

(CCC) Digital Services

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

- When did you last conduct research into how your website users are accessing digital services?
- How has your digital uptake increased over the past 12 months (as measured by the government's guidelines)?

Open source and open standards

- What percentage of your source code your council develops - or which is developed on your behalf by external parties - is made open?
- What percentage of your components are standard government technology components?

Is your website designed using open standards for government?

Response

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

Google analytics was checked within the last 6 weeks for user entry points to main website

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

The information is currently not available.

Open source and open standards

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

None, but we are looking to make more of our code open in the future.

- What percentage of your components are standard government technology components? Is your website designed using open standards for government?

Regarding "standard government technology components", we do use Gov.uk Pay, but it's difficult to give this as a percentage of all of our components. I'd estimate around 2%. As much as we can we try to follow the open standards for government.

Further queries on this matter should be directed to foi@cambridge.gov.uk