

CITY OF
WOLVERHAMPTON
COUNCIL

Response to Request for Information

Reference FOI 002693
Date 24 August 2018

Telephone System Call Data/Analytics

Request:

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:

Please note that in respect of accurately breaking the figures down to show the calls which have been made between 9-5 and those outside these hours, it has been established after careful consideration that the Council does not hold the above information as we do not analyse this information in the format requested.

Consequently, we are unable to provide information relating to the above, and are informing you as required by Section 1(1) (a) of the Act, that states:

"Any person making a request for information to a public authority is entitled to be informed in writing by the public authority whether it holds information of the description specified in the request".

However, we have provided you with data detailing all the calls received by our Contact Centre which includes data the Contact Centre handles which have varying opening and closing times.

- 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
- 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
- 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
- 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

[NOT PROTECTIVELY MARKED]

	Total Calls	Calls Answered	Calls Unanswered
July 2017	70601	52951	17650
August 2017	66292	56348	9944
September 2017	74118	58553	15565
October 2017	75412	61084	14328
November 2017	71024	60370	10654
December 2017	55760	49069	6691
January 2018	81223	69040	12183
February 2018	67181	57104	10077
March 2018	81649	66136	15513
April 2018	67532	49974	17558
May 2018	69870	57293	12577
June 2018	67630	55457	12173