

Please may I have the following information broken down by year from 2018 to 2022

1. applications, requests, report it book it, contact us, received via digital means
2. applications, requests, report it book it, contact us received via non-digital means (telephone and face to face),
3. further breakdown of information in % (percentage) for Benefits, Planning, Council Tax, Complaints
4. Number of data breaches and how many have been reported to the ICO

As a council please can you also supply -

1. digital and transformation strategy for the next 5 years if you have one
2. If you are proactively working on transformation, are you working with another council
3. If you working with another council, are you the lead council.