



Response to Request for Information

Reference FOI 003514
Date 25 April 2019

Council App

Request:

I would like to make a request for the following information:

How many downloads of your app for the tax years 2017/18 and 2018/19. As well as the amount of requests logged using the app for the same tax years?

Please can I also have the amount of calls received at your contact centres for the tax years 2015/16, 2016/17, 2017/18 and 2018/19. The last piece of information I require is please can you advise when your app went operational?

I am referring to the Council app where people can download and log a missed collection for example.

In response to your request please find our response below:

WCC App go 'live' date: January 23, 2014

Financial Year 2017/2018 performance:

Downloads: 3,132

Sessions: 1,592

Requests logged: 6

Subject: Tips: 5; Customer Services: 1

Financial Year 2018/2019 performance:

Downloads: 338

Sessions: 2,127

Requests logged: 39

Subject: Libraries: 9; Schools: 6; Tips: 5; Museums: 5; Leisure Centres: 4; Parks: 4; Car Parks: 3; Customer Services: 3.