



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI353048674

Thank you for your request for information relating to user engagement, use of open source and open standards for digital services. We apologise for the delay.

You have requested the following information:

Please could you provide me with some information regarding user engagement and your use of open source and open standards for your digital services?

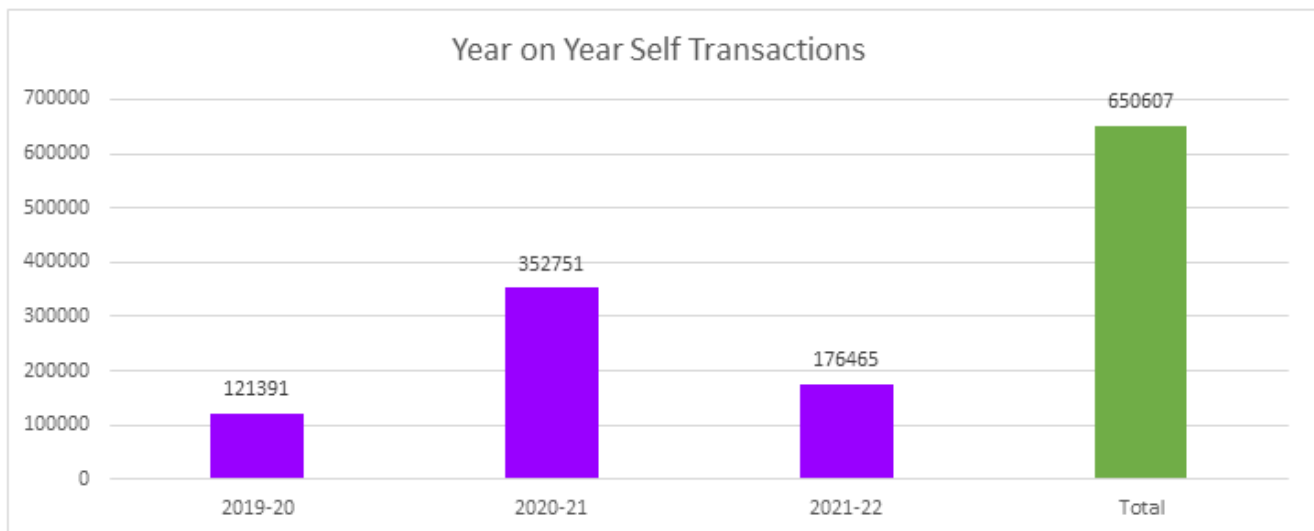
User engagement

1. When did you last conduct research into how your website users are accessing digital services?

This is done on a daily basis both with qualitative information from surveys and ad-hoc information from individuals as well as quantitative data from automated systems.

2. How has your digital uptake increased over the past 12 months (as measured by the government's guidelines)?

Please see the following details on volumes of online interactions made by customers over the financial years 2019-20, 2020-21 and 2021-22 (up to end of August).



Open source and open standards

3. What percentage of your source code your council develops - or which is developed on your behalf by external parties - is made open?

We do not currently have any internally developed open-source systems. We rarely commission third parties to do development work on our behalf, although in these cases, we are not aware of them being open-source.

4. What percentage of your components are standard government technology components?

You have not provided a definition for what is meant by standard government technology components. However we can confirm that we design and develop solutions following the Government Digital Service design principles who are signatories of the Local Digital Declaration.

We currently use GOV.UK Notify for service areas to communicate to users and text/email notifications on some services available via MyAccount.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance