

35490

Do you currently employ a Chief Data Officer in your Local Authority?

No

If no, is this something you will be considering in the next 3 years?

No, we are not currently considering this.

Please complete the table below relating to the number of enquiries for all Council services received via the following methods for the period 1st April – 31st March for each financial year from 2017-2018 to 2021 to date.

The table should have the following four column headers with a row for each financial year:

- Financial Year
- Website / Webform
- Mobile App
- Telephone / Call-centre

	Financial Year 1 April to 31 March				
No of Enquiries for all Council services	2017-18	2018-19	2019-20	2020-21	2021-22 (1)
Website / Webform (2)	0	0	411,953	562,996	179,991
Mobile App (4)					
Telephone / Call Centre (3)	813720	868964	686551	641026	55019

1) This includes date up until 31/01/22

2) For the Website/Webform entry, this is Verint data only

3) For Contact Centre, this is telephony inbound calls offered only

4) Information not available

What is the job title of the person responsible for data governance in your local authority?

What is the job title of the person responsible for the data strategy in your local authority?

The Council has not identified one individual role responsible for data governance and data strategy within the Council. All services are responsible for ensuring that council information and records are handled in accordance with Council policy and procedure. The Council has an Information Board which is chaired by the Council's Senior Information Risk Owner (SIRO), and attended by senior service representatives and subject matter experts such as the Council's Data Protection Officer and Chief Digital Officer. The Information Board provides strategic direction to information governance matters across the Council.

In addition, the Council has an Information Governance Unit which is responsible for advising on best practice and legal obligations in the field of records management, data protection, and access to information legislation. The Information Governance Manager is also the Council's Data Protection Officer.