Community Councils online 2025

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Executive summary

This document reports the results of a survey, carried out in early 2022, of the public internet presences of potentially over 1300 Scottish community councils (CCs). It gives an update a decade after similar surveys in 2012 and 2014 (Ryan & Cruickshank, 2012, 2014). This report focuses on the timeliness and content of community council websites, and the timeliness of community councils' Facebook and X/Twitter presences.

In summary, there has been almost little positive change since the 2014, except that the number of CCs with public Facebook presences has increased noticeably.

The 1360 potential community councils can be classified as follows:
- 224 (16%) do not exist. The equivalent data for previous years are 2012: 222 (16%); 2014: 211 (15%).
- 354 (26%) exist but are not online. Previous years 2012: 498 (36%); 2014: 503 (37%)
- 348 (21%) have out-of-date online presences. Previous years 2012: 357 (26%); 2014: 348 (25%)
- 490 (22%) have up-to-date online presences. Previous years 2012: 294 (21%); 2014: 307 (22%). Of the 490 CCs that had up-to-date online presences in 2022, only 179 had also been up to date in 2014, showing that CCs continue to have major problems with maintaining their online presences.

Only 345 presences (70% of up-to-date presences) clearly present planning information, despite the importance of the roles CC in representing the views of their citizens and responding to planning applications.

Thanks in part to social media and blog-based websites, most CCs that are online in any way have some form or online presence suitable for mobile devices.

There has been a significant increase in CCs' use of social media since 2014: 511 CCs had public Facebook pages in 2022, compared to only 128 in 2014. 202 CCs had Twitter presences in 2022, compared to 55 in 2014.

Active CC websites (those that are kept up to date) tend to focus on matters that might be important to their citizens.

Implementation of the 2012 and 2014 recommendations is incomplete. New recommendations focus how CCs might publish planning material to support their input to planning processes, on ways to improve the overall online performance of CCs, and on continuing to improve CCs use of social media. However it is acknowledged that this calls for more human resources than CCs currently have.

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Community Councils online 2025

1 Introduction

This report presents changes between 2014 and 2022 in how Scottish community councils (CCs) present themselves online. It also presents the states of play within individual local authorities (LAs).

This report focusses on changes between 2014 and 2022, and consideration of possible new factors behind the levels of uptake, and changes in them.

Together with the reports from 2012 (Ryan & Cruickshank, 2012) and 2014 (Ryan & Cruickshank, 2014), it provides a unique longitudinal study of the development of CC online presences.

1.1 Background: relationships between community councils and other government bodies

CCs are voluntary, nominally elected bodies established by legislation (UK Government, 1973). Their statutory main aim is to ascertain, co-ordinate and express opinions from the communities they represent, especially about spatial planning, and act on behalf of their communities in 'expedient and practical' manners; they have no tax-raising powers or service-provision duties. All LAs have produced and implemented CC schemes, which are in general enabling rather than circumscribing frameworks.

CCs were given a statutory right to be consulted on spatial planning issues in the Local Government etc (Scotland) Act 1994 (UK Government, 1994). They receive lists of planning applications from their LAs (Scottish Government, 1996), and may request formal consultation on any application. CC submissions will not always be implemented on final versions of plans: for example, approved development plans may overrule CCs' comments. The Scottish Government's Planning Reporter may also overrule LAs' planning decisions, no matter how strongly CCs support such decisions. Local authorities have provided fuller descriptions of CCs' role in the planning process (e.g. Edinburgh Council, n.d.)

In practice, contacts between LAs and their CCs are managed through officials known as Community Council Liaison Officers (CCLOs). CCLO duties include responsibilities for:
- development of CCs; providing information, support and advice to enable them to represent their communities effectively; liaison with the LA, its elected members and officials; development and delivery of training courses for Community Councillors, and
- ensuring that all legislative and procedural compliances are met; facilitating effective CC engagement with their LAs, other public bodies and private agencies.

The importance of CCs can be assessed by the resources LAs put into developing and consulting their CCs. For example, Edinburgh CCs have been consulted about changes to health and social care. More recently, Edinburgh's CCLO circulated a questionnaire investigating CCs' engagement with their citizens. This may be a device to prompt CCs into undertaking better engagement, and justifying the opinions they submit to Edinburgh Council. It is likely that other Local Authorities are taking similar actions.

The Improvement Service (IS), a body funded by the Scottish government and local authorities with a remit to help improve the efficiency, quality and accountability of local public services in Scotland has been taking an increasing role in supporting the development of CCs, including improvements to the Community Council 'brand'. IS has created an online portal for information on CCs: https://www.communitycouncils.scot.

It is possible that the Community Empowerment Act (2015) has diminished the role of CCs, in that other community groups are able to take over or be involved with the management of public assets. However, the only 27 participation requests were approved between 2017 and 2019 (Scottish Government, 2020), so this impact may be minimal.

The 2012 report (Ryan & Cruickshank, 2012) includes a fuller introduction to CCs.

2 Objectives, scope and methodology

The main aim of this project was to investigate changes since 2014 in how CCs present themselves online and use the internet to engage with their constituents. This project concerned only CCs' public online behaviour via their websites, public Facebook presences and public X/Twitter feeds – private and offline activities, and other social media, were beyond its scope.

This report is based on a snapshot of CC public online activity in early 2022. Lists of CCs developed in the 2012 and 2014 surveys were refined using lists of CCs on LA websites. These refined lists were sent to CCLOs for verification of which CCs actually existed – those that did not were not further investigated. For the existing CCs, if LA websites contained links to CC websites, these were followed. Each existing CC was also searched for in Google, to find Facebook presences and X/Twitter feeds.

If an online presence was found, data on its timeliness, content and other characteristics were collected. The method used for data collection is explained in detail in Appendix 1.

As in previous surveys, CCs were classified into four statuses: those that did not exist; those that existed but were not online; those that existed and had out-of-date online presences; those that existed and had up-to-date online presences. Two subdivisions of the up-to-date status were also used:
- **active**: those CCs which had up-to-date presences which were updated monthly or more often. This was to exclude those CCs which had coincidentally updated their presences within a month before the survey but were unlikely to regularly add information. There were 270 active presences in 2022.
- **consistently active**: those CCs which were active in both 2014 and 2022. This was used to understand maintenance of engagement by CCs with their citizens over this period. There were 105 such presences.

Explanations of CCs' online behaviour were sought in the types of content they published.

3 Changes in digital presence of CCs

This section highlights the key findings. Data tables underpinning these findings are in Appendix 2: tables of results. Immediate calls for action are addressed first: whether CCs have online presences and whether they publish key information.

3.1 CCs appear to struggle to maintain online presences

Data are given in Table 3 and visualised in Figure 1.

Figure 1: online presences in 2014 and 2022
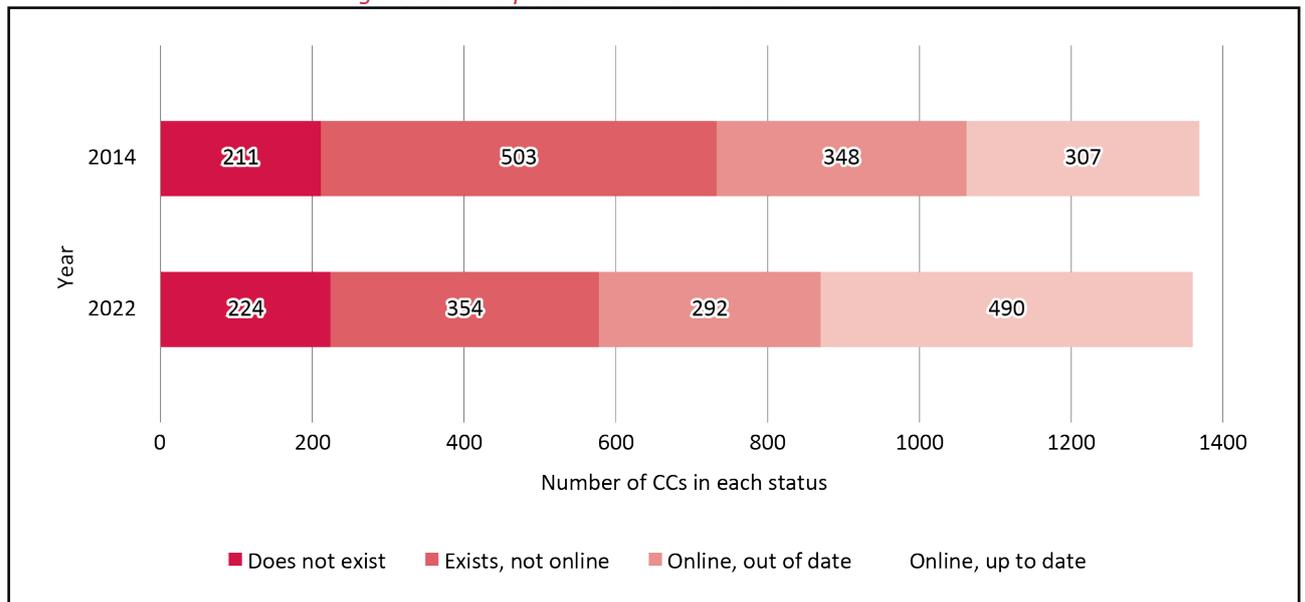
While the number of up-to-date online presences has increased, mostly at the expense of CCs that exited but were not online and CCs that had out-of-date presences, up-to-date presences still form a minority (43%) of all existent CCs and just over a third (36%) of all CCs that could exist.

Beneath this surface, there is a high rate of churn, as pictured in Figure 2. (The total numbers of CCs in this figure differ from those in Figure 1 and Table 3: online presences, active and not-active websitesTable 3 because Figure 2 can only cover the 1331 CCs that could have existed in both years. That is, 38 CCs disappeared from and 28 CCs were added to the set of potential CCs between 2014 and 2022.)

Figure 2: 2014-2022 status changes by individual CCs

Made at SankeyMATIC.com
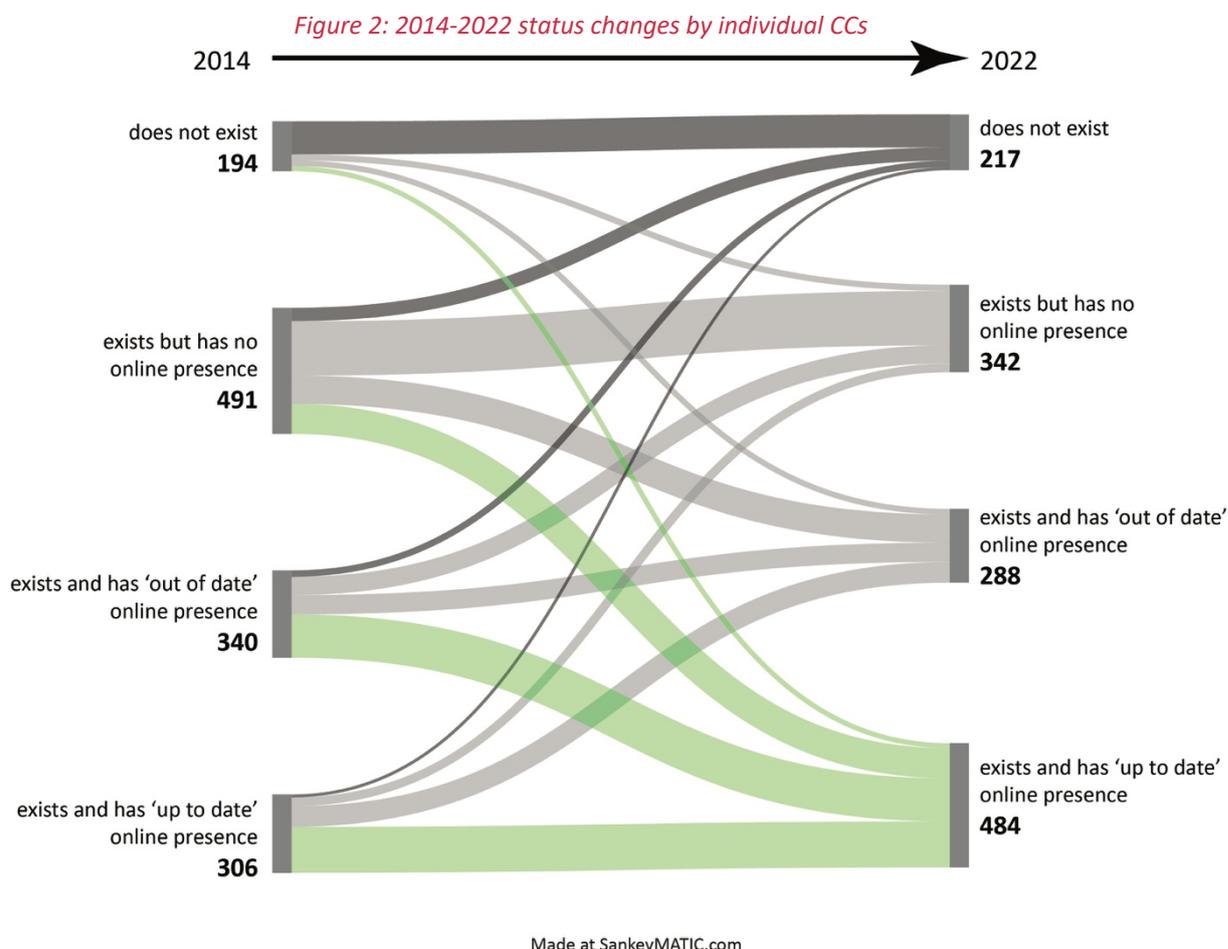
While 1331 CCs existed in both years, 736 (55%) of them changed status. In addition, 128 remained non-existent in both years. 110 CCs moved from 'exists, not online' to 'online, out of date': such CCs must have gone online after 2014 but then let their presences lapse. 127 CCs that had up-to-date online presences in 2014 had effectively disappeared from the internet by 2022. That is, 41% of the 307 presences that had been viable in 2014 had failed by 2022.

3.2 Some online CCs do not enable citizens to contact them

As shown in Table 8, 417 of the 782 online presences published the names of their members, and 400 published members' roles. 432 presences had either general contact email addresses or contact forms, while 143 CCs published specific contact details for some or all members. Assuming that social media channels are also ways of digitally contacting CCs, the full number of digitally contactable CCs was 720, leaving 62 (8%) of online CCs without means of digital contact.

Restricting interest to the 270 active CCs (Table 9), 20 presences (7%) did not have contact mechanisms. Hence active CCs are slightly more likely than other online CCs to be digitally contactable. Some CCs listed members' personal email addresses. It is understandable that members may not wish these to be published.

It is understandable that not all community councillors are directly digitally contactable. Guidance from local authorities (e.g. Edinburgh Council, n.d.-a) notes that CC secretaries are likely to handle almost all correspondence.

3.3 CCs' online behaviours do not fulfil their key role of being part of the planning process

CCs have a statutory right to be consulted on spatial planning matters. This role is exemplified by LAs regularly sending information on new planning proposals to CCs, and by mechanisms such as Edinburgh's Planning Concordat (Edinburgh Council, 2020). Given this duty, along with the general duty to ascertain, co-ordinate and express community opinions, it can be concluded that CCs are expected to gather and represent their citizens' opinions on planning matters.

Hence it can be argued that at minimum CCs have a duty to inform their citizens about local planning matters

However, only 345 presences (70% of up-to-date presences) clearly presented planning information. (See Table 8.) Of these 345, 205 were 'active'. Hence only 26% of online CCs could be assumed to publish up-to-date planning information. The numbers and percentages of active, planning-presenting CCs in each LA are given in Table 4.

The LAs that scored 100% may seem to stand out but this represents only 35 CCs. In contrast, East Ayrshire, Eilean Siar, Moray and Orkney, together representing 7% of Scotland's population[1], had active CCs that presented planning information. In addition, 50% or fewer of CCs in Perth & Kinross, South Ayrshire and West Dunbartonshire were active and had planning content.

In summary, CCs generally do not use online presences to inform their citizens about planning matters,

3.4 Mobility and social media

People may expect to be able to access CC information on mobile devices and via social media, given the increases in their use[2]. Data on CCs' use of online channels are given in Table 5. The headline is the large increase in the proportion of CCs using social media, particularly Facebook. This is accompanied by decreases in the proportions using websites with or without other online channels.

Data for only the 270 **active** online presences in 2022 are in Table 6. Active presences are slightly less likely to use and keep Facebook and X/Twitter up to date, more likely to use a website alone and more likely to use multiple channels than the 'average' presence.

Rendering for mobile devices is automatic for Facebook and X/Twitter but not guaranteed for websites, although it is provided by default by website platforms such as Wordpress. Data are given in Table 7. Factoring in the CCs using Facebook and/or X/Twitter, a total of 739 presences in 2022 (95%) had some form of mobile online presence.

3.5 CCs have a range of online content based around minutes, news and local information

Following on from the 2014 survey, the content-types found on CC websites were investigated. Data are given in Table 8. The proportions of CCs publishing local area content, news, consultations, links, members names, roles and contact details, and information on other representatives have decreased somewhat, while the proportion publishing maps has decreased significantly. It is possible that this is an impact of the churn mentioned earlier, or of maps of CCs being available elsewhere. The proportions publishing minutes and photos/videos have increased somewhat, while there are significant increases in the proportions with planning material and campaigns content

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[1] based on 2024 mid-year population estimates (National Records of Scotland, 2024)
[2] The number of UK mobile phone owners increased from 38 million in 2014 to 59 million in 2022 (Degenhard, 2024). In April 2024, there were 56 million UK Facebook users, i.e. 82% of the population (Dixon, 2024).

Data on active websites in 2022 are given in Table 9. Comparison of this data with that in Table 8 shows that the in general active websites scored higher in all measures apart from campaigns content, photos and/or videos, and customisability

A further comparison between active and other CC websites can be made by considering the numbers of content types they publish, as shown in Figure 3. In general, active CC websites have more content types (mean is 7) than non-active ones (mean is 6).

Figure 3: numbers of content types on active and non-active CC websites
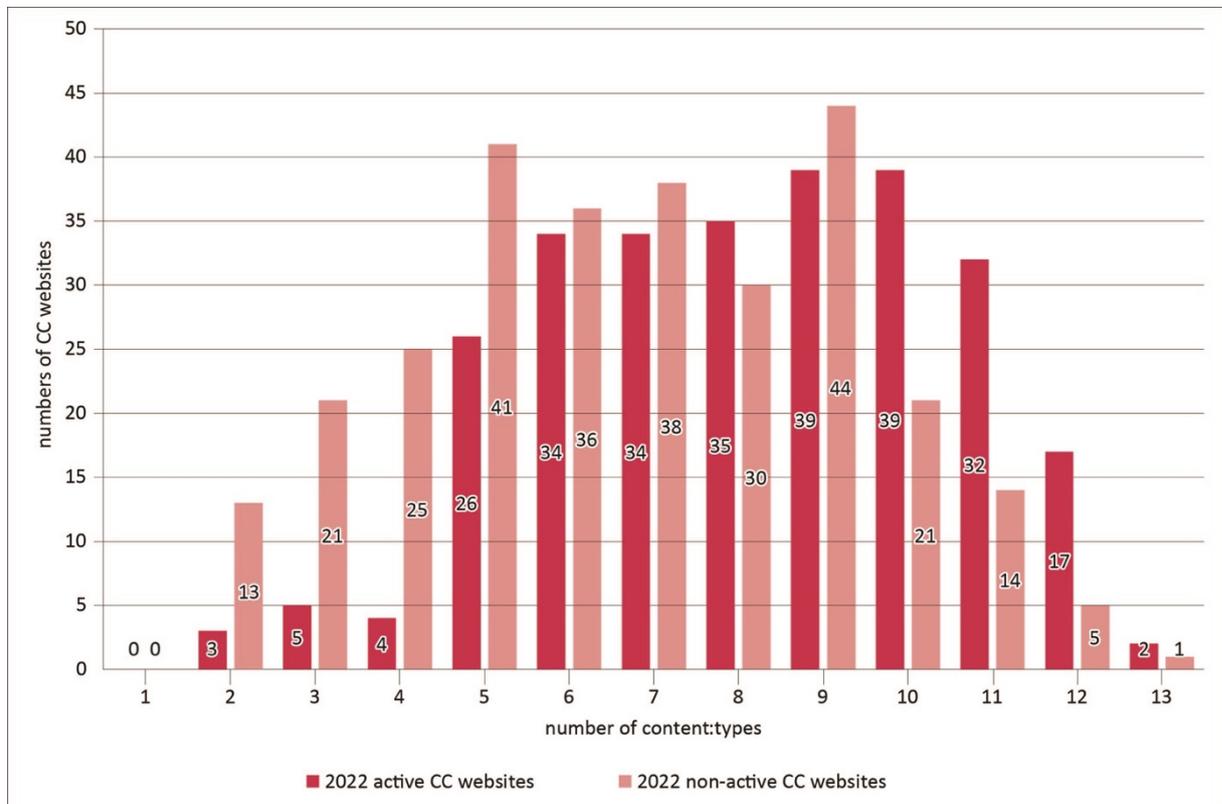
Concerning questions of good practice, content-types were classified as 'CC-centric' (those content-types that are unique to distinctive for their online presences) and 'CC-peripheral' (content could potentially be found elsewhere) – see Table 10. The numbers of active and other online CCs publishing each content-type are given in Table 11.

The proportions of CCs publishing CC-centric content have remained high, while there were increases in the numbers of CCs publishing CC-peripheral content. This implies that both types of website have tried to provide more for their visitors. However the change from 2014 to 2022 of the CC-peripheral data for CCs with active websites is 23%, compared with 30% for CCs with non-active websites.

4   Analysis of presences at Local Authority level

This section investigates and visualises differences between overall performance of each LA's CCs en masse. Larger, searchable versions of the maps are available online, along with maps for 2014 and 2012. There are some significant variances between LAs: high and low performers are given below, along with possible reasons and responses.

4.1   Existence of community councils

Data are given in Table 12 and visualised in Figure 4. Most of the LAs that have 100% of their CCs existing have relatively small numbers of CCs. Of the seven LAs where 100% of their CCs existed in 2014, five also had 100% in 2024. (These LAs are Clackmannshire, East Lothian, Midlothian, Orkney and Shetland.) This suggests that momentum is a valuable 'commodity', along with CCLOs having fewer CCs to support. The island LAs may have higher performance because their CCs have some service-provision duties. Dundee is a consistent low performer, despite recognising non-CC organisations known as 'neighbourhood representative structures'.

Figure 4: community councils that existed in 2022,
as percentages of numbers that could exist
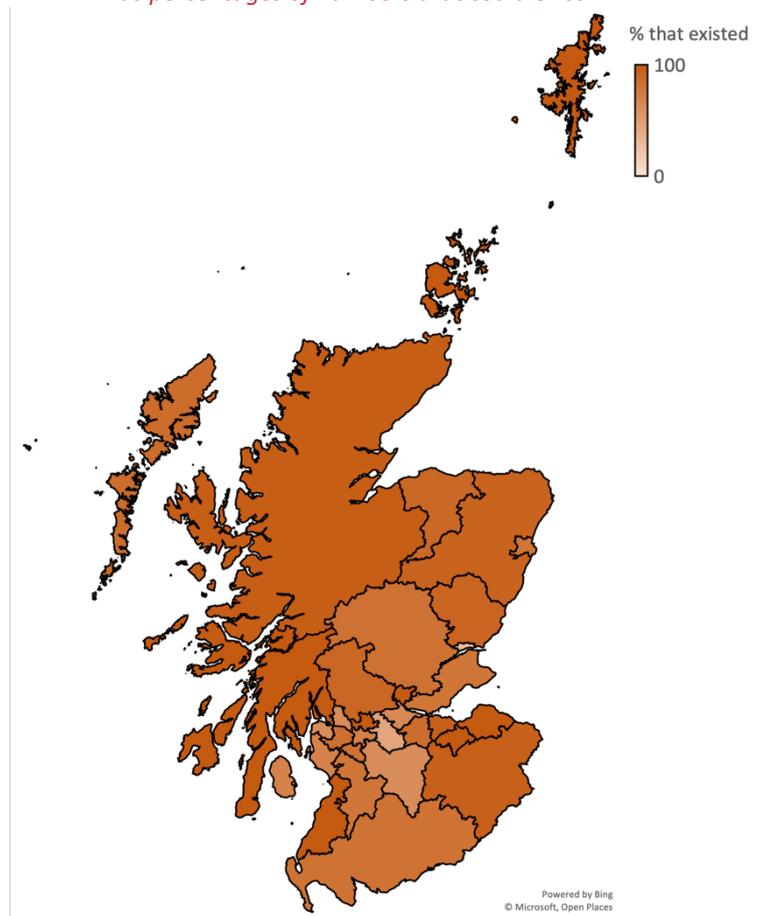
4.2   Community councils that have websites and social media

Data are given in Table 13 and visualised in Figures Figure 5 and Figure 6. The LAs with the highest proportions of websites are again those with relatively small numbers of CCs, including two island LAs (Orkney and Shetland, but not Eilean Siar). Moray had the highest proportion of up-to-date websites in 2014 but this had fallen significantly by 2022.

Concerning use of social media, Eilean Siar and West Dunbartonshire are consistent low performers, while Dundee has a high proportion of CCs that have Facebook presences. Edinburgh had the highest proportion of Twitter-using CCs in 2014. It retained this position in 2022, almost doubling the proportion.

There is no immediately obvious geography-based explanation for these findings.

Figure 5: community councils that had up-to-date-websites in 2022, as percentages of numbers of existing CCs
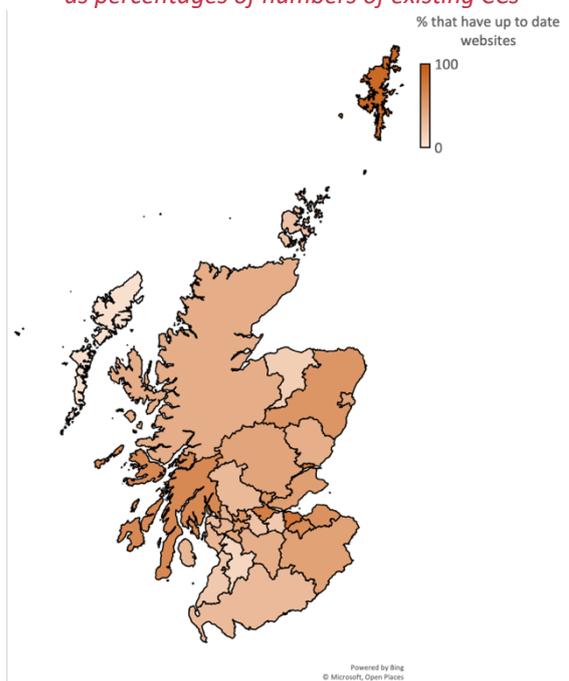
Figure 6: community councils that had public Facebook presences in 2022, as percentages of numbers of existing CCs
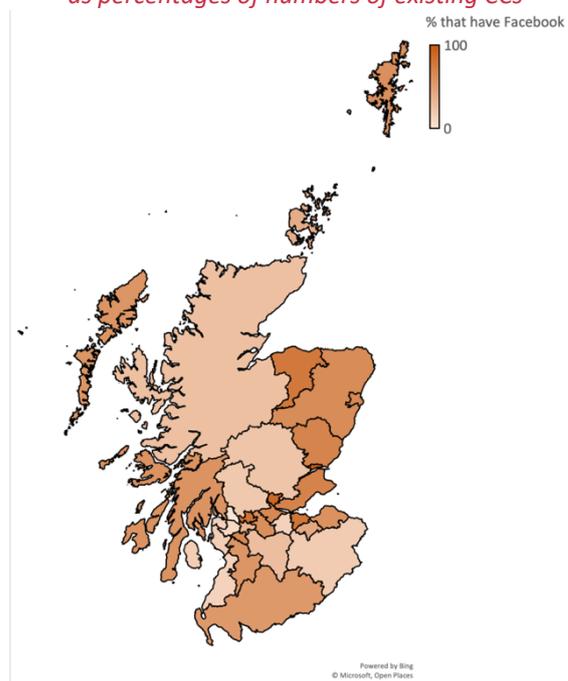
4.3   Website content

Data are given in Table 14 and visualised in Figure 7. In 2014, Clackmannanshire had the highest proportion of CCs presenting all of local area, minutes and news content, but it had declined significantly by 2022. Inverclyde rose over this period to from 11% to 100%. The next highest performers are Midlothian and Perth and Kinross, albeit with 67% and 65% respectively Dundee appeared to improve significantly but this is because one CC began to fit the criterion in 2022, compared with 0 in 2014. It is possible that high performance is linked to Clackmannanshire and Inverclyde both being small, semi-urban LAs.

Figure 7: community council websites that had local area, minutes and news content,
as %ages of numbers of CCs that had websites
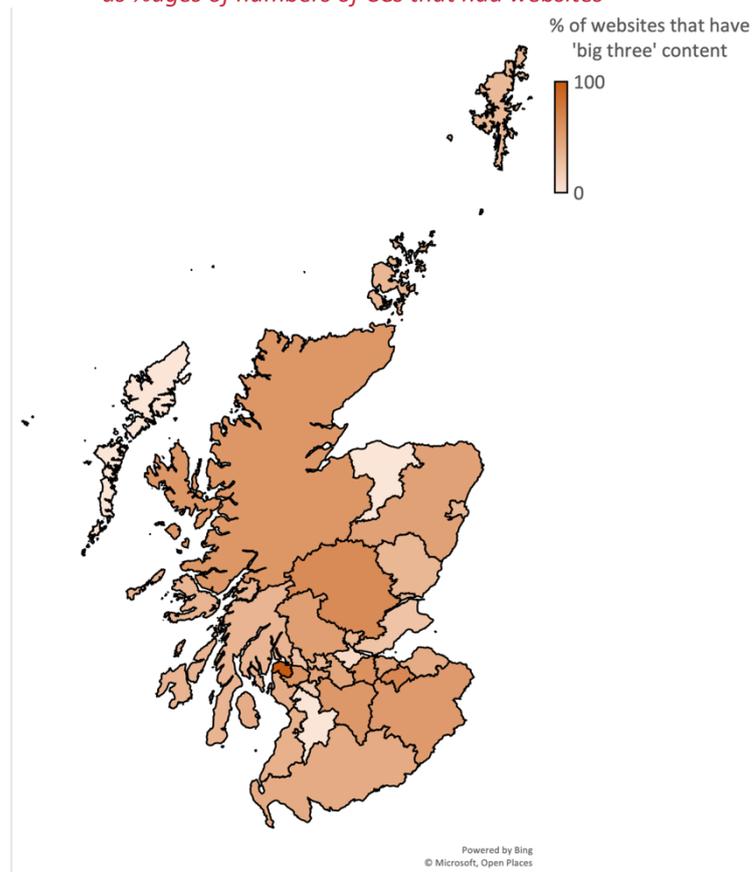
4.4   Status changes

This subsection compares the consistency of each LA's set of CC online presences, following on from section 3.1 above. Table 15 and Figure 8 show the numbers that did and did not change move between 'did not exist', 'existed but not online', 'online but out of date' and 'online and up to date'. Hence changes such as moving from 'does not exist' to 'online but out of date' are mixed with changes in the other 'direction' (e.g. moving from 'online and up to date' to 'exists but not online'). For simplicity, status-changes are regarded here as implying lack of stability and hence undesirable.

Dundee is the most consistent LA by this measure while Shetland is the least. However, only three of Dundee's 14 potential CCs had up-to-date presences. Similarly, only four of Shetland's 18 CCs are up to date. Over 10 years, it is possible that some CCs have changed status several times, but this summary still gives a sense of the direction of changes.

Figure 8: community council online presences that changed status between 2014 and 2022, as %ages of numbers that existed in both years
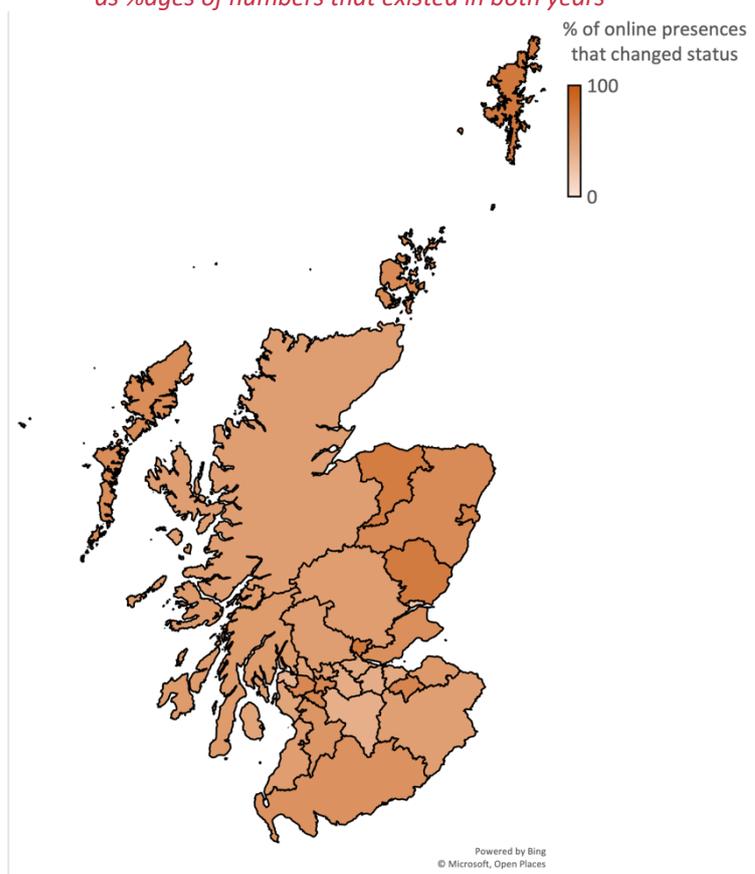
4.5 Active and consistently active CC websites

Figure 9 shows the proportions of CCs in each LA that had active websites, i.e. websites which were updated monthly or more often. Table 16 shows (1) the proportions of CCs that had active websites, as %ages of the numbers of CCs that had websites in each LA; (2) the numbers of CC websites that were consistently active, as %ages of CCs that had active websites in 2014.

It would be expected, or at least hoped, that there would be improvement over the years. However, the proportions of active websites fell in 12 LAs (Angus, Argyll & Bute, East Ayrshire, Eilean Siar, Falkirk, Fife, Glasgow, Highland, Moray, North Lanarkshire, Orkney and South Ayrshire). There was no change in East Renfrewshire. All other LAs increased their proportions of active CC websites.

The highest proportional increases were in West Dunbartonshire, Dundee and Inverclyde. However, these involved small changes in actual numbers of active websites (West Lothian from 0 to 3, of 35 existing CCs; Dundee from 1 to 3, of 4 existing CCs; Inverclyde from 1 to 2, of 7 existing CCs).

The greatest positive change in number of active CC websites was in Aberdeenshire (from 13 to 26, of 67 existing CCs). A potential explanatory factor is the division of its CCs into 6 areas, each with between 9 and 16 CCs, and each having an area office. Thus it is possible that Aberdeenshire's CCs can call on more support, similar to the argument about numbers of existing CCs (section 4.1).

*Figure 9: community council websites that were active in 2022,
as %ages of numbers of CCs that had websites*
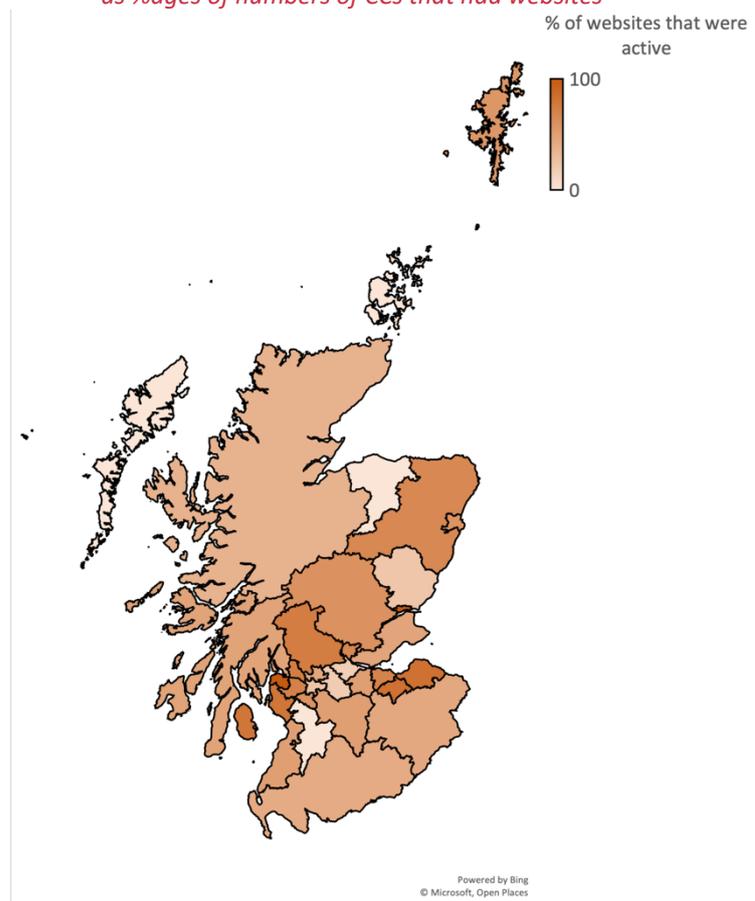
5 Conclusions, recommendations, limitations of this study, further research

This section starts with a summary of the changes since 2014, and potential reasons for some of these changes. It then reiterates recommendations from previous reports, noting the extent to which these have been implemented, before adding some new recommendations. Limitations of this study are acknowledged, followed by suggestiosn for further research.

5.1 Overall changes in CCs' digital presences

This is a quantitative study, which means that it could not investigate the reasons underlying the changes reported above. However, previous research found that motivations for CC online presences include reducing costs, building effectiveness/efficiency, building visibility, and satisfying citizen demand (Ryan, 2013). Barriers included increased financial costs (e.g. buying domains) and resource costs, i.e. time to set up and then maintain online presences More than a decade of working with community councils in Edinburgh has not suggested changes to these motivations and barriers.

In summary, in 2022 just over a third of the 1360 CCs that could exist have up-to-date online presences – an increase on 2014's 22%, along with a noticeable increase in the number of CCs that are online in any way. in contrast, there has been a slight increase in the proportion of CCs that do not exist. The churn shown in Figure 2 implies that a number of CCs developed but then abandoned their presences between 2014 and 2022, while others that had had up-to-date presences let them lapse over this period. This implies that CC online presences may be unstable, not providing consistent services for their residents, or anyone else looking for information about these hyperlocal areas.

The changes found in 2022 are likely to reflect this instability, along with the motivations and barriers given above. Some of the churn reported in section 3.1 may be due to turnover of community councillors leading to loss of skills. Alternatively entire CCs may have given up on online means. In either case, it may well be difficult to persuade such individuals and entire CCs to return to online methods.

There was an overall decrease in publishing of CC members' contact details. (See section 3.2.) may be due to CCs not creating 'official' addresses. (See the second recommendation in section 5.4.2.) It is understandable that members would not want their personal contact details published online. However, CCs are relatively small organisations that may only need single points of contact. Indeed, some CC schemes suggest that CC secretaries should fulfil this role.

A potentially stronger cause for concern is the lack of transparency represented by the quarter of online CCs that do not state members' names or have clear contact mechanisms: both measures have decreased since 2014. While information about membership may be available on LA websites, potentially along with contact details, their absence from CC online presences does not contribute to trust in CCs or efficacy in gathering local opinions.

Poor support for the planning process was noted in section 3.3. While the number of CCs publishing planning content did double between 2014 and 2022, less than two thirds of online CCs publish such content. CCs are tasked with ascertaining and representing community opinions; members must live in the areas they represent, so may gather opinions in meetings and other offline encounters. CCs tend to create planning committees to develop expertise to handle the large number of items they may be required to handle. Some recommendations around this are given in section 5.5.

The evaluation of CC online content (section 3.5) raises concern about the 14% of online CCs that do not publish minutes. (The proportion has increase slightly since 2014.) While some LA websites publish CC minutes, this may not fill the gap.

The mean website accessibility score (77%) might be interpreted as 'could do better', but further work is needed to contextualise this datum.

There were significant increases in use of social media channels, accompanied by a 12% decrease in the proportion of CCs with websites. Hence CCs en masse are stepping further into web2.0. The data on social media and mobile (section 3.4) concerning active CCs might be read as these CCs trying to communicate more with their citizens via their websites and social media channels.

Of less concern are the data about links to other websites and to CCs' own social media: users can search for information without visiting their CC's website. The social media data are limited by the numbers of CCs that do not use social media.

Overall, the reported findings, and the ongoing lack of contested CC elections, may suggest **but do not prove** that CCs are subject to human resources limitations rather than technical ones.

5.2 The role of Local Authorities

Some of the data presented in Tables 12 to 16 rely on very small numbers, so just 1 CC changing status might result in a large %age change. In several cases, the high-scoring LAs have relatively small numbers of CCs. Examples include Clackmannanshire, East Lothian, Midlothian, Orkney and Shetland having high proportions of existing CCs; Shetland having a high proportion of CCs with active websites; Dundee having a high proportion of Facebook-using CCs This suggests that individual attention by LA officials may lead to improved online presences. However, Dundee's low proportion of existing CCs provides a counterexample, as does Ellean Siar's low proportions of CCs with websites and using Twitter.

It would be interesting to investigate the factors behind findings such as the decline in up-to-date websites In Moray and the increase in West Dunbartonshire.

It is difficult to suggest reasons for the major decrease in active websites shown by East Ayrshire or the increase shown by West Dunbartonshire. The high 'consistently active' performances may be due to the very small numbers of CCs being considered.

5.3 2012 recommendations

The comments below are partially informed by observations in the researchers' LAs (Edinburgh and Falkirk). Rigorous findings would have required visiting a statistically significant proportion of CC areas to observe CC practices, or interviews with CCLOs.

2012 Recommendation	Comments on current status
All CC URLs should be published on LA websites, as well as on a national portal	Some LA websites publish URLs, although it may be necessary to dig quite deep into the sites. In a search undertaken on 9 February 2025, the following LA websites were not found to publish CC URLs: Dumfries & Galloway, East Dunbartonshire, East Renfrewshire, Falkirk, Fife, Highland, Inverclyde, North Ayrshire, North Lanarkshire, Orkney, Shetland, Stirling, West Lothian. (Some of these provided links to the national CC portal.) The national CC portal at www.communitycouncils.scot links back to LA websites, rather than directly publishing CC URLs.
Publicising positive role models, and mentoring by CCs that already have effective online presences	Positive role models are available on the national CC portal. No rigorous search for evidence of mentoring was made.
Create a national interactive portal as the nucleus of a community of practice.	While the national CC portal has content on news, events, ideas and help and support, including videos of webinars, it may not live up to 'interactive'.
Training for CC members and CCLOs, and enabling them to support their CCs' social media presences, are also needed. CCs should be supported in using digital methods and social media for interaction with citizens (Scottish Government, 2012)	No rigorous search was undertaken, but several LAs that social media training. The national CC portal published updated guidance in November 2022.

2012 Recommendation	Comments on current status
Development of national level induction pack (Scottish Government, 2012)	There does not appear to be such a pack on the national CC portal, although some of the content would be of benefit to aspiring and new CC members.
Flexibility in the details of how CCs manage their online presences	No rigorous search undertaken.
LA support to help CCs to create and maintain emailing lists	No rigorous search undertaken
Promotion of the SG and LA planning portals. Engineering of these portals to stream only relevant items to individual CCs, and to enable electronic submissions and feedback.	Such promotion has not been observed on social media during this research. Observation of weekly planning lists published by Edinburgh and Falkirk is that these are PDFs, rather than streamed.
LAs provide CCs with constructive feedback on how their (planning) representations have been used.	No rigorous search undertaken, but such feedback has not been observed this in Edinburgh and Falkirk.

5.4   2014 recommendations

5.4.1 Recommendations for CCs

Recommendation	Comments on current status
CC websites should be publicised wherever relevant.	No rigorous search undertaken.
Use a checklist of content and features to review online presences (see Table 1)	No rigorous search undertaken, but such checklists were not observed in LAs' advice and support for CCs.
CCs should plan not only their presences' content but also who maintains them.	No rigorous search undertaken
Web presences should use a blogging platform such as Wordpress.	Not possible to rigorously elucidate all platforms, although evidence of use of Wordpress and Weebly was observed.
Develop a social media presence after website is in place.	See section 3.4: there has been a significant increase in social media use.
The social media strategy should include monitoring of public comments	No rigorous search undertaken

Table 1: Checklist of websites content and features (Ryan, 2013, p18)

Content	Features
Timely, up-to-date information Relevant documents (e.g. minutes) News CC or Community Councillor blogs Names of all Community Councillors Contact information Local area information Systems to report issues Options for citizen input (e.g. facilities for commenting on posts) Can solicit citizen input (e.g. polls) Planning information Links to the CC's social media channels	Easy navigation Mobile version Attractive, consistent design Security/privacy features/policy Customisation for visually impaired users etc

5.4.2 Recommendations for LAs and the Scottish Government

Recommendation	Comments on current status
All LAs should publish their guidance to CCs online, ideally as computer-readable content rather than scans of printed documents.	On 9 February 2025, all LAs published online their schemes for CCs and other guidance and support as PDFs or web pages apart from • Dundee (neither scheme nor advice found) • East Dunbartonshire (neither scheme nor advice found) • Eilean Siar (neither scheme nor advice found) • Falkirk (scheme not found but there is some advice on roles) • Renfrewshire (scheme not found, only advice fond was about CC elections) • Shetland: (scheme found as a scan of hard copy) • South Ayrshire (neither scheme nor advice found) • South Lanarkshire (neither scheme nor advice found)

Recommendation	Comments on current status
CCs should be encouraged to add contact email addresses or at least contact forms to their presences. Where not already created by CCs themselves, LAs provide CCs with general contact addresses such as contact_anyCC@anyLA.gov.uk, or with office-bearer email addresses such as secretary_anyCC@anyLA.gov.uk etc.	No rigorous search undertaken
CCLOs should not be simply *permitted* to use social media, but *encouraged* to do so, to support their CCs' social media work.	It was not possible to examine every scheme or LA guidance document but 10 CC schemes mentioned social media. • The following mandated or strongly suggested that CCs use social media: Edinburgh, Glasgow, Highland. • the following mentioned that CCs might use social media: Aberdeen, Aberdeenshire, Dumfries & Galloway, Moray, Perth & Kinross, Scottish Borders, West Dunbartonshire
CCLOs to share best practice through relevant fora. (This also follows from the findings in section 3.7.)	No rigorous search was undertaken, but some LAs (e.g. East Lothian) publish positive examples of their CCs' work.
CCs should be encouraged to develop strength in depth so that if digital communications leads become unavailable, others can take over.	No rigorous search undertaken
It is necessary for training and support providers to consider the implications of the loss of self-efficacy evidenced by the high rate of churn demonstrated in the 2014 report and section 3.1 above.	No rigorous search undertaken

5.5   New recommendations

5.5.1 Recommendations for CCs

The time-costs some recommendations represent are acknowledged, as is the fact that improvements to online presences would not support offline citizens. Each subsection in section 3 suggests a call to action:

- 3.1: CCs should maintain stable online presences.
- 3.2: Presences should be transparent, naming CC members and their roles, and providing contact mechanisms.
- 3.3: CCs should publish planning content. (See detail in subsection 5.5.2.)
- 3.4: CC online presences should include social media channels and be readily available on mobile devices. CCs should be aware of the evolution in the social media platforms people prefer.
- 3.5: CCs should review the types of content their audiences wish, perhaps using analytics.

5.5.2 Planning

The following recommendations are inferred from the numbers of CCs not publishing planning content, as examined in section 3.3. If fulfilled, they would provide stronger proof to LAs that their comments have robust community support.

- CCs should post planning submissions to online presences, ideally in clear planning sections
- CCs should invite comment on draft submissions, perhaps using blogging platforms' comment and polling facilities
- CCs should develop lists of interested local citizens and then email them about planning issues
- CCs should use social media to gather opinions about and disseminate their planning work.

5.5.3 Recommendations for LAs and the Improvement Service

The subsections in section 4 suggests further calls to action:

- 4.1 and 4.2: Larger LAs could emulate the strengths of smaller ones by assigning CCLOs and other support staff to smaller regions.
- 4.3: LAs should encourage and support CCs to publish content that would help residents.
- 4.4 and 4.5: LAs may well need to assist their CCs in maintaining stable online presences that are kept up to date, and to encourage and support CCs' use of social media.

Links to CC websites and social media should be kept up to date on LA websites, and possibly directly given on the national CC portal. (It is appreciated that there may be lags between CCs telling LAs about new parts of their online presences, and further lags in such information being transmitted to the Improvement Service, which runs the national CC portal.

For CCs that have no online presence, and for those CCs wishing to improve their presences, the first step would be to create a website fulfilling the checklist in Table 1. To facilitate this, the Improvement Service should create a turnkey solution based on Wordpress or similar. Concerning news content, CCs might link to hyperlocal online news and community sites.

5.6 Limitations of this study, further research

This report is necessarily limited to a snapshot of CCs' public online presences in early 2022, but it has highlighted ongoing issues, finding little change from a decade previously.

Three major areas were considered out of scope. The first was closed Facebook groups and other private platforms. Non-digital communication channels (such as meetings, or physical notice boards) are important but were also not considered here. Finaly, the broader policy context that has led to the situation that around a quarter of CCs do not exist was considered outwith the scope of this research.

Concerning detailed measures, in section 3.3, other CCs may publish planning content in their minutes or blog-posts but there is no simple way to ascertain this. In section 3.5, links to LA planning portals could be considered to be CC-centric if they filter down to planning applications relevant to individual CCs. In section 4.5, some LAs had very small numbers of active CC websites, so small changes in numbers led to large changes in proportions.

The report only considers channels for digital engagement between CCs and citizens, not the depth or extent of such engagement. Further investigation of the reasons behind individual choices and factors that shape the online presences of individual CCs could help to break the barriers to CCs engagement with their citizens.

An further next step would be to tackle the gaps in knowledge about implementation of the 2012 and 2014 recommendations (sections 5.3 and 5.4). It may become possible to investigate correlations between demographic data and CCs' online performances. Links between SIMD data (https://simd.scot) and CCs' online performances may help find commonalities between poorly-performing CCs.

A further survey would show the changes after 'recovery' from the COVID lockdowns. It would also need to take into account the continuing evolution of the social media landscape. For example, Bluesky became open to all in early 2024; there are ongoing developments around TikTok.

6 Closing thought

Despite the efforts of the Improvement Service, Local Authorities' CCLOs and many individual CC members, there has been little improvement in CCs' online performance. Although some may feel that the CC 'brand' is damaged, this series of surveys has shown that some CCs can and do use the internet effectively. However, the evidence presented in this report suggests that the majority of CCs need policy and resource support. Hence the key question remains: s it right that Scotland should be bereft of a modern internet-enabled hyperlocal democracy?

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Appendix 1: methods

The protocol in Table 2 was used to gather data on CC online presences.

Table 2: data-gathering protocol

1. Validate whether the community council exists. This was undertaken by firstly editing the lists of community councils from the 2014 census to match contemporaneous lists on local authority websites. Community council liaison officers then verified these lists, and confirmed the existence or otherwise of community councils. Further spot-checks of data were carried out as needed.
2. If it exists, search for a website, along with any relevant URL. Facebook and X/Twitter presences were sought during the same searches for steps 4 and 5.
3. If website was found, record its URL, and:
a. Whether the website was 'up to date', i.e. whether it had been updated in the previous month. (This frequency was chosen because most community councils have monthly meetings, although more frequent updates had been observed in the 2012 and 2014 surveys.)
b. Frequency of website updates in the last year: weekly, monthly or rarely.

c. Classification of content:
      • Publication of 'CC-centric information', i.e. information about the CC and its area: local area content, news, minutes, planning content, photos and/or videos, campaigns, members' names, members' contact details, CC email address and/or contact form
      • Publication of 'CC-peripheral information', i.e. information that should easily be found elsewhere: details of other representatives for the community council's area (local authority councillors, members of the Scottish and/or UK parliaments), maps, links to other websites, consultations

4. Public Facebook presence, along with any relevant URL; whether the Facebook presence is up to date; its update frequency. The types of content shared on Facebook were not investigated, due to the unstructured nature of Facebook posts, and the very limited number of community councils using Facebook in 2014.
5. X/Twitter presence, along with any relevant URL; whether the X/Twitter presence is up to date; its update frequency. As with Facebook, the types of content shared on X/Twitter were not investigated, not least because of the very small number of community councils using that channel in 2014.

The main analytical tool was Excel, used to aggregate and cleanse data. (For example, if a CC did not exist, any further data that had been collected was deleted from the relevant row.) Excel was also used to draw maps of aggregate data for LAs. Searchable online versions of these maps were created at http://146.176.251.18/staff/BruceRyan/CCmaps/index.html, using the leaflet.js javascript library (Agafonkin, 2010).

Appendix 2: tables of results

Table 3: online presences, active and not-active websites

Percentages are of the numbers of CCs that could exist in 2014 and 202: 1369 and 1360 respectively.

Year	2014	2022	2014-2022 changes
did not exist	211 (15%)	224 (16%)	+13 (+1%)
existed but not online	503 (37%)	354 (26%)	-149 (-11%)
online but out of date	348 (25%)	292 (21%)	-56 (-4%)
online and up to date	307 (22%)	490 (36%)	+183 (+14%)
online at all	655 (48%)	782 (58%)	+127 (+10%)
active presences	289 (21%)	270 (20%)	-19 (-1%)
consistently active presences (2014 to 2022)	105		N/A
not-active presences	347 (25%)	289 (21%)	-58 (-4%)

Table 4: planning

LA	Potential number of CCs	Existing CCs	Active CC websites	Active websites publishing planning content	% of active websites publishing planning content
Aberdeen	30	24	7	6	86%
Aberdeenshire	72	67	26	17	65%
Angus	25	23	2	2	100%
Argyll & Bute	56	56	19	13	68%
Clackmannanshire	9	9	4	4	100%
Dumfries & Galloway	107	88	12	12	100%
Dundee	14	4	3	3	100%
East Ayrshire	35	28	0	0	NA
East Dunbartonshire	12	12	4	3	75%
East Lothian	20	20	10	8	80%
East Renfrewshire	11	9	3	3	100%
Edinburgh	46	44	26	24	92%
Eilean Siar	30	26	0	0	NA
Falkirk	23	15	2	2	100%
Fife	105	84	21	15	71%
Glasgow	94	68	9	5	56%
Highland	156	152	31	27	87%
Inverclyde	11	7	2	2	100%
Midlothian	16	16	10	8	80%
Moray	20	18	0	0	NA
North Ayrshire	17	12	4	3	75%
North Lanarkshire	81	37	2	2	100%
Orkney	20	20	0	0	NA
Perth & Kinross	52	43	12	5	42%
Renfrewshire	25	21	5	3	60%
Scottish Borders	69	66	17	11	65%
Shetland	18	18	9	6	67%
South Ayrshire	29	29	4	2	50%
South Lanarkshire	57	36	9	6	67%
Stirling	42	38	9	7	78%
West Dunbartonshire	17	11	3	1	33%
West Lothian	41	35	5	5	100%
Totals	1360	1136	270	205	76%

Table 5: online channels – all online presences

Measure	2014	2022	Change 2014 to 2022	% change 2014 to 2022	As % of all 2022 presences
Has website	636	559	-77	-12%	71%
Has up-to-date website	307	490	+183	60%	63%
Has public Facebook presence	128	511	+383	299%	65%
Facebook presence is up to date	NA	504	NA	NA	64%
Has public X/Twitter presence	55	202	+147	267%	26%
X/Twitter presence is up to date	NA	147	NA	NA	19%
Uses website only	496	197	-299	-60%	25%
Uses Facebook only	18	151	133	739%	19%
Uses X/Twitter only	1	43	42	4200%	5%
Uses only 1 online channel	515	391	-124	-24%	50%
Uses website and Facebook, not X/Twitter	86	232	+146	170%	30%
Uses website and X/Twitter, not Facebook	30	31	+1	3%	4%
Uses Facebook and X/Twitter, not website	0	29	+29	incalculable	4%
Uses any 2 online channels	116	292	+176	152%	37%
Uses Facebook and/or X/Twitter	159	585	+426	268%	75%
Uses website, Facebook and X/Twitter	24	99	+75	313%	13%

Table 6: online channels - active online presences only

Measure	2022	% of 2022 active presences
Has website	270	100%
Has up-to-date website	270	100%
Has public Facebook presence	163	60%
Facebook presence is up to date	163	60%
Has public X/Twitter presence	71	26%
X/Twitter presence is up to date	65	24%
Uses website only	88	33%
Uses Facebook only	0	0%
Uses X/Twitter only	0	0%
Uses only 1 online channel	88	33%
Uses website and Facebook, not X/Twitter	111	41%
Uses website and X/Twitter, not Facebook	19	7%
Uses Facebook and X/Twitter, not website	0	0%
Uses any 2 online channels	130	48%
Uses Facebook and/or X/Twitter	182	67%
Uses website, Facebook and X/Twitter	52	19%

Table 7: CC websites with mobile versions

Measure	2014		2022		change	
	Number	% of websites	Number	% of websites	Number	% of websites
CC has mobile version of website	217	34%	481	86%	+264	+52%

Table 8: CC website content types: all websites

Measure	2014 number	2022 number	Change in number	2014 %	2022 %	Change in %
has website	636	559	-77	100%	100%	0
local area content	465	392	-73	73%	70%	-3
minutes	501	480	-21	79%	86%	+7
news content	370	308	-62	58%	55%	-3
Local area, minutes and news	253	248	-5	40%	44%	-4
planning content	174	345	171	27%	62%	+35
campaigns	92	152	60	34%	86%	+52
map	138	182	44	69%	27%	-42
photos and/or videos	184	142	-42	26%	33%	+7
consultations	21	183	162	35%	25%	-10
links to CC social media	not recorded	231	NA	48%	41%	-7
links to other websites	182	275	93	55%	49%	-6
website is customisable for visually impaired viewers	not recorded	33	NA	NA	6%	NA
mean accessibility score	not recorded	77%	NA	NA	NA	NA
members' names	426	417	-9	79%	75%	-4
members' roles	not recorded	400	NA	76%	72%	-4
members' contact details	251	143	-108	29%	26%	-3
CC email address or contact form	497	432	-65	78%	77%	-1
other input options	not recorded	92	NA	15%	16%	+1
other representatives	147	151	4	29%	27%	-2

Table 9: website content types: active websites

Measure	2022	% of 2022 active presences
has website	270	100%
local area content	208	77%
minutes	257	95%
news content	174	64%
Local area, minutes and news	155	57%
planning content	205	76%
campaigns	92	34%
map	95	35%
photos and/or videos	71	26%
consultations	95	35%
links to CC social media	129	48%
links to other websites	148	55%
website is customisable for visually impaired viewers	*13*	*5%*
mean accessibility score	*85%*	*NA*
members' names	214	79%
members' roles	206	76%
members' contact details	79	29%
CC email address or contact form	226	84%
other input options	78	29%
other representatives	155	57%

Table 10: CC-centric and CC-peripheral content-types

Classification[1]	content-type	justification
CC-centric	Local area	Both can be gathered by CC members: they automatically live in their CC areas
	News	
	Minutes	Produced by the CCs themselves
	Planning	CCs arguably have a duty to inform and consult their citizens about local planning matters.
	Photos and videos	Both can be commissioned or produced by CCs.
	Campaigns	Such material might be produced by the CCs themselves
	Contact details, CC members' names	CCs create their own contact mechanisms, elect their office bearers and know soonest if membership changes.
CC-peripheral	Representatives	Available on LA, SG and UK government presences
	Maps	Available on most LA websites
	Links to other websites	By definition these point to information available elsewhere. Also, links may easily become broken.
	Consultations	These should also be available on LA and SG websites

Table 11: CC-centric and CC-peripheral content on CC websites

Year	CCs with active websites		CCs with non-active websites	
	Has CC-centric content	Has CC-peripheral content	Has CC-centric content	Has CC-peripheral content
2014	289 (100%)	162 (56%)	347 (100%)	156 (45%)
2022	270 (100%)	214 (79%)	286 (99%)	218 (75%)

Table 12: existing CCs in each LA

In this and the following tables, highest performing and lowest performing LAs are highlighted.

Local authority	Numbers that could exist		Numbers that existed		%ages that existed	
	2014	2022	2014	2022	2014	2022
Aberdeen	30	30	24	24	80%	80%
Aberdeenshire	70	72	68	67	97%	93%
Angus	25	25	24	23	96%	92%
Argyll & Bute	56	56	54	56	96%	100%
Clackmannanshire	9	9	9	9	100%	100%
Dumfries & Galloway	107	107	90	88	84%	82%
Dundee	19	14	8	4	42%	29%
East Ayrshire	35	35	30	28	86%	80%
East Dunbartonshire	13	12	12	12	92%	100%
East Lothian	20	20	20	20	100%	100%
East Renfrewshire	10	11	10	9	100%	82%
Edinburgh	46	46	43	44	93%	96%
Eilean Siar	30	30	25	26	83%	87%
Falkirk	23	23	17	15	74%	65%
Fife	105	105	84	84	80%	80%
Glasgow	101	94	78	68	77%	72%
Highland	156	156	153	152	98%	97%
Inverclyde	11	11	9	7	82%	64%
Midlothian	16	16	16	16	100%	100%
Moray	20	20	15	18	75%	90%
North Ayrshire	17	17	11	12	65%	71%
North Lanarkshire	80	81	37	37	46%	46%
Orkney	20	20	20	20	100%	100%
Perth & Kinross	52	52	46	43	88%	83%
Renfrewshire	26	25	22	21	85%	84%
Scottish Borders	67	69	67	66	100%	96%
Shetland	18	18	18	18	100%	100%
South Ayrshire	29	29	26	29	90%	100%
South Lanarkshire	58	57	34	36	59%	63%
Stirling	43	42	41	38	95%	90%
West Dunbartonshire	17	17	11	11	65%	65%
West Lothian	40	41	36	35	90%	85%
Totals	**1369**	**1360**	**1158**	**1136**	**84%**	**83%**

Table 13: websites and social media

%ages are of the numbers of existing CCs in 2022.

Local authority	Numbers of existing CCs		Numbers that had websites		Numbers that had up-to-date websites		Numbers that used Facebook		Numbers that used X/Twitter		%ages that had websites		%ages that had up-to-date websites		%ages that used Facebook		%ages that used X/Twitter	
	2014	2022	2014	2022	2014	2022	2014	2022	2014	2022	2014	2022	2014	2022	2014	2022	2014	2022
Aberdeen	24	24	14	12	8	11	1	16	1	4	58%	50%	33%	46%	4%	67%	4%	17%
Aberdeenshire	68	67	41	39	15	38	2	43	2	13	60%	58%	22%	57%	3%	64%	3%	19%
Angus	24	23	16	9	5	9	4	16	0	4	67%	39%	21%	39%	17%	70%	0%	17%
Argyll & Bute	54	56	34	40	20	37	8	33	2	5	63%	71%	37%	66%	15%	59%	4%	9%
Clackmannanshire	9	9	9	6	5	5	4	8	2	4	100%	67%	56%	56%	44%	89%	22%	44%
Dumfries & Galloway	90	88	30	29	13	27	5	48	0	4	33%	33%	14%	31%	6%	55%	0%	5%
Dundee	8	4	5	3	2	3	3	4	1	1	63%	75%	25%	75%	38%	100%	13%	25%
East Ayrshire	30	28	4	3	4	3	1	16	1	3	13%	11%	13%	11%	3%	57%	3%	11%
East Dunbartonshire	12	12	6	9	2	7	1	10	0	4	50%	75%	17%	58%	8%	83%	0%	33%
East Lothian	20	20	9	12	4	12	2	12	2	7	45%	60%	20%	60%	10%	60%	10%	35%
East Renfrewshire	10	9	10	5	6	4	3	6	1	4	100%	56%	60%	44%	30%	67%	10%	44%
Edinburgh	43	44	36	37	24	35	4	35	18	32	84%	84%	56%	80%	9%	80%	42%	73%
Eilean Siar	25	26	4	1	1	1	1	15	0	0	16%	4%	4%	4%	4%	58%	0%	0%
Falkirk	17	15	17	12	12	11	4	10	2	4	100%	80%	71%	73%	24%	67%	12%	27%
Fife	84	84	44	45	25	42	9	59	2	12	52%	54%	30%	50%	11%	70%	2%	14%
Glasgow	78	68	41	38	23	34	18	23	6	21	53%	56%	29%	50%	23%	34%	8%	31%
Highland	153	152	84	85	47	60	16	40	2	14	55%	56%	31%	39%	10%	26%	1%	9%
Inverclyde	9	7	9	2	2	2	4	1	3	5	100%	29%	22%	29%	44%	14%	33%	71%
Midlothian	16	16	10	12	4	10	1	7	0	0	63%	75%	25%	63%	6%	44%	0%	0%
Moray	15	18	15	4	13	3	4	14	0	3	100%	22%	87%	17%	27%	78%	0%	17%
North Ayrshire	11	12	3	5	2	4	2	2	0	5	27%	42%	18%	33%	18%	17%	0%	42%
North Lanarkshire	37	37	12	11	6	9	4	23	0	6	32%	30%	16%	24%	11%	62%	0%	16%
Orkney	20	20	20	6	1	5	1	8	0	1	100%	30%	5%	25%	5%	40%	0%	5%
Perth & Kinross	46	43	25	20	9	20	3	10	0	5	54%	47%	20%	47%	7%	23%	0%	12%
Renfrewshire	22	21	13	7	7	7	3	2	1	6	59%	33%	32%	33%	14%	10%	5%	29%
Scottish Borders	67	66	43	39	16	32	1	12	2	7	64%	59%	24%	48%	1%	18%	3%	11%
Shetland	18	18	18	16	4	16	3	11	0	1	100%	89%	22%	89%	17%	61%	0%	6%
South Ayrshire	26	29	15	8	8	6	6	4	0	4	58%	28%	31%	21%	23%	14%	0%	14%
South Lanarkshire	34	36	14	18	5	14	3	10	0	5	41%	50%	15%	39%	9%	28%	0%	14%
Stirling	41	38	20	12	12	12	5	8	5	9	49%	32%	29%	32%	12%	21%	12%	24%
West Dunbartonshire	11	11	6	4	0	4	0	0	0	2	55%	36%	0%	36%	0%	0%	0%	18%
West Lothian	36	35	9	10	2	7	2	5	2	7	25%	29%	6%	20%	6%	14%	6%	20%
Totals	**1158**	**1136**	**636**	**559**	**307**	**490**	**128**	**511**	**55**	**202**	**55%**	**49%**	**27%**	**43%**	**11%**	**45%**	**5%**	**18%**

Table 14: website content

Local authority	Numbers of existing CCs		Numbers that had websites		Numbers that had 'big 3' website content		%ages that had 'big 3' website content	
	2014	2022	2014	2022	2014	2022	2014	2022
Aberdeen	24	24	14	12	5	4	36%	33%
Aberdeenshire	68	67	41	39	18	19	44%	49%
Angus	24	23	16	9	5	3	31%	33%
Argyll & Bute	54	56	34	40	16	14	47%	35%
Clackmannanshire	9	9	9	6	8	2	89%	33%
Dumfries & Galloway	90	88	30	29	13	12	43%	41%
Dundee	8	4	5	3	0	1	0%	33%
East Ayrshire	30	28	4	3	2	0	50%	0%
East Dunbartonshire	12	12	6	9	2	3	33%	33%
East Lothian	20	20	9	12	2	5	22%	42%
East Renfrewshire	10	9	10	5	3	1	30%	20%
Edinburgh	43	44	36	37	14	18	39%	49%
Eilean Siar	25	26	4	1	3	0	75%	0%
Falkirk	17	15	17	12	3	1	18%	8%
Fife	84	84	44	45	16	11	36%	24%
Glasgow	78	68	41	38	21	18	51%	47%
Highland	153	152	84	85	46	48	55%	56%
Inverclyde	9	7	9	2	1	2	11%	100%
Midlothian	16	16	10	12	3	8	30%	67%
Moray	15	18	15	4	3	0	20%	0%
North Ayrshire	11	12	3	5	2	2	67%	40%
North Lanarkshire	37	37	12	11	3	5	25%	45%
Orkney	20	20	20	6	2	2	10%	33%
Perth & Kinross	46	43	25	20	8	13	32%	65%
Renfrewshire	22	21	13	7	3	4	23%	57%
Scottish Borders	67	66	43	39	19	21	44%	54%
Shetland	18	18	18	16	3	5	17%	31%
South Ayrshire	26	29	15	8	8	3	53%	38%
South Lanarkshire	34	36	14	18	6	10	43%	56%
Stirling	41	38	20	12	12	6	60%	50%
West Dunbartonshire	11	11	6	4	0	1	0%	25%
West Lothian	36	35	9	10	3	6	33%	60%
Totals	**1158**	**1136**	**636**	**559**	**253**	**248**	**40%**	**44%**

Table 15: status changes

Local authority	Numbers that existed in both years	Numbers that changed status	Numbers that did not change status	%ages that changed status	%ages that did not change status
Aberdeen	25	18	7	72%	28%
Aberdeenshire	68	44	24	65%	35%
Angus	25	19	6	76%	24%
Argyll & Bute	56	30	26	54%	46%
Clackmannanshire	9	7	2	78%	22%
Dumfries & Galloway	107	64	43	60%	40%
Dundee	14	3	11	21%	79%
East Ayrshire	35	20	15	57%	43%
East Dunbartonshire	12	6	6	50%	50%
East Lothian	20	11	9	55%	45%
East Renfrewshire	9	6	3	67%	33%
Edinburgh	46	20	26	43%	57%
Eilean Siar	30	19	11	63%	37%
Falkirk	23	10	13	43%	57%
Fife	105	65	40	62%	38%
Glasgow	91	61	30	67%	33%
Highland	150	77	73	51%	49%
Inverclyde	11	4	7	36%	64%
Midlothian	16	11	5	69%	31%
Moray	20	15	5	75%	25%
North Ayrshire	17	8	9	47%	53%
North Lanarkshire	80	33	47	41%	59%
Orkney	20	13	7	65%	35%
Perth & Kinross	52	27	25	52%	48%
Renfrewshire	24	16	8	67%	33%
Scottish Borders	67	34	33	51%	49%
Shetland	18	14	4	78%	22%
South Ayrshire	29	15	14	52%	48%
South Lanarkshire	54	21	33	39%	61%
Stirling	41	21	20	51%	49%
West Dunbartonshire	17	8	9	47%	53%
West Lothian	40	16	24	40%	60%
Totals	**1331**	**736**	**595**	**55%**	**45%**

Table 16: active and consistently active websites

Local authority	Numbers that were active		Numbers that were consistently active	%ages that were active		%ages that were consistently active
	2014	2022	2014 to 2022	2014	2022	2014 to 2022
Aberdeen	8	7	2	57%	58%	25%
Aberdeenshire	13	26	7	32%	67%	54%
Angus	5	2	1	31%	22%	20%
Argyll & Bute	19	19	11	56%	48%	58%
Clackmannanshire	4	4	2	44%	67%	50%
Dumfries & Galloway	10	12	4	33%	41%	40%
Dundee	1	3	1	20%	100%	100%
East Ayrshire	4	0	0	100%	0%	0%
East Dunbartonshire	1	4	0	17%	44%	0%
East Lothian	3	10	2	33%	83%	67%
East Renfrewshire	6	3	1	60%	60%	17%
Edinburgh	24	26	17	67%	70%	71%
Eilean Siar	1	0	0	25%	0%	0%
Falkirk	12	2	1	71%	17%	8%
Fife	24	21	10	55%	47%	42%
Glasgow	21	9	3	51%	24%	14%
Highland	44	31	12	52%	36%	27%
Inverclyde	1	2	1	11%	100%	100%
Midlothian	4	10	2	40%	83%	50%
Moray	13	0	0	87%	0%	0%
North Ayrshire	2	4	2	67%	80%	100%
North Lanarkshire	6	2	0	50%	18%	0%
Orkney	1	0	0	5%	0%	0%
Perth & Kinross	8	12	4	32%	60%	50%
Renfrewshire	7	5	3	54%	71%	43%
Scottish Borders	16	17	4	37%	44%	25%
Shetland	4	9	2	22%	56%	50%
South Ayrshire	8	4	3	53%	50%	38%
South Lanarkshire	5	9	4	36%	50%	80%
Stirling	12	9	5	60%	75%	42%
West Dunbartonshire	0	3	0	0%	75%	NA
West Lothian	2	5	1	22%	50%	50%
Totals	**289**	**270**	**105**	**45%**	**48%**	**36%**