

FOI REF:	14161
RESPONSE SENT:	17/04/2024

Request:

1. How many citizens used the council's website, app or online services that are designed for citizen use in the year between 1st January 2023 - 31st December 2023?
2. What was the total number of unresolved queries or tickets related to the council's website, app and online services in this period?
3. What is the average waiting time for phone calls made to the council's customer service in this period?
4. What was the average resolution time for queries received through the council's website, app and online services during this time period?
5. What was the total cost of specifically maintaining the council's website, app and online services in this time period?
6. How many downtime incidents to the council's website, app or online services were recorded in the given timeframe, and what was the average downtime duration?
7. What is the average score for the council's website, app and online services user satisfaction survey in this time period?

Response:

1. 339,819
2. 2
3. 1 minute 44 seconds (context: only around 33% of calls queued, so this number only reflects a fraction of our calls, as around 67% of calls don't get queued)
4. Not known
5. Approx. £65,000
6. 28 outages, average downtime 48 mins
7. 67% of residents use the website, 81% of residents found it easy to use

