

McMahon, Lucy

From: Freedom of Information Requests
Sent: 18 April 2024 12:31
To: [REDACTED]
Subject: [REDACTED] Response

[REDACTED]

Thank you for your Freedom of Information request dated 20 March 2024, for information about City of Doncaster Council's website, app and/or online services that are designed for citizen use.

Please find below City of Doncaster Council's responses to the questions you have raised.

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?

Response:

City of Doncaster Council had 861,235 users to the council website over the period 1st Jan 2023 to 31 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?

Response:

There are no unresolved queries related to City of Doncaster Council's website.

3. What is the average waiting time for phone calls made to the council's customer service in this period?

Response:

The average waiting time for phones call from 1 January – 31 December 2023, was 2 minutes 9 seconds.

4. What was the average resolution time for queries received through the council's website, app and online services during this time period?

Response:

The average resolution time on web queries/feedback comments varies depending on whether the query came in over a weekend and the amount received. The resolution time can be 1 day up to 10 days.

5. What was the total cost of specifically maintaining the council's website, app and online services in this time period?

Response:

City of Doncaster Council do not hold this information. We have a devolved content management system so officers can work on maintaining their content on the site therefore we cannot equate a total cost as this is not tracked within departments.

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?

Response:

City of Doncaster Council do not hold this information. The systems we use only hold the last 93 days, which falls outside the time scale requested.

7. What is the average score for the council's website, app and online services user satisfaction survey in this time period?

Response:

For the time scale requested, the average percentage of helpfulness is 45%.

I hope that this information is useful to you.

City of Doncaster Council estimates that it has cost £46.00 to respond to this request for information.

Reviewing any decisions made:

If you are not happy with this reply you can ask us to review our response. To do this write to us within 40 working days of receiving your response at the address below or email FOIAppeals@doncaster.gov.uk

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. www.ico.org.uk Telephone 0303 123 1113.

Yours sincerely,

Lucy McMahon
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City of Doncaster Council

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