

web standards project

helping the legal and advice sector provide information on the internet

lasa

Community
Legal Service



The Web Standards
Project is funded by
the Government's
Invest to Save Budget



Final report

Executive Summary

The Web Standards Project had as its aim to help improve access to legal information provided through the web to members of the public. This 1-year ISB-funded project supported advice agencies in improving access in two ways:

- ❖ to ensure that their websites were accessible to visually impaired people, by making sure that they met established standards
- ❖ to add information to their sites so that search engines - specifically, the search engine on the Community Legal Service's Just Ask! website - would be able to locate appropriate information from plain English phrases entered by members of the public



Project staff worked with three legal advice agencies in Stage One of the project, and a further thirty-nine agencies in Stage Two. Agencies from the voluntary sector and local government, as well as solicitors, participated.



Some two thirds of agencies in the project expect to complete it successfully - around half of them have done this on schedule. The project has raised the profile of accessibility issues, which most agencies involved in the project now say have very high priority for them.



The project has played a major role in developing the use of new systems and software. The Content Classification Scheme, which agencies use to classify pages on their websites, has been adopted by major advice agencies. The LAMS (Legal and Advice Sector Metadata Scheme) developed as part of the project provides a technical infrastructure which agencies can use to develop their different websites in a co-ordinated way.



The report concludes with recommendations on how the different partners involved in the project, such as the Legal Services Commission and Advice Services Alliance, can take this work forward in the future.



Many thanks to all 41 agencies who participated in the project - particularly to those who worked so hard to modify their sites by the end of the project, and those who made such useful contributions to the user groups

1. Introduction

1.1 The Project

The Web Standards Project had as its aim to help improve access to legal information provided through the web to members of the public. The project supported advice agencies in improving access in two ways:

- ✦ to ensure that their websites were accessible to visually impaired people, by making sure that they meet established standards
- ✦ to add information to their sites so that search engines – specifically, the search engine on the Community Legal Service's Just Ask! website – would be able to locate appropriate information from plain English phrases entered by members of the public

1.2 The Project Methodology

The Project was managed using Prince 2, a formal Project Management methodology. The use of Prince 2 involved structures such as the following:

- ✦ the establishment of a Project Board to oversee the project, including staff from the civil service (at first the Lord Chancellor's Department (LCD), later the Legal Services Commission (LSC) when they took control of the Just Ask! website), project staff, consultants working for the LCD/LSC and a representative from the Advice Services Alliance (ASA), the umbrella body for the UK advice sector

- ✦ creating a Project Initiation Document to describe the goals, methods and structure of the project
- ✦ creating a Project Plan, which broke the work of the project down into a series of tasks, each with a completion date. The Project Plan was continually revised during the lifetime of the project.
- ✦ monthly Highlight Reports, written by the Project Manager, reviewed the work of the last month and described plans for the next
- ✦ monthly Project Board meetings reviewed the Project Plan and Highlight Reports, and any other documentation produced in accordance with the Project Plan

Using such a methodology involves a lot of work initially to produce the Project Initiation Document and Project Plan, and later on to produce Highlight Reports and other documents: initially this can seem highly bureaucratic, and is certainly no guarantee of a project's success in itself. But there was a real value to such a methodology as a communication tool: various staff, coming from different organisations with different work cultures, were able to articulate clearly how they were going to work together and what tasks they were going to complete, without misunderstandings.

This was particularly useful when, in the middle of the project, responsibility for the Just Ask! website passed from the Lord Chancellor's Department to the Legal Services Commission. Commission staff were able to review papers such as the Project Initiation Document and the Highlight Reports, and so quickly gain an understanding of the project.

1.3 The First Beginnings of the Project

The project took its inspiration from work in Australia, for example that of the Law Foundation of New South Wales who developed the Legal Information Standards Council from 1997 onwards. Staff at the LCD were aware of the importance of developing standards for websites, and the role that metadata could play in this process, and so exchanged information with Australian staff working in this area.

At the same time, a lasa staff member with an understanding of the technicalities of metadata and its policy implications was on a secondment to the LCD, funded under the auspices of ASA. He was able to work with LCD staff to develop the project bid, and to win involvement from advice agencies.

The Web Standards Project was part of a larger programme of development work being carried out to improve Just Ask! in 2001-2. In particular, this programme also included the Search Engine Project, which developed the Content Classification Scheme and the Metadata Editor, both of which are described later in this report.

The context for the Web Standards Project also included the development of the Quality Mark for Websites, an initiative of the Community Legal Service developed by the Legal Services Commission, Lord Chancellor's Department, Advice Services Alliance, Manchester Community Information Network and others. A Consultation Paper for the Quality Mark was circulated in January 2001, and the final Quality Mark was launched jointly with the Web Standards Project in November. Involvement in the Web Standards Project helped agencies to meet Quality Mark standards concerning metadata and accessibility.

1.4 Project Structure

The project documentation divided the work into different stages (part of the Prince 2 methodology) and this report follows those divisions into Project Initiation, Stage One and Stage Two.

- ✦ **Project Initiation** included tasks which we needed to complete before we could do any work with agencies - for example, to recruit a project worker and develop the software for agencies to use. This phase also included recruitment of agencies for Stage One.
- ✦ **Stage One** involved work with three agencies to help them modify their sites. Based on our experience with these agencies we developed resources - such as the website and training materials - to support a larger number of agencies in Stage Two. We also did promotion work to recruit agencies to Stage Two.
- ✦ **Stage Two** consisted of a programme of training and support for a further thirty-nine agencies in modifying their sites, conducting an evaluation survey of their experiences of the project, and writing this report.

2. Project Initiation

2.1 Development of the Metadata Editor

The 'Metadata Editor' was the name chosen for specially commissioned software which agencies could use to create metadata to paste into the HTML code of their web pages. The development of the Metadata Editor was part of the Search Engine Project, though staff from the Web Standards Project provided advice and assistance as part of this process. Web Standards Project staff conducted a survey of 31 agencies linked to Just Ask! to try and establish what users would need from the software. The survey played a significant role in the development of the Metadata Editor. Two example findings, with their implications for software development:

Agencies used a wide variety of web authoring software	We should develop a tool which could be used with any of these packages. We rejected the idea of developing specific software packages for Dreamweaver or FrontPage, for example.
Most agencies had unmetered access to the Internet	Agencies would not be prevented from using an online tool by additional connection charges. We therefore decided to make the Metadata Editor available online, allowing it to be updated easily, rather than distributing it on CD.

After the initial development work, we gathered feedback from Stage One agencies about the software, which resulted in several improvements to wording on the screens.

We also worked with ICL staff and LCD consultants on the testing of the software, identifying between us dozens of small issues and changes which were incorporated into the final version of the Metadata Editor.

2.2 Recruitment of Stage One Agencies

We had originally hoped to work with DIAL (Disability Information and Advice Line) UK on the redevelopment of their website as part of Stage One, and with the National Association of Citizens' Advice Bureaux (NACAB) on the redevelopment of their Advice Guide website; unfortunately the timetables for their work did not meet the narrow timetable for Stage One. NACAB joined the project as a Stage Two agency, and their staff have made an enormously helpful contribution throughout. We benefited from the involvement of ASA staff who recruited Shelter to the project. Thompson's Solicitors and Coventry Law Centre also joined the project at this stage. We were glad to recruit a mixture of local and national agencies, and of voluntary sector organisations and a firm of solicitors.

3. Stage One

3.1 Training Session and User Groups

We organised a half-day training session in November for the agencies taking part in Stage One of the project.

We organised two User Groups for the Stage One agencies. They played a vital role in allowing agencies to communicate with each other, and for providing feedback on technical and policy questions - for example, how many pages on a site should have metadata added to them?

3.2 Agencies' Work on Sites

Agencies completed work on their sites on schedule, by the end of December 2001. At this stage, there were several minor technical queries outstanding, and one major policy query. The technical issues, concerning the syntax of the metadata to be added, were resolved during January. The policy issue - to how many pages should metadata be added? - was resolved in February after discussions with the LSC.

3.3 Promotion and Recruitment to Stage Two

We produced a 4-page A4 leaflet about the project and distributed it widely through legal and advice networks. A hundred were mailed to members of ASA; nine hundred to FIAC members; 130 to members of MODA; 50 to the Law Centres Federation; and 50 to Youth Access. Material was sent to Age Concern and the Electronic Information Network for their electronic newsletters. An article was published in the Law Society Gazette, and 350 leaflets were mailed out to Law Society members. Project leaflets were distributed at NACAB's national conference from 22-24 September.

We set ourselves monthly targets for recruitment to Stage Two - by the end of September ten agencies had expressed an interest in participating, and by the end of October twenty-one had. By the end of November forty-one agencies had expressed an

interest, and twenty-two had confirmed that they would take part. By the end of December thirty-nine agencies, running forty-one websites, had confirmed that they would take part in the project.

We organised a successful launch event in November, attended by staff from Iasa, LCD, LSC, advice networks, staff from the Office of the e-Envoy and participating agencies. The event - a joint launch with the Quality Mark for Websites - further raised the profile of the project and of policy issues around standards and website development strategies. A further twenty agencies were recruited to the project between the launch and the end of the year.

3.4 Development of Support Materials for Stage Two

3.4.1 Training Materials

We developed a detailed 52-page training pack, which covered the five areas addressed in the training days:

- ✦ An introduction to accessibility issues
- ✦ Using the Bobby test and interpreting the reports
- ✦ An introduction to metadata and classification
- ✦ Using the Metadata Editor
- ✦ Support available during the Project

3.4.2 Website

Morgan Internet Design developed the project website to accessibility standards - the site was given the RNIB's "See It Right" accessibility award. The site included:

- ✦ Introductory information about the project
- ✦ The training pack
- ✦ A downloadable version of the Content Classification Scheme for use in database-driven websites
- ✦ A list of useful websites
- ✦ A discussion forum

4. Stage Two

4.1 Training

For Stage Two, we organised five training days:

Birmingham on 23 January	6 people
Manchester on 24 January	8 people
London on 29 January	7 people
London on 30 January	8 people
London on 31 January	8 people
London on 1 February	8 people

In total we trained 45 people from 36 agencies, including 5 staff from the LSC

We received 44 evaluation forms, on which people rated the training overall from a score between 1 (awful) and 5 (excellent):

Score	Number of trainees
3	3 (7%)
4	18 (41%)
5	23 (52%)

Many participants mentioned that it was very useful to get hands-on experience of the software. We experienced some technical problems - the Bobby website not available during some sessions, so we could not demonstrate the online version of the test. We also experienced some problems getting the Metadata Editor to cut and paste properly. After investigation, we believe these problems to be due to the particular configurations of the machines in the training venues and/or the versions of Internet Explorer installed.

4.2 User Groups

Four groups were planned for Stage Two, after consultation with agencies during the training as to how many sessions they could attend, and where sessions should be held. The session in Birmingham was cancelled, as no-one planned to attend. Only one person attended the session held in Manchester. The two London sessions were more successful: eleven people attended the first meeting, and twelve attended the second one. Altogether, ten organisations attended the user groups.

4.3 Use of Support Services

4.3.1 Emails and Phone Calls

We received a total of 76 requests for support in the form of emails or phone calls. The subject matter of the queries raised was as follows:

Web accessibility issues	19
Bobby Test	19
Metadata implementation	23
Metadata Editor software	4
Other issues	24
Total queries	89

The number of queries is higher than the number of calls because more than one query could be raised in the same call

4.3.3 Discussion Forum

A total of 25 postings were made to the discussion forum by 11 individuals. (A small number of inappropriate postings were deleted, and are not included in this total.) The relatively small numbers involved in the project may have made it difficult to get the “critical mass” of postings necessary for a viable forum. We would hope that as more advice agencies become aware of the quality mark use of the forum will increase.

4.3.2 Website

The total number of visits to the website in the months when it was available were as follows:

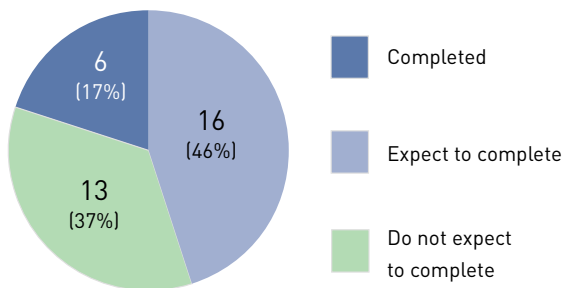
November 2001	72
December 2001	183
January 2002	280
February 2002	1350
March 2002	916
April 2002	837
May 2002	807
June 2002	353 *
Total	4666

* to 19 June

5. Project Completion

5.1 Summary of Stage 2 Agencies' Work

Of the agencies originally recruited to Stage 2, four unfortunately had to withdraw from the project before its end. Reasons for this included organisational issues, and the lack of staff or financial resources to complete the work. Some of these reasons were also given by the small number of agencies that were unable to give a date when they expected to complete the project.



Of the thirty-five agencies remaining in the project at its end, sixteen reported that they had completed modifications to their site. A further thirteen expected to complete the work in the next few months. In total therefore, eighty percent of the agencies participating in the project have either completed successfully or expect to do so. We feel that these results are very satisfactory, particularly since many agencies were addressing these issues for the first time, the project required a fairly high level of technical understanding and we had developed a new piece of software for the project.

The vast majority of agencies made relatively minor modifications to existing sites so as to make them more accessible and to add metadata to them. Making these modifications could be time-consuming, however - seven from the eighteen agencies who responded to the final survey said that the work took more than ten days. Other agencies completely redeveloped their existing sites to incorporate accessibility and metadata requirements. A small number of agencies were developing new sites from scratch, and in this case project staff liaised with website developers.

5.2 Agencies' Response to Final Survey

The final project survey was mailed to all the agencies originally recruited to the project, including those who had withdrawn during the project. The detailed responses are included at the end of this report. We would draw attention to several responses:

✦ Many Agencies Doing This Work are Small Organisations

Almost half of those which responded have 25 staff or fewer.

✦ Most Sites are Based on Static HTML Pages

This was the case with two-thirds of agencies. Provision also needs to be made for the needs of agencies using Content Management Systems, however. Our experience during the project suggests that these are becoming increasingly common.

✦ Use of Web Authoring Software

Two thirds of agencies surveyed use this software. Dreamweaver was used by half of these. Several pieces of “plug-in” software are available for Dreamweaver which help users produce accessible pages. Microsoft FrontPage, on the other hand, produces pages using a proprietary version of HTML which does not conform to W3C standards. If use of Dreamweaver continues in future, for example, it might be appropriate to develop a training package on “How to Develop an Accessible Website Using Dreamweaver.”

✦ Why Did Some Agencies Not Complete the Project?

Of the eight agencies who told us in the final survey that they did not complete the project, only two mentioned that they found the work too technically difficult. Reasons given related more to nature of small-to-medium voluntary sector organisations: that other tasks sometimes took priority, and that resources were lacking in general. In particular, some agencies had hoped that they would be able to complete work on the project as part of a general redevelopment of their website - when the timetable for this project slipped (as IT project timetables often do) so did work on the project.

Agencies mentioned a number of changes which would have helped them to complete the project: more time to do the work, and more user groups to give them support.

One agency mentioned that to complete the project successfully they would need to redevelop their whole site. For a small minority of agencies, meeting standards - particularly around accessibility - does mean a wholesale change of this kind. We recommend that consideration be given to how these agencies can be supported. Two agencies also mentioned that funding - for example, for a website developer - would have been helpful. We recommend that consideration be given to awarding a small number of small bursaries to agencies as part of developing metadata and accessibility standards.

Some commercial organisations told us during the project that it was not a priority for them to complete the work: that there was no commercial demand for accessible sites, or that they had to make income-generating work a priority.

✦ Support from Project Staff

Thirteen agencies out of eighteen judged the support they had received from project staff to be very good. One agency raised an issue about the availability of staff.

5.3 Future Issues: Support Resources from Current Project

Thirteen agencies had completed work on their sites by the project deadline at the end of April. Of the remaining twenty-five agencies still involved in the project, nineteen expected to complete the work in the next few months. Of the 18 agencies who responded to the project's final survey in late May, ten had completed the work. Of the remaining eight agencies, seven expected to complete the project by the end of September 2002. There is therefore clearly an ongoing need to continue support resources from the project for a short period, and the LSC has agreed to fund IASA to continue work on the website and phone line until the end of 2002.

5.4 Future Issues: Training and Technical Support for More Agencies

Just Ask! currently indexes around three hundred legal and advice websites, of which metadata is included in fewer than twenty. The Just Ask! search engine is therefore fulfilling little of its potential to provide more accurate search results than can be achieved without metadata.

We would recommend that the partner agencies involved in the Web Standards Project - particularly the LSC and ASA - develop plans to extend accessibility standards and the use of metadata among agencies linked to Just Ask! This would fit with the development of the Quality Mark for Websites, and the intention that Just Ask! will eventually link only to those sites which have been awarded the Quality Mark.

Such plans should include an element of training and support for agencies involved in each stage of the project, building on the training and support resources delivered as part of the Web Standards Project. Of the agencies taking part in the final survey, sixteen out of eighteen felt that this should be a high or very high priority.

5.5 Future Issues: Strategy and Development

The Web Standards Project had helped many agencies to improve their websites, but it has also raised awareness of issues: for example, two thirds of agencies surveyed say that it is now a very high priority for them to ensure that their website is accessible.

The most important issues raised by the project are not however technical, but to do with issues around partnership and policy development. Since the project began, co-ordination of websites has become a much more widely-discussed topic. The Office of the e-Envoy, for example, has developed an e-

Government Metadata Standard, including a Government Category List for use in the Subject element (available in a downloadable format for those who wish to add it to Content Management Systems) - all of which parallels the LAMS Content Classification Scheme (CCS) and downloadable CCS developed as part of the Web Standards Project. The Office of the e-Envoy has also produced "Guidelines for UK Government Websites." These make the point that citizens should not be expected to understand the structure of government websites - of which over a thousand exist - in order to access services or information. The structure of sites should allow joined-up government.

These are also issues in the advice sector, where hundreds if not thousands of websites are also in existence. The Web Standards Project has begun to raise awareness of the need to co-ordinate these valuable resources. Of the agencies responding to the Project's final survey, fifteen out of eighteen - 83% - felt that developing co-ordination between advice sector websites should be a high or a very high priority.

We would recommend that the partners involved in the Web Standards Project develop plans on how to take forward this development work. We would make the following points as to how this can be done:

5.5.1 General Approach

- ✦ As this report makes clear, the success of the Web Standards Project has resulted from collaboration between a large number of different agencies. No one of these organisations has "ownership" of the work, or of the resources developed. Setting and agreeing standards by its nature involves partnership between those who will use the standards. This principle should inform future work.
- ✦ The origin of the whole project lay in the perception of the importance of metadata. Communicating to agencies a "vision" of improved public access has been crucial in motivating them to become involved in the project. It is vital to the success of future work to maintain this broader perspective.

5.5.2 Particular Issues

- ✦ The CCS has proved an important tool for co-ordinating information on advice websites. It will need to be modified from time to time, in the light of experience in its use and changes in the outside world. Our experience during the project has been that advice agencies using the CCS have an invaluable contribution to make to this process. Development work must ensure that they are able to participate in management of the scheme, and play a central role in its development.
- ✦ The CCS aims to classify the whole of the advice field in such a way as to be easily used by members of the public. Several agencies have developed classification schemes which, while based on the CCS, meet their own needs by providing more detail in a particular area. This raises several development issues. Can these “sub-schemes” be incorporated into the CCS as a whole? How is consistency between them and the CCS to be maintained as the CCS is revised? How is the number of sub-schemes to be minimised by agreeing that agencies will adopt existing sub-schemes when they meet their needs, rather than developing new ones?
- ✦ A growing number of projects exist to develop standards and co-operation between websites. The e-Government Metadata Standard is one such project; another is APLAWS, which is developing a Content Management System to be used by five London Boroughs and several voluntary sector agencies. Technologies such as XML will facilitate these developments. Future development work must take such work into account, collaborating with other projects where appropriate, learning the lessons of their work and establishing compatibility with them wherever possible.
- ✦ The aim of the Web Standards Project, and of the Just Ask! development programme of which it formed part, was to improve the experience of users of the Just Ask! website. We would recommend that an evaluation of Just Ask! be carried out to assess the impact of the changes made to the site in 2001-2. The evaluation of Just Ask! carried out in 2000 by Conway Smith Rose would be an affective benchmark for such a study.
- ✦ The current situation regarding the use of the CLS logo on websites needs reviewing. CLS policy is currently that organisations which have gained Quality Marks for face-to-face advice or information services can add the logo to their sites to indicate this, provided the site does not itself contain legal advice or information. However, if the site does include such content - and as such is eligible for the Quality Mark for Websites - it should only include the CLS logo if it meets Quality Mark for Websites standards. We would recommend that the CLS writes a discussion paper on how best to clarify this situation. One solution would be to develop a logo which applies specifically to the Website Quality Mark, so members of the public can easily tell the difference.

Appendix 1

Summary of Recommendations

We list here a summary of the report's recommendations, in each case with the appropriate section.

- ✦ An approach based on partnership working is crucial to further work in this area. (5.5.1)
- ✦ It is important to maintain an approach based on a broad perspective and vision of improved access to advice for the general public. (5.5.1)
- ✦ All users of the CCS must have the opportunity to become involved in the management of the scheme, and be able to participate in its development. (5.5.2)
- ✦ Development work must address the relation of CCS “sub-schemes” to the main scheme. (5.5.2)
- ✦ Future development work must be aware of other projects which seek to establish standards and encourage joint working, collaborate with them where appropriate and learn lessons from their work. (5.5.2)
- ✦ An evaluation of Just Ask! should be carried out, to assess the impact of the programme of improvements made to the site in 2001-2. (5.5.2)
- ✦ Plans should be developed to ‘roll out’ the work of the project to all sites linked to Just Ask!, in line with the commitment that Just Ask! will eventually link only to those sites which have been awarded the Quality Mark. (5.4)
- ✦ A small number of bursaries should be made available to agencies which lack the resources to modify their websites appropriately (5.2)
- ✦ The LSC should issue guidance to agencies about the use of the LSC logo on websites (5.5.2)

Participating Agencies

Stage one

Coventry Law Centre	www.covlaw.org.uk
Thompsons Solicitors	www.thompsons.law.co.uk
Shelternet	www.shelternet.org.uk

Stage two

Action for Blind People *	www.afbp.org
Alcohol Concern *	www.alcoholconcern.org.uk
Alzheimers Disease Society *	www.alzheimers.org.uk
Barton Hill Advice Service *	www.bhas.org.uk
Carers UK *	www.carersonline.org.uk
Caring Matters *	www.caringmatters.dial.pipex.com
Cascade Drug Project *	www.cascade.u-net.com
Electronic Immigration Network	www.ein.org.uk
Equal Opportunities Commission	www.eoc.org.uk
Gingerbread Advice Line *	www.gingerbread.org.uk
Howtocomplain.com	www.howtocomplain.com
Joint Council for the Welfare of Immigrants *	www.jcwi.org.uk
Lancashire Parent Partnership	www.lancashireparentpartnership.org.uk
Law On the Web *	www.lawontheweb.co.uk www.canicclaim.com
LB Newham Social Regeneration Unit	www.newham.gov.uk/welfarerights
Liberty*	www.yourrights.org.uk
London Race Discrimination Unit	www.rdu.org.uk
Manchester Citizens Advice Bureau	www.poptel.org.uk/cab
Mental Health Foundation	www.mhf.org.uk
NACAB	www.adviceguide.org.uk
National Consumer Council	www.ncc.org.uk
NCH *	www.carelaw.org.uk
Nottinghamshire Welfare Rights Service *	www.nottsc.gov.uk/socialservices/welfarerights
Refugee Access Project	site not launched yet
Refugee Council *	www.refugeecouncil.org.uk
Resource Information Service	www.homelesslondon.org.uk
SKILL *	www.skill.org.uk
Terrence Higgins Trust Lighthouse	www.tht.org.uk
Withy King Solicitors *	www.withyking.co.uk
Wynne Baxter Solicitors	www.wynnebaxter.com

* Completed project work by 31 May 2002. Other agencies listed planned to complete project work by September 2002 or before.

Many thanks to all the agencies who participated in the project

Appendix 3: Survey Responses in Detail

N=18 (44% return)

Number of staff in whole organisation

Less than 10	6
11 to 25	2
26 to 50	1
51-99	3
100+	5
No info	1

Who maintains your website?

Contractor	1
In house	16
Both	1

Is your site based on static HTML pages or do you use a Content Management System?

HTML	12
CMS	3
Both	3

If you use a Content Management System, which do you use?

Microsoft Site Server	1
SQL	1
Bespoke SQL	1
Access	1
Bespoke	1
No info	1

How many records does your Content Management System hold?

500 to 1000	2
Over 1000	2
No info	2

Do you use Web Authoring Software?

Yes	12
No	5
No info	1

If so, which Web Authoring Software do you use?

Dreamweaver	6
Frontpage	3
Go Live	1
DW and FP	2

How many pages does the site contain?

51 to 100	5
101 to 250	1
250 to 500	3
500 +	5
No info	4

Work on Project

Did you have any problems using the Metadata Editor?

No problems	12
Technical problems but workaround developed	2
Technical problems, no workaround developed	1
No info	3

Did you have any problems using your web authoring software for this project?

No problems	10
Technical problems but workaround developed	2
Technical problems, no workaround developed	1
More training/advice	1
No info	4

Several organisations had a technical problem with Dreamweaver: their pages were based on a Dreamweaver template, which makes the header of each page the same. The pages therefore did not have individual headers into which to insert LAMS metadata. We advised users of a workaround which involved using features within Dreamweaver to edit the HTML source code directly or to use another application such as Windows Notepad to edit the HTML source code.

Have you completed work on the project?

Yes	10
No	8

Agencies Which Had Completed Project Work (10)

How Many Staff Days Did It Take to Modify Your Site?

1-7 days	7
10 to 20 days	1
More than 20 days	2

How Many Support Calls or Emails Did You Make or Send to Project Staff?

None	4
1 or 2	1
3 to 5	2
6 or more	2
No info	1

How Often Did You Visit the Project Website?

Never	2
A few times	4
Every month	1
Every week	2
No info	1

How Did You Find the Support from Project Staff?

Good	3
Very good	6
Other	1

Agencies Which Had Not Completed Project Work (8)

How Many Staff Days Has Your Organisation Spent on this Work So Far?

1 to 7	3
8 to 10	1
10 to 20	2
No info	2

Do You Have a Date by Which You Expect to Complete the Work?

Yes	6
No	2

If So, When Do You Expect to Complete Work?

End May	1
End June	2
End July	1
End September	1
After September	1

Why Have You Not Completed Work on the Project? (agencies could tick more than one answer)

Too technically difficult	2
Other tasks have taken priority	2
Timetable for redeveloping website	2
Lack of resources	2
Need to redevelop whole site	1

How Many Support Calls or Emails Did You Make or Send to Project Staff?

None	1
1 or 2	2
3 to 5	2
6 or more	3

How Often Did You Visit the Project Website?

Never	0
A few times	4
Every month	1
Every week	3

The survey

How Did You Find the Support from Project Staff?

Good	1
Very good	7

Would Any of the Following Have Helped You to Complete the Project Successfully?

(agencies could tick more than one answer)

More user groups	2
More training	1
More time	3
Funding	2
Need to redevelop website	1
Into the Future	

After your involvement in this project, how big a priority is it to ensure your website is accessible?

Medium	1
High	5
Very high	12

After your involvement in this project, how big a priority is it to maintain LAMS Metadata on your site?

Low	1
Medium	8
High	5
Very high	4

How important is it to continue the work of the Web Standards Project, so that more sites add metadata and are accessible to visually impaired people?

Medium	1
High	8
Very high	8
No info	1

How important is it to continue development work so that voluntary sector organisations develop their websites in a co-ordinated way?

Medium	2
High	8
Very high	7
No info	1