

**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)**