

## Food Standards Agency: Information released under the Freedom of Information Act

Date released: 20 July 2016

### Annex

#### Request:

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.*

*If there is any guidance issued to staff on what numbers they can/cannot call, please can you provide this. Likewise, if there is a list of barred numbers, please could you provide this.*

*If FOI requests of a similar nature have already been asked could you also please include your responses to those requests.*

**Response:**

- Neither the FSA's office phone system nor the main mobile phone supplier, Vodafone, provide itemised billing to the FSA. Therefore, the information you have requested is not available.
- The FSA does have two other mobile phone providers, T-Mobile and O2 with a total of 12 devices in total with these suppliers. None of the numbers mentioned in the request were called during this period.
- There is no specific guidance issued to staff on what numbers they can/cannot call.