



Further to your information request FOI/EIR 23/24-519, please find your question and our response below.

Request:

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?

Response:

1. 149, 297 (we have used Google Analytics to measure this).
2. This information is not measured, and we therefore do not hold this information.
3. 23 seconds
4. This information is not measured, and we therefore do not hold this information.
5. This information is not measured as a separate cost, and we therefore do not hold this information.
6. One incident which lasted 17 hours, 53 minutes.
7. Our online forms have a 5-star rating (1 being low, 5 being high), the average score for this period was 4.07.

In respect of those requests that were answered in full or partially and the total refused please take this as notice under FOIA, that we:

- a) Consider the information as exempt from disclosure under the Act;
- b) Claim exempt under sections of the Act:

Section 12(4)(a) – Information Not Held

- c) State why the exemption applies:

Regulation 12 (4) a public authority may refuse to disclose information to the extent that (a) it does not hold that information when an applicant's request is received.

This concludes your request FOI/EIR 23/24-519.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.