

**BUSINESS DIRECTORATE**  
Democratic Services

J Smith  
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The Business Centre, Futures Park, Bacup, OL13  
0BB

This matter is being dealt with by:  
Name: Jenni Cook  
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Minicom: 01706 252277  
Email: [foi@rossendalebc.gov.uk](mailto:foi@rossendalebc.gov.uk)

Our reference: JKC/FOI/777

Date: 20<sup>th</sup> July 2010

Dear Sir or Madam

**RE: FREEDOM OF INFORMATION ACT REQUEST**

Thank you for your Freedom of Information request and the further request.

I have reviewed your request under the Freedom of Information Act 2000, and my response is as follows:

We do not hold this information.

Rossendale Borough Council manages all the telephony in-house with the exception of one number, which is the Revenue and Benefits number 0845 900 0500. At present the Council is unable to obtain reporting information from the current system. The Council plans to upgrade the telephony system in the future and the upgrade will include a full reporting package. The Council is unable to give a timescale for implementation of this upgrade.

**Right to Review**

If you wish to have this decision reviewed please write to the Director of Business outlining the points of your review.

If you are still not satisfied with the Council's decision following any review you may appeal the Council's decision to the Information Commissioners Officer, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

If you wish to discuss this matter further please do not hesitate to contact me directly on 01706 252438.

Yours sincerely,





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