

Response to Request for Information

Reference FOI 000671
Date 7 December 2016

Telephone Network

Request:

I am making a request under the Freedom of Information Act.

1. How many times over the past six years have phones on your network dialled the number 123, known as the speaking/talking clock? This is calendar years, 2011, 2012, 2013, 2014, 2015, and 2016.
2. Please can the number of calls to this number be displayed per year and how much those calls cost per year.

In response to your request please find below report data and a summary of totals:

Year	Total Calls to 123
2011	790
2012	599
2013	412
2014	223
2015	157
2016	147

In response to your request in regards to question 2, we can confirm that following careful consideration, the Council regrets to inform you that it has decided not to disclose this information. Information you have requested has been withheld from disclosure. The exemption engaged is Section 12 of the Freedom of Information Act 2000 (FOIA).

To undertake this work would exceed the statutory cost limit under Section 12 of the Act.

Section 12 of the Act exempts Public Authorities from providing information where the estimated cost of compliance exceeds the appropriate limit. Any estimate must be undertaken in accordance with the limits set in fees regulations made under Section 12 (5) of the Act.

To clarify further, any information regarding call costs per year is not held in a reportable format. To enable us to determine this information will require a manual

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interrogate of various systems/budgets. This would be a manual exercise and as such we believe the aggregated time it would take to collate the information would be in excess of 18 hours (equivalent to a notional cost of £450).

These Fees Regulations (SI 2004/3244 Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations) allow for a refusal where the cost of compliance, for local authorities such as the Council, would exceed £450. As a guide, staff time to identify and extract this information is charged at a rate of £25 per hour.