

Access to and satisfaction with the Council's website

Access

The following data has been captured via Socitm surveys, which a sample of 252 visitors to the CBC website took part in. This data was captured during the 2020 calendar year.

Table 1: Website visitors in 2020 by age group

Age group of visitors	Percentage of respondents
Under 17 years	0%
18 - 29 years	1.6%
30 - 39 years	2.8%
40 -49 years	9.9%
50 -59 years	23.0%
60 - 64 years	16.7%
65 – 79 years	34.5%
80 years and over	5.2%
Prefer not to say / unanswered	6.3%

Table 2: Website visitors in 2020 by gender

Gender of visitors	Percentage of respondents
Male	49.6%
Female	42.5%
Prefer not to say / unanswered	7.9%

Table 3: Website visitors in 2020 by ethnicity

Ethnicity of visitors	Percentage of respondents
White British	85.7%
Any other ethnicity	4.8%
Prefer not to say / unanswered	9.5%

Table 4: Website visitors in 2020 by disability (because this was a multiple-choice question it may not add up to 100%)

Disability	Percentage of respondents
Vision impairment	4.8%
Mobility difficulties	6.3%
Cognitive or learning disability	2.8%
Hearing impairment	3.2%
None of these	71.4%
Prefer not to say / unanswered	15.5%

Satisfaction

The following data has been captured via Socitm surveys, which a sample of 252 visitors to the CBC website took part in. This data was captured during the 2020 calendar year.

Table 1: How satisfied are you with the various aspects of the Council's website?
(This question does not add up to 100% due to rounding to one decimal place)

	Very satisfied	Quite satisfied	OK	Quite dissatisfied	Very dissatisfied
Overall satisfaction	40.9%	14.3%	17.1%	12.3%	15.5%

Table 2: Satisfaction with the Council's website in 2020 by age group

Age group of visitors	Very satisfied	Quite satisfied	OK	Quite dissatisfied	Very dissatisfied	Total
18 - 29 years	25%	0%	25%	50%	0%	100.0%
30 - 39 years	29%	14%	14%	29%	14%	100.0%
40 -49 years	36%	20%	24%	4%	16%	100.0%
50 -59 years	31%	17%	16%	12%	24%	100.0%
60 - 64 years	64%	5%	17%	7%	7%	100.0%
65 – 79 years	40%	17%	17%	13%	13%	100.0%
80 years and over	54%	15%	8%	8%	15%	100.0%

Table 3: Satisfaction with the Council's website in 2020 by gender

Gender	Very satisfied	Quite satisfied	OK	Quite dissatisfied	Very dissatisfied	Total
Male	44%	16%	18%	9%	13%	100.0%
Female	40%	14%	16%	15%	15%	100.0%

Table 4: Satisfaction with the Council's website in 2020 by ethnicity

Ethnicity	Very satisfied	Quite satisfied	OK	Quite dissatisfied	Very dissatisfied	Total
White British	41%	14%	17%	12%	16%	100.0%
Other ethnicity	42%	14%	16%	14%	14%	100.0%

Table 5: Satisfaction with the Council's website in 2020 by disability

	Very satisfied	Quite satisfied	OK	Quite dissatisfied	Very dissatisfied	Total
Any disability	55%	6%	24%	6%	9%	100.0%
No disability	42%	16%	16%	11%	15%	100.0%