



Poor website design costing councils money

Local councils are still being let down by difficult to use transactional facilities, leading to users leaving the website and going through to call centres instead, finds the 2009 Local Council Website Usability report. Webcredible's research suggests that council websites are still well below par when it comes to the usability of transactional aspects of the sites – and that, at a time when low cost service channels are eminently desirable, there is 'significant scope for improvement'.