



Derry City & Strabane
District Council
Comhairle
Chathair Dhoire &
Cheantar an tSraitha Báin
Derry Cittie & Strabane
Destrict Cooncil

Ref: FOI / 1637

February 13, 2018

Mr

Email: @gmail.com

Dear Mr

Freedom of Information Act 2000 Request Customer Contact

I refer to your FOI request as above and confirm that Council holds relevant information. I would advise however the Freedom of Information Act contains provisions in section 12 to protect public services by preventing public authorities from having to respond to requests that are highly time consuming. If authorities were required to spend an unlimited time on these requests then the provision of their day to day services would obviously suffer and an unfair imbalance of time spent dealing with requests from different requestors could result.

In effect this means that there is a finite amount of time that an authority is required to spend locating and retrieving information for any given request. This is set out in regulations and equates to 18 hours in any 60 day period. The relevant regulations are The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004

To ensure this provision provides the necessary protection for public services, authorities are permitted to aggregate requests from a single requestor. Specifically, section 12(4) of the Act allows authorities to total the estimated time to comply with a number of requests from the same person.

In the case of your requests Council staff would be unable to carry out their normal duties for an unacceptably long period of time if we were not able to rely on section 12 of the Act.

I hope the above has helped to explain why the Act contains these provisions and why they are relevant in the case of your requests.

Derry

C/o Council Offices
98 Strand Road
Derry
BT48 7NN

Strabane

C/o Council Offices
47 Derry Road
Strabane
BT82 8DY

+44 (0) 2871 253 253
info@derrystrabane.com
www.derrystrabane.com

f Derry City & Strabane District Council
@dcsdcouncil

Council have provided information to you which is readily available as below however we are regrettably unable to extract the information in the form in which you have requested. Under Article 6 of the Environmental Information Regulations, Council is not obliged to provide the documentation in the requested form if it is unreasonable to do so or if it is publically accessible elsewhere, ie

6.—(1) Where an applicant requests that the information be made available in a particular form or format, a public authority shall make it so available, unless—
(a) it is reasonable for it to make the information available in another form or format

Request:

1) Breakdown of volumes of contact (15/16 and 16/17) for the following channels:

- Face to face – **Information not recorded.**
- Telephone - **15/16 data not available.**

16/17 total number of external calls received = 643,731

- Web – **Information available.**

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; -

Job Applications - 891

Funding Applications – 39

Building Control Applications & Property Certificates – 5958

Planning applications - 1761

- Payments – e.g. paying for a range of fees, fines or taxes; - **Information not available within appropriate limit**

- Tracking – e.g. monitoring progress service requests and applications; - **Information not gathered.**

- Booking and reservations – e.g. making appointments with the council, and booking items and events; - **Information not available within appropriate limit**

- Renewals – e.g. renewing items like permits and licences; - **Information not available within appropriate limit**

- Reporting – e.g. notifying the council of problems and issues that need addressing; - **Please see attached table for Environmental Health.**

- Finding information – e.g. locating and requesting information on local services and tourism- **Majority of information not available within appropriate limit however attached readily available reports from our Genealogy Service.**

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

Total external telephone calls received by each Council

Directorate/Service Area:

Assurance – 6,639

Derry

C/o Council Offices
98 Strand Road
Derry
BT48 7NN

Strabane

C/o Council Offices
47 Derry Road
Strabane
BT82 8DY

+44 (0) 2871 253 253
info@derrystrabane.com
www.derrystrabane.com

f Derry City & Strabane District Council
@dcsdcouncil

Business and Culture – 42,134
Chief Executive – 3,109
Democratic Services and Improvement Unit – 6,443
Environment and Regeneration – 70,281
Health and Community – 113,199
Human Resources – 5,310
Legal – 1,175
Strategic Finance and Funding – 862
Switchboard – 265,184
Voicemail – 129,395

If you are dissatisfied with our response you have rights of review and appeal; these rights consist of two review processes.

Firstly our internal review procedure is available by contacting:

John Kelpie
Chief Executive
Derry City and Strabane District Council
98 Strand Road
Derry BT48 7NN
Tel 028 71253253 or email john.kelpie@derrystrabane.com

Secondly, you can appeal directly by contacting the Information Commissioner at:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
CHESHIRE SK9 5AF
Tel: 0303 123 1113 (local rate) or email: casework@ico.org.uk

Yours sincerely

Information Management Support

Encs