

## Access to and satisfaction with the Council's website

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### Access

The following data has been captured via Socitm surveys, which a sample of 202 visitors to the CBC website took part in. This data was captured during the 2021 calendar year.

**Table 1: Website visitors in 2021 by age group**

Age group of visitors	Percentage of respondents
Under 17 years	0%
18 - 29 years	0.5%
30 - 39 years	2.0%
40 - 49 years	5.4%
50 - 59 years	15.3%
60 - 64 years	11.4%
65 – 79 years	28.7%
80 years and over	4.5%
Prefer not to say / unanswered	32.2%

**Table 2: Website visitors in 2021 by gender**

Gender of visitors	Percentage of respondents
Male	38.1%
Female	30.7%
Prefer not to say / unanswered	31.2%

**Table 3: Website visitors in 2021 by ethnicity**

Ethnicity of visitors	Percentage of respondents
White British	58.4%
Any other ethnicity	6.4%
Prefer not to say / unanswered	35.1%

**Table 4: Website visitors in 2021 by disability (because this was a multiple-choice question it will not add up to 100%)**

Disability	Percentage of respondents
Vision impairment	3.5%
Mobility difficulties	4.0%
Cognitive or learning disability	0.5%
Hearing impairment	3.0%
None of these	53.0%
Prefer not to say / unanswered	24.3%

## Satisfaction

The following data has been captured via Socitm surveys, which a sample of 202 visitors to the CBC website took part in. This data was captured during the 2021 calendar year.

**Table 1: How satisfied are you with the various aspects of the Council's website?**

(This question may not add up to 100% due to rounding to one decimal place)

	Very satisfied	Quite satisfied	OK	Quite dissatisfied	Very dissatisfied
<b>Overall satisfaction</b>	32.0%	15.7%	19.0%	9.2%	24.2%

**Table 2: Satisfaction with the Council's website in 2021 by age group**

Age group of visitors	Very satisfied	Quite satisfied	OK	Quite dissatisfied	Very dissatisfied	Total
<b>18 - 29 years</b>	0%	0%	0%	100%	0%	100.0%
<b>30 - 39 years</b>	25.0%	50.0%	0%	25.0%	0%	100.0%
<b>40 - 49 years</b>	36.4%	0%	18.2%	27.3%	18.2%	100.1%
<b>50 - 59 years</b>	32.3%	22.6%	16.1%	12.9%	16.1%	100.0%
<b>60 - 64 years</b>	30.4%	13.0%	26.1%	8.7%	21.7%	99.9%
<b>65 - 79 years</b>	34.5%	17.2%	22.4%	1.7%	24.1%	99.9%
<b>80 years and over</b>	55.6%	22.2%	11.1%	11.1%	0%	100.0%

**Table 3: Satisfaction with the Council's website in 2021 by gender**

Gender	Very satisfied	Quite satisfied	OK	Quite dissatisfied	Very dissatisfied	Total
<b>Male</b>	22.1%	18.2%	24.7%	9.1%	26.0%	100.1%
<b>Female</b>	48.4%	16.1%	11.3%	9.7%	14.5%	100.0%

**Table 4: Satisfaction with the Council's website in 2021 by ethnicity**

Ethnicity	Very satisfied	Quite satisfied	OK	Quite dissatisfied	Very dissatisfied	Total
<b>White British</b>	35.6%	16.9%	18.6%	8.5%	20.3%	99.9%
<b>Other ethnicity</b>	30.8%	23.1%	15.4%	23.1%	7.7%	100.1%

**Table 5: Satisfaction with the Council's website in 2021 by disability**

	Very satisfied	Quite satisfied	OK	Quite dissatisfied	Very dissatisfied	Total
<b>Any disability</b>	50.0%	7.1%	14.3%	0%	28.6%	100.0%
<b>No disability</b>	30.6%	16.7%	19.4%	11.1%	22.2%	100.0%