

Date Provided: 24 August 2018

## Telephone Calls

Ref: FOI / 7553

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### Information Request and Response by Lewes District Council

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 - **152541***
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 - **26232***
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 - **6220***
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 - **514***