	40%	40%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	0%	0%	100%	100%	100%	100%	60%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	100%	0%	100%	100%	60%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	0	N/A	100%	1	0%	N/A	0%	0%	100%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	0%	N/A	0%	N/A	0%	0%	0%	100%	100%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	0%	N/A	0%	N/A	0%	0%	0%	100%	100%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	0%	0%	100%	100%	60%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	100%	100%	100%	0%	60%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	100%	100%	0%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	0%	100%	100%	100%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	100%	0%	100%	0%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	0	100%	100%	100%	0%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	0%	100%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	0%	100%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	0%	100%	100%	0%	100%	100%	80%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	0%	100%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	0%	100%	100%	0%	100%	100%	80%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	100%	0%	0%	100%	100%	80%	80%	100%
xxxxxxxx Council	100%	100%	100%	0%	1	0%	100%	1	0%	N/A	0%	0%	0%	0%	100%	40%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	0%	0%	100%	100%	60%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	0%	N/A	0%	N/A	100%	0%	0%	100%	100%	60%	60%	40%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	0%	100%	100%	1	100%	0%	N/A	100%	0%	0%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	0%	N/A	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	40%	20%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	0%	N/A	0%	N/A	0%	0%	0%	100%	0%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	0%	100%	100%	80%	60%	80%
xxxxxxxx Council	100%	100%	0%	100%	1	0%	100%	1	100%	100%	0%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	100%	100%	0%	100%	100%	80%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	0	N/A	100%	1	0%	N/A	0%	0%	0%	100%	100%	40%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	0%	0%	100%	100%	100%	40%	60%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	0	100%	100%	0%	100%	0%	100%	100%	60%	60%	80%

Annex B - Detailed Results

Council Name	A-Z or equiv	Test A-Z	Finding	Retn to H/P	Search	Test Search	Search Leisure	Tel Nos	Search Tip	Open times	Access standard	Text only?	Contrast	Job vacs	FoI	Rate Search	Rate ease	Rate speed
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	100%	0%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	100%	100%	100%	80%	100%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	0%	100%	100%	100%	80%	100%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	40%	60%	80%
xxxxxxxx Council	100%	0%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	40%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	0%	0%	0%	100%	100%	20%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	100%	100%	0%	100%	100%	40%	60%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	0%	100%	100%	80%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	100%	100%	100%	100%	0%	100%	100%	60%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	100%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	40%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	100%	100%	100%	100%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	0%	100%	100%	100%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	100%	0%	0%	100%	100%	60%	60%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	100%	0%	0%	100%	0%	60%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	100%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	0%	0%	100%	100%	80%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	0%	N/A	0%	N/A	0%	0%	0%	100%	0%	40%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	0	N/A	100%	1	0%	N/A	0%	0%	0%	100%	0%	40%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	0%	0%	0%	100%	100%	80%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	0%	100%	0%	100%	100%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	0%	0%	0%	100%	100%	40%	60%	100%
xxxxxxxx Council	100%	100%	100%	0%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	0%	0%	100%	1	100%	0%	N/A	0%	N/A	0%	0%	0%	100%	0%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	0%	0%	100%	100%	60%	60%	20%

Annex B - Detailed Results

Council Name	A-Z or equiv	Test A-Z	Finding	Retn to H/P	Search	Test Search	Search Leisure	Tel Nos	Search Tip	Open times	Access standard	Text only?	Contrast	Job vacs	FoI	Rate Search	Rate ease	Rate speed
xxxxxxxx Council	100%	100%	0%	100%	0	N/A	0%	N/A	100%	100%	0%	0%	0%	100%	100%	40%	60%	60%
xxxxxxxx Council	0%	N/A	0%	0%	0	N/A	0%	N/A	0%	N/A	100%	0%	0%	100%	0%	20%	20%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	0%	100%	100%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	100%	100%	100%	80%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	100%	0%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	100%	0%	0%	100%	100%	80%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	100%	100%	0%	0%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	0%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	0%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	100%	0%	100%	100%	80%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	0%	100%	0%	100%	100%	60%	40%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	100%	0%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	0%	100%	0%	0%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	100%	0%	0%	0%	0%	100%	100%	40%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	0%	N/A	0%	N/A	0%	0%	0%	100%	100%	40%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	100%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	0%	0%	100%	100%	100%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	0%	0%	100%	100%	100%	80%	80%
xxxxxxxx Council	100%	0%	100%	100%	1	100%	0%	N/A	0%	N/A	0%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	100%	0%	100%	100%	60%	100%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	0%	0%	0%	100%	100%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	0%	0%	0%	100%	100%	60%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	0%	N/A	100%	100%	0%	0%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	0	N/A	100%	0	0%	N/A	100%	100%	0%	100%	100%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	100%	100%	0%	100%	0%	100%	100%	60%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	100%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	0%	100%	100%	1	0%	0%	N/A	0%	N/A	0%	0%	0%	100%	0%	20%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	100%	0%	100%	100%	60%	80%	80%

Annex B - Detailed Results

Council Name	A-Z or equiv	Test A-Z	Finding	Retn to H/P	Search	Test Search	Search Leisure	Tel Nos	Search Tip	Open times	Access standard	Text only?	Contrast	Job vacs	FoI	Rate Search	Rate ease	Rate speed
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	0%	100%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	100%	100%	0%	100%	60%	60%	80%
xxxxxxxx Council	0%	N/A	100%	100%	1	0%	100%	0	0%	N/A	0%	0%	0%	100%	100%	40%	40%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	0%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	100%	100%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	100%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	0	100%	100%	100%	0%	0%	100%	0%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	0%	N/A	0%	N/A	0%	100%	0%	100%	100%	40%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	100%	100%	100%	100%	80%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	100%	0%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	0%	100%	0%	100%	100%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	100%	0%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	100%	100%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	0%	100%	100%	100%	100%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	100%	0%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	0%	0%	100%	0%	100%	0%	60%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	100%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	0%	N/A	0%	N/A	0%	100%	0%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	100%	100%	100%	100%	60%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	0%	100%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	0%	100%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	100%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	100%	0%	100%	100%	100%	80%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	0	N/A	100%	1	0%	N/A	0%	0%	0%	100%	0%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	0%	100%	100%	100%	80%	60%

Annex B - Detailed Results

Council Name	A-Z or equiv	Test A-Z	Finding	Retn to H/P	Search	Test Search	Search Leisure	Tel Nos	Search Tip	Open times	Access standard	Text only?	Contrast	Job vacs	FoI	Rate Search	Rate ease	Rate speed
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	100%	100%	0%	100%	100%	40%	60%	60%
xxxxxxxx Council	100%	0%	100%	100%	1	0%	0%	N/A	0%	N/A	100%	100%	0%	100%	0%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	100%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	0%	0%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	0%	100%	0%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	0%	0%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	0%	0%	100%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	100%	0%	100%	100%	80%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	0%	0%	100%	100%	60%	40%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	0%	100%	0%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	0%	100%	0%	100%	100%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	0%	1	100%	100%	1	0%	N/A	100%	100%	0%	100%	100%	80%	60%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	0	0%	N/A	100%	0%	100%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	0%	100%	100%	100%	80%	80%
xxxxxxxx Council	0%	N/A	100%	100%	1	100%	0%	N/A	0%	N/A	100%	0%	0%	100%	100%	40%	60%	40%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	100%	100%	0%	100%	100%	80%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	0%	100%	100%	80%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	100%	0%	0%	100%	0%	80%	60%	80%
xxxxxxxx Council	100%	100%	100%	0%	1	0%	100%	1	0%	N/A	0%	100%	0%	100%	100%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	0%	100%	100%	80%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	0%	0%	100%	100%	60%	80%	60%
xxxxxxxx Council	100%	100%	0%	100%	1	100%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	100%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	0%	0%	100%	100%	100%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	0%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	60%	80%

Annex B - Detailed Results

Council Name	A-Z or equiv	Test A-Z	Finding	Retn to H/P	Search	Test Search	Search Leisure	Tel Nos	Search Tip	Open times	Access standard	Text only?	Contrast	Job vacs	FoI	Rate Search	Rate ease	Rate speed
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	0%	100%	0%	100%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	0	N/A	100%	1	0%	N/A	0%	0%	0%	100%	0%	40%	60%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	0%	100%	100%	100%	100%	100%	80%	100%	100%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	0%	100%	0%	100%	100%	100%	100%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	0%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	0%	100%	100%	100%	80%	60%	40%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	100%	0%	100%	100%	80%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	0%	0%	100%	100%	60%	80%	80%
xxxxxxxx Council	0%	N/A	100%	100%	1	0%	100%	1	100%	0%	0%	0%	0%	100%	100%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	100%	0%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	100%	100%	100%	0%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	0%	100%	1	0%	0%	N/A	0%	N/A	0%	0%	0%	100%	100%	20%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	0%	0%	0%	100%	100%	20%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	0%	N/A	0%	N/A	100%	100%	100%	100%	100%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	0	N/A	100%	1	0%	N/A	0%	0%	0%	100%	100%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	0	0%	N/A	100%	0%	0%	100%	100%	40%	60%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	100%	100%	100%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	0%	0%	0%	100%	100%	80%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	100%	100%	1	0%	N/A	0%	100%	100%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	0%	N/A	0%	N/A	0%	0%	100%	100%	100%	40%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	100%	0%	0%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	100%	0%	0%	0%	100%	100%	80%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	0%	0%	100%	100%	60%	80%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	100%	0%	0%	0%	40%	60%	60%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	0%	N/A	0%	100%	0%	100%	0%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	1	0%	100%	1	100%	0%	100%	0%	0%	100%	100%	60%	80%	80%
xxxxxxxx Council	100%	100%	100%	100%	0	N/A	100%	1	100%	100%	0%	100%	0%	100%	100%	60%	20%	20%