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REFERENCE: 16FOI 61

You requested the following information:-

Please could you provide me with the following:

- 1. The total number of calls made to 118 numbers over the past three years up to and including June 2016. Please could you break this down year by year. Please could you provide a figure, in pounds sterling, for how much these calls cost. Please could this also be broken down by year.**
- 2. Please could you also provide a figure for the number of calls made to numbers beginning with "0871", "0872", "0873" and "090" over the past three years up to and including June 2016. Please could you break this down year by year. Please could you provide a figure, in pounds sterling, for how much these calls cost. Please could this also be broken down by year.**
- 3. Please could you also provide a figure for the number of calls made to "118 118" over the past three years up to and including June 2016. Please could you break this down year by year. Please could you provide a figure, in pounds sterling, for how much these calls cost. Please could this also be broken down by year.**
- 4. Please could you also provide a figure for the number of calls made to "118 500" over the past three years up to and including June 2016. Please could you break this down year by year. Please could you provide a figure, in pounds sterling, for how much these calls cost. Please could this also be broken down by year.**
- 5. Please could you also provide a figure for the number of calls made to "118 111" over the past three years up to and including June 2016. Please could you break this down year by year. Please could you provide a figure, in pounds sterling, for how much these calls cost. Please could this also be broken down by year.**
- 6. Please could you also provide a figure for the number of calls made to "09020442408" over the past three years up to and including June 2016. Please could you break this down year by year. Please could you provide a figure, in pounds sterling, for how much these calls cost. Please could this also be broken down by year.**

7. Please could you also provide a figure for the number of calls made to "6442408" over the past three years up to and including June 2016. Please could you break this down year by year. Please could you provide a figure, in pounds sterling, for how much these calls cost. Please could this also be broken down by year.

We have handled your request under the Freedom of Information Act 2000.

Calls to the telephone numbers listed above and all premium phone line numbers are blocked on our telephone system, so no such calls have been made. All staff are aware that the use of office telephones are for business use only.