

Under the Freedom of Information Act 2000, I request the following information that covers the timeframe, **1st January 2023 - 31st December 2023**. The FOI request pertains to the council's website, app and/or online services that are designed for citizen use.

- 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?