Rutland County Council
Catmose
Oakham
Rutland
LE15 6HP

telephone: 01572 722 577
fax: 01572 758 307
email: FOI@rutland.gov.uk
web: www.rutland.gov.uk
DX: 28340 Oakham

07 February 2018

FREEDOM OF INFORMATION REQUEST – 86/18

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request:

I'm interested in understanding how local residents are interacting with their local council, and would like to submit an FOI request for the following data in .xls format:

1.   Breakdown of volumes of contact (15/16 and 16/17) for the following channels:

  • Face to face
  • Telephone
  • Web

Answer: The table below gives the breakdown of customer contact per channel for 2015/16 and 2016/17.

Channel	2015/16	2016/17
Face to Face	21,373	16,233
Telephone	76,794	73,898
Web	374,806 sessions	391,372 sessions

2.   For 2016/17, please provide a breakdown of contact by the following type of transaction:

  • Application – e.g. applying for services or career opportunities;
  • Payments – e.g. paying for a range of fees, fines or taxes;
  • Tracking – e.g. monitoring progress service requests and applications;
  • Booking and reservations – e.g. making appointments with the council, and booking items and events;
  • Renewals – e.g. renewing items like permits and licences;
  • Reporting – e.g. notifying the council of problems and issues that need addressing;
  • Finding information – e.g. locating and requesting information on local services and tourism.

Answer: In order to determine this, an officer would have to manually inspect records to determine whether it fell within the scope of your request and if so,

extract the relevant data. Given the number of records involved, we believe it to be a reasonable estimate that to comply with your request would exceed the appropriate cost limit of £450. This figure is set out in Regulations and is equivalent to one person working more than 18 hours to determine whether we hold the information, and to locate and extract the information.

Under section 12 of the Freedom of Information Act the Authority is not obliged to comply with your request and we will not be processing your request further.

3.   For 2016/17, breakdown of telephone enquiries by your services or service areas (e.g. revenues and benefits, parking, housing, planning etc).

I understand that this type of statistic is widely captured by local authorities, but if you are not able to provide a breakdown to match the above, I'm more than happy to receive your standard breakdown of contact data.

Answer: The table below shows the percentage of contact for all telephone calls that have been coded to a category for 2016/17:

Category of Call	Percentage of Overall Calls Coded
Adult Social Care	8.87%
Benefits	4.58%
Blue Badges	0.71%
Call Cut off	1.27%
Childrens Social Services	10.1%
Council Tax	10.03%
Elections Resolved	3.63%
Environmental Health	1.34%
Highways	4.55%
Housing	4.56%
Licencing	0.76%
Local Information	1.36%
Other	9.71%
Parking	1.71%
Pest Control	0.53%
Planning	8.69%
Registrars	2.72%
Sales	2.13%
School Admissions	1.43%
SMT	1.22%
Transport	1.91%
Waste	11.88

If you are dissatisfied with the handling of your request please contact the Head of Corporate Governance, Rutland County Council, Catmose, Oakham, Rutland LE15 6HP
You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545700

Yours faithfully

FOI Administrator
Corporate Support Team, Rutland County Council