

Our Ref: 008615/16



Freedom of Information Section
Nottinghamshire Police HQ
Sherwood Lodge, Arnold
Nottingham NG5 8PP

Tel: 101
Ext 800 2507
Fax: 0115 967 2896

30 January 2017

Dear

Request under the Freedom of Information Act 2000 (FOIA)

I write in connection with your request for information, which was received by Nottinghamshire Police on 25/11/2016.

Following receipt of your request searches were conducted within Nottinghamshire Police to locate the information you require.

RESPONSE

Under S 1 (1) (a) of the Freedom of Information Act 2000 (FOIA), I can confirm that Nottinghamshire Police does hold the information you have requested in part.

Please find below answers to your questions:-

1. How much did your force spend on telephone calls to the directory enquiry numbers 118118 and 118500 in the last financial year and in each of the four financial years prior to that?

Calls to 118500 and 118118 are barred from almost all extensions within the Force. There are a very small number which have access.

Please note the following information is only relative to the systems that connect via our call logger. It does not account for any such calls made from sites formerly connected via Centrex lines, although calls to 118 numbers are barred from most extension lines and any such request would have been via the Force Switchboard or Control Room when the Switchboard is closed.

The figures exclude any calls made from Force mobiles/Blackberrys

The data below is therefore relative to calls made from our call logger.

Calls Number per financial year to 118500 & 118118

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17*	TOTAL
118500	2	11	0	0	0	0	13
118118	19	7	4	0	3	7	39

* Calls to date within the current financial year

2. If possible, please could you break down the amount spent in each of these years by department? So, for example, you might be able to tell me that, in the financial year 14/15, your CID department spent £x on calls to 118118 and £y on calls to 118500.

A breakdown of each department's use of the service is not possible due to the dynamic nature of extension number allocation.

It has not been possible to calculate the actual costs as the charge rates have changed during the period in which the FOI is requesting. We do not keep historic call charge data. Additionally, in recent years calls to '118' services generally have risen steeply.

Complaints Rights

Your attention is drawn to the enclosed review procedure, which details your right of complaint.

Copyright

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I would like to take this opportunity to thank you for your interest in Nottinghamshire Police.

Should you have any further enquiries concerning this matter, please write or contact the Freedom of Information Officer on telephone number 0115 9672507 or e-mail freedomofinformation@Nottinghamshire.pnn.police.uk quoting the above reference number.

Yours sincerely

Disclosure Officer

Are you dissatisfied with your response?

Nottinghamshire Police has a duty to implement a complaints process in relation to Freedom of Information Act requests. If you are not content with our response, you may appeal, this process is known as an 'Internal Review'

Internal reviews are intended to be a fair and impartial means of reviewing the original request process.

You can appeal about your request if you:-

- Disagree with the Forces interpretation of your request;
- Believe the Force hold more information than has been disclosed to you;
- Disagree with the application of exemptions;

How do I appeal?

All appeals should be made in writing and sent to:-

Information Management
Nottinghamshire Police
Force Headquarters
Sherwood Lodge
Arnold
Notts
NG5 8PP

or alternatively freedomofinformation@nottinghamshire.pnn.police.uk

To deal with your appeal as quickly as possible please provide the unique identification number provided with your response and the reasons for your appeal.

Once we have received your request for appeal, your FOI response will be reviewed in full to identify any problems in the disclosure.

The review will be undertaken by someone different from, and preferably senior to, the original decision maker and this should be completed within 20 working days from receipt, in exceptional circumstances it may be extended by a further 20 working days.

What if I'm still not satisfied?

You can appeal to the Information Commissioner. You can contact the Information Commissioner Office at the following:-

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

E-mail: casework@ico.org.uk