

# Press Release

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## Safety, Health and Taxes come top online

Health and Safety officials, Northern Ireland government departments and the UK taxman run the most efficient websites, according to new research from Sitemorse.

The websites of the Health and Safety Executive, NI Direct and HM Revenue and Customs (HMRC) take the honours in our fourth-quarter government survey, covering nearly 350 central government departments.

The Health and Safety Executive website has appeared in seven of our surveys in the last 18 months and has always been well above target against criteria including code quality, accessibility and compliance. The HSE's objective, simply put on their homepage is to prevent people being killed, injured or made ill by work, and the site equally is simple, logical, and navigable. Up two places from its previous ranking, the HSE scores a healthy 9.12 marks out of a possible ten in the Sitemorse benchmark.

In second position is NI Direct, perhaps an unfamiliar website outside of Northern Ireland. NI Direct, the official government website for the people of Northern Ireland, has a huge remit and many audiences to cover on an enormous variety of topics. Sitemorse gave it 8.12 marks out of ten.

HMRC's site may not be one you're familiar with – who says tax is never taxing – but it received 8.01 marks and rises three places in the Sitemorse table. The site carries an enormous amount of information for taxpayers and employers and there is a certain amount of online functionality for submitting text returns and other data.

Why is all this important? Sitemorse regularly conducts surveys of the websites of businesses and organisations, and has been benchmarking and publishing the detailed results for a decade. The government websites were audited to see how they performed against a list of criteria including code quality, accessibility and compliance. The [full results](#) from this and other recent surveys can be seen on our website. More about what we do and how we do it can be seen below.

Sharing honours at the top of the table are the websites of the Valuation Tribunal Service, UK Intellectual Property Office, the Disabled Persons Transport Advisory Committee, and the Northern Ireland Department of Justice.

Most improved sites were those belonging to the Scottish National Party – up an amazing 326 places from the last survey – and the Tenant Survey Authority, which has risen nearly 200 places. Biggest faller this time was the government's top secret listening outfit GCHQ, which drops 265 places and only manages a score of 3.05 out of ten. Trailing the table with scores of around 2 out of ten were the Civil Service website, the Museum of London, the Victoria and Albert Museum, Police Complaints Commission, and the Olympic Lottery Distributor.

**Sitemorse concluded: The government benchmark tends not to be as volatile as others such as the FTSE or retail , and there's little doubt the websites at the top of our table do a difficult job consistently and well. We are still seeing far too many government sites breaking their own laws on accessibility and we'd hope for better scores from important public-facing functions like the Independent Police Complaints Commission and the regulator of NHS Foundation Trusts.**

## **About our surveys**

For more than a decade, Sitemorse has been the world's only single solution for web content governance, monitoring, recording and benchmarking.

Our unique Index publications, published several times a year, provide an up to the minute snapshot of the best and brightest business websites, with insight into which are passing – and failing - vital tests in performance, compliance, and accessibility.

Our software is used to test the sites of major organisations in a variety of sectors, (for example, FTSE All Share companies, and the UK Top 500 retail companies) to compile an index of who 'does the web' best.

Sitemorse is now the suite of choice for organisations wishing to ensure their sites provide total, holistic web governance and a great user experience. Our hundreds of clients across major corporates, local and national government, utilities, financials and the health sector rely on us to help them improve the performance, compliance and quality of their websites, delivering control and web confidence.

Web content management systems alone cannot hope to cover major issues such as performance, compliance, brand, accessibility and quality without help. Our products integrate (including pre-live checking - within your CMS) to ensure these vital areas are constantly under control.

We offer three levels of products, from our enterprise platform 'Governisation', a blend of governance and optimisation, to a suite of tools to help web editors and managers, as well as free in-browser tools that can be used by any web user to quickly ensure pages are error-free (our web managers toolkit). All our services are SaaS based, with no set-up or management and are designed to ensure that our hundreds of clients in major corporations, the financial sector, and central and local government have total confidence in their websites.

## **Technical Data**

This survey took place on December 2 2011 and involved benchmarking more than 600,000 URLs. Poorest code quality was recorded for the Ordnance Survey site, with more than 46,000 failures. Fastest overall response time from any site was from the Committee on Medical Aspects of Radiation in the Environment (COMARE). Only seven sites were officially "error-free" according to the Sitemorse methodology.

## **More information**

- Click [here](#) to see our ranking methodology page – how we come to our conclusions
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