

## Freedom of information request NCC-029258-17

Thank you for your recently submitted Freedom of information request for the following information:

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

- \* Face to face
- \* Telephone
- \* Web

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

Our response

Nottinghamshire County Council "NCC" can confirm the following in response to your recent Freedom of information request:

1. Face to face contact:

15/16 12751

16/17 20699

NCC telephone calls taken by the customer service team only are as follows:

15/16 421185

16/17 510859

Please note the figures do not include telephone calls received direct by service areas because NCC do not record this information centrally. In order to provide this information NCC would need to contact over 400 services and this would exceed the appropriate limit set under the Act. This is defined in the Fees and Appropriate Limit Regulations and currently stands at 2.5 days or 18 hours. In this case we are denying the response under this FOIA exemption; 12. (1) Section 1 (1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit. Within the scope of the Act Section 16 (1) we are obliged to offer advice on how this request could be refined but given the scope of the number of telephone calls received NCC do not feel that any refined request would fall within the cost limit.

Total website visit figures

\* 1 Apr 2015 – 31 Mar 2016: 5,150,130 visits

\* 1 Apr 2016 – 31 Mar 2017: 5,190,517 visits

2. NCC does not break down statistics to this level. The transactions listed may be carried out in several service areas across the Council. In order to provide this information NCC would need to contact over 400 services and this would exceed the appropriate limit set under the Act. This is defined in the Fees and Appropriate Limit Regulations and currently stands at 2.5 days or 18 hours. In this case we are denying the response under this FOIA exemption; 12. (1) Section 1 (1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit. Within the scope of the Act Section 16 (1) we are obliged to offer advice on how this request could be refined but given the scope of the number of transactions we do not feel that any refined request would fall within the cost limit.
3. NCC does not have information on the examples given as these are District Council functions. NCC do not hold central records for all enquiries for all service areas as we have over 400 different services. Information is held centrally for enquiries received via the Customer Service Centre for service areas they provide support to and these are as follows:

	<b>2016/17</b>
Total contacts	650032
Calls	510859
Services	<b>2016/17</b>
Highways	51985
Transport	52701
Schools	90968
ASCH	97835
Registration	53456
Waste	60851

If you are unhappy with the way your request was dealt with and wish to make a complaint, please write to the Team Manager, Complaints and Information, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail [foi@nottscc.gov.uk](mailto:foi@nottscc.gov.uk) quoting the reference above.

With kind regards

Lorraine Hayes  
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Complaints & Information Team  
Resources Department  
Nottinghamshire County Council  
West Bridgford  
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NG2 7QP  
0115 97 72788