



**Information Governance Team**

Postal Address:  
Coventry City Council  
PO Box 15  
Council House  
Coventry  
CV1 5RR

[www.coventry.gov.uk](http://www.coventry.gov.uk)

E-mail: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

Phone: 024 7697 5408

18 April 2024

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**

**Request ID: FOI597919902**

Thank you for your request for information relating to Council's website, app or online services.

You have requested the following information:

**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?**

We do not have statistics about Coventry citizens, however, there were 5,760,405 unique visitors to [www.coventry.gov.uk](http://www.coventry.gov.uk) in 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?**

We hold the information which you have asked for, but we have estimated that the cost of meeting your request would exceed the cost limit of £450 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees Regulations 2004). This represents the estimated cost of one person spending 18 hours or more, in determining whether the information is held, locating, retrieving and extracting it.

We estimate that because the information is held in a non-reportable format which would require an officer to manually review the records for over 13,000 queries. This has been estimated to exceed the 18-hour limit under the Act. This part of your request has been refused under section 12(2) of the Act.

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

2mins 29 secs.

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

We confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. This is not recorded.

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

Following careful consideration, 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/downloads/download/1362/contracts\\_register](https://www.coventry.gov.uk/downloads/download/1362/contracts_register)

The relevant contract is COV-10264.

This exemption is not subject to the public interest test.

**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?**

One downtime: 13 minutes on 28 August 2023

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

We confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. This is not recorded.

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](mailto: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](mailto:icocasework@ico.org.uk).

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

Yours faithfully

**Information Governance**