

## Subscriber view of Better connected 2015 results page

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You are here: Home > Digital councils > Bristol City

### Any Council

[www.anycouncil.gov.uk](http://www.anycouncil.gov.uk)

**Better Connected 2015 result:** ★★★★★

**Mobile Standard:** PASS

**Accessibility:** PASS

**About**  
Better connected is funded through subscriptions from individual councils.  
Although all councils are subject to exactly the same survey, results are only published immediately for those that subscribe (about 75% of all councils).  
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About		Web/Digital	
Type of Council	English Unitary	Website visits (Dec 2014)	277,324
Population	428,234	Web visits per household	1.52
Households	182,747	Mobile friendly site (Google)	NO
Deprivation (England)	93	Good practice cited in BC15	YES
		Schools applications % online (England)	93
		Twitter	@anycouncil
		Twitter followers (august 2015)	40.1K

**Better connected recent performance**

2011 ★★★★★ 2012 ★☆☆☆☆ 2013 ★★★★★ 2014 ★★★★★

### Better connected 2015 results

	Council result	Councils of same type (avg score or % pass)	All councils (avg score or % pass)
<b>Better connected overall (stars 1-4)</b>	<b>4 star</b>	<b>2.3</b>	<b>2.3</b>
Highways <a href="#">Report street lighting failure</a>	Passed	30%	44%
Libraries <a href="#">Find out how to borrow e-books</a>	Failed	29%	35%
Planning <a href="#">Find out about permitted development</a>	Passed	43%	47%
Schools / youth <a href="#">Apply for free school meals</a>	Passed	43%	44%
Council business <a href="#">Find out about my councillor</a>	Passed	45%	46%
Social care <a href="#">Apply for a blue badge</a>	Passed	61%	60%
Social care <a href="#">Find out about breaks for carers of adults</a>	Passed	41%	35%
Council business <a href="#">Find out how to vote</a>	Passed	55%	49%
<b>Usability and other</b>			
Navigation	Passed	34%	37%
Search	Passed	73%	71%
A-Z	Passed	70%	63%
Mobile	Passed	34%	30%
Accessibility	Passed	50%	43%

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## Subscriber view of Better connected 2015 specific task results page

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HOME ABOUT COUNCILS SERVICES USABILITY MANAGING DIGITAL BLOG

You are here: Home > Digital councils > Bristol City > Apply for free school meals - 2015

### Any Council

**Schools/youth: Apply for free school meals**

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	This council	Councils of same type (avg score or % pass)	All councils (avg score or % pass)
<b>Overall score</b>	<b>Pass</b>	<b>42.9%</b>	<b>43.7%</b>
Points for task question (out of 10)	10	6	6.1
Essential question yes	✓	58.9	65.5
No out of date information	✓	53.6	64.1
How effectively is task promoted? (0-3)	3	1.8	2
Rating for customer journey (0-3)	3	1.9	1.8
Cited as example of good practice?	Yes	n/a	n/a

The standard requirements to 'pass the task'

- At least 6 questions from 10 answered 'Yes'
- Question Q37 must be answered 'Yes'
- Question Q45 must be 'No' (content must not be out of date)
- Promotion of task rated satisfactory or very good
- Customer journey rated satisfactory or very good

### Task questions: full results

NB Y = yes; N = no; X = not found or n/a.

Questions to be answered 'Yes'	
Q35 Does the home page lead me directly to information about school meals?	Y
Q36 Is there explicit mention of free school meals?	Y
Q37 Does it explain who qualifies for free school meals?	Y
Q38 Is it clear how to claim free school meals?	Y
Q39 Can I apply online to claim free school meals	Y
Q40 If yes, is it clear what information is required before starting the application?	Y
Q41 Does it tell me what happens after applying, and how long the process is likely to take?	Y
Q42 Does a Google search lead me to the task?	Y
Q43 Does a site search return the correct result listed in the first five results?	Y
Q44 Is there an entry in the A to Z index?	Y
Questions to be answered No	
Q45 Did you come across any out-of-date information about this task?	N
Task promotion	
Q46 How effectively is this council promoting this as a task? (0-3)	3
Customer journey	
Q47 Overall, how do you rate the journey plus task completion? (0-3)	3

**Reviewer's comment**  
Good encouragement to apply online. The information provided is very clear and easy to follow. The intro page on the form also provides a good explanation about what evidence might be required and when.

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Design: Boilerhouse

Better connected surveys all UK council websites every year, but results are immediately available only to those that subscribe (about 75% of all councils).

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