



Reference: RFI 1801074

**Request:**

I'm interested in understanding how local residents are interacting with their local council, and would like to submit an FOI request for the following data in .xls format:

- 1) Breakdown of volumes of contact (15/16 and 16/17) for the following channels:
  - Face to face  
Response: The data provided relates to Customer Service transactions only
  - Telephone  
Response: The data provided relates to Customer Service transactions only
  - Web Only  
Response: The data provided relates to Customer Service transactions only
  
- 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;  
Response: N/A for Customer Services
  - Payments – e.g. paying for a range of fees, fines or taxes;  
Response: N/A for Customer Services
  - Tracking – e.g. monitoring progress service requests and applications;  
Response: N/A for Customer Services
  - Booking and reservations – e.g. making appointments with the council, and booking items and events;  
Response: N/A for Customer Services
  - Renewals – e.g. renewing items like permits and licences;  
Response: N/A for Customer Services
  - Reporting – e.g. notifying the council of problems and issues that need addressing;  
Response: N/A for Customer Services
  - Finding information – e.g. locating and requesting information on local services and tourism.  
Response: N/A for Customer Services

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

Response: Breakdown provided fro Customer Service contact only.

I understand that this type of statistic is widely captured by local authorities, but if you are not able to provide a breakdown to match the above, I'm more than happy to receive your standard breakdown of contact data.

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