

FOI Ref

8852

Response sent

22 April 2021

**(CCC) Customer Service Phone Calls**

Can you please let me know how many phone calls the council receives a year?  
Do you receive more phone calls than website visits?

**Response:**

Customer services received 153,229 calls during 2020 -2021 financial year (this figure does not include calls direct to officers).

The website hits for 1 April 2020 - 31 March 2021. There were a total unique page views in that period of 2,359,774.

Further queries on this matter should be directed to [foi@cambridge.gov.uk](mailto:foi@cambridge.gov.uk)