



27 September 2018

FREEDOM OF INFORMATION REQUEST – 1175/18

Dear Sir/Madam

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

Request / Response:

Using your telephone system call data/analytics as generally provided by your telephone system provider and/or telephone line provider or available from them upon your request please send me the following information for each month within the time period: 1st July 2017 to 30th June 2018:

1. The total amount of inbound telephone calls that were received by your local authority that were answered between 9am-5pm on a Monday - Friday basis

Answer: 41,159 calls were answered within that period.

2. The total amount of inbound telephone calls that were received by your local authority that were unanswered between 9am-5pm on a Monday - Friday basis

Answer: 10,550 calls were unanswered within that period.

3. The total amount of inbound telephone calls that were received by your local authority that were answered outside of 9am-5pm on a Monday - Friday basis

Answer: 156 calls were answered during that period.

4. What was the total amount of inbound telephone calls that were received by your local authority that were unanswered outside of 9am-5pm on a Monday - Friday basis

Answer: We are unable to provide this information as our system does not record it.

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
Business Support Team
Rutland County Council