



Reference: FOI0205

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:

- 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

The number of calls received by North Tyneside Council Monday to Friday during the yearly timeframe was 1,589,816

Unfortunately we can only run an individual daily report so this is for a full 24 hour period each day (Monday to Friday), so are unable to provide figures between 9am – 5pm.

Furthermore we cannot distinguish between calls being answered and calls going to voicemail.

- 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

We cannot get this information (see above)

- 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

We cannot get this information (see above)

- 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

We cannot get this information (see above)