



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI418517939

Thank you for your request for information relating to Customer Service Phonenumber.

You have requested the following information:

1. Does the Council Outsource its; Customer Service Phonenumber(s) and / or Website Maintenance inc Innovation and Development, outsourcing may include staffing and the actual telephone / computer system(s) used?

The Customer Service staff and Web Communications staff are employed by Coventry City Council (not outsourced).

The Council has a contract for website maintenance.

2. If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?

3. What is the contract start and expiry date (if multiple contracts exist please specify for each)?

4. Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?

5. What is the value of the contract on an annual basis (if multiple contracts exist, please specify for each)?

In response to Questions 2 to 5, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

<https://www.coventry.gov.uk/contractsregister>

This exemption is not subject to the public interest test. To assist, the contract for website maintenance is COV – Web Content Software Management System (COV – 10264).

6. In the past 5 (five) years ie 2021, 2020, 2019, 2018, 2017 what was the Call Volume per year to the council's; General Enquiries / Housing Benefit / Housing Repair / Adult and Social Care, Phonelines (if different numbers or a total number if unable to separate by subject matter)?

Due to the restriction of our Customer Services department in October 2019, we only hold the call volume from October 2019 onwards.

For General Enquiries:

Oct 2019 – Mar 2020 (6 months), 71,662 Calls Answered
Apr 2020 – Mar 2021 (12 months), 146,230 Calls Answered
Apr 2021 – Mar 2022 (12 months), 143,265 Calls Answered

For Housing Benefits:

Oct 2019 – Mar 2020 (6 months), 17,842 Calls Answered
Apr 2020 – Mar 2021 (12 months), 34,514 Calls Answered
Apr 2021 – Mar 2022 (12 months), 30,084 Calls Answered

For Adult Social Care:

Oct 2019 – Mar 2020 (6 months), 11,027 Calls Answered
Apr 2020 – Mar 2021 (12 months), 1,8197 Calls Answered
Apr 2021 – Mar 2022 (12 months), 20,376 Calls Answered

As our housing stock is outsourced to Citizen Housing, we do not hold any data on Housing Repairs. We are therefore advising you as per Section 1(1) of the Act.

7. In the past 5 (five) years ie 2021, 2020, 2019, 2018, 2017 what was the volume of website enquiries per year for each of the following subjects; General Enquiries / Housing Benefit / Housing Repairs / Adult and Social Care or a total number if unable to separate by subject matter?

For the reasons mentioned in response to Question 6, the Council only holds data on website enquiries from the present date to April 2019. The total volume of year-on-year website enquiries is as follows:

Financial Year 2019-20, 121,391 Online Transactions
Financial Year 2020-21, 352,751 Online Transactions
Financial Year 2021-22, 415,254 Online Transactions

8. Is the council currently and / or in the process of investing in future Technology to interact with its population in more efficient and accessible way(s) eg Mobile Phone Applications / System - Voice Recognition / Website platforms? If yes, what is the nature of the Technology and what is the £value of the investment?

We have no current plans to invest in future technology.

9. Is the Council partnering / working with any other Local Authorities on developing and / or investing in Technology? If yes, please specify which Local Authority(s)?

We currently have no formal partnerships in place with other local authorities.

10. Does the Council have a £% efficiency target for this financial year 2022/23, if yes please specify % and £value?

We currently do not have an efficiency target for this financial year 2022/23.

11. Does the Council own any housing stock?

No. Coventry City Council does not own any housing stock as this was transferred to Citizen Housing (formerly Whitefriars) in September 2000 through Large Scale Voluntary Transfer.

12. If yes, please specify level / number of housing stock?

Not applicable.

13. If the council's housing stock has been transferred, please specify the name of the charity or organisation the stock transferred to and the number of properties it transferred?

See response to Question 11.

The supply of information in response to a FOI 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