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17 March 2014

Mr Paul Janik,
Sent via Email:
request-197033-ec4740ed@whatdotheyknow.com
request-197063-ffa8297c@whatdotheyknow.com
request-197121-e39f9661@whatdotheyknow.com

Our Reference: CAS-286518-G9MRN2
CAS-286525- GH3JL9
CAS-286-527-L1052X

Dear Mr Janik,

Your request for information

Thank you for your three emails dated 12 February 2014, submitted to us via the WhatDoTheyKnow website, in which you raise a number of queries and concerns regarding the accessibility of the Slough inspection report relating to the *Single inspection of LA children's services and review of the LSCB*; along with a number of general questions relating to Ofsted and our contact centre.

In your first email you wrote:

(1) On 11 February 2014, OFSTED published a damning report into Labour controlled Slough Borough Council's Children in Care.

(2) OFSTED omitted any mention of the report in its daily summary of SLOUGH events.

(3) One day later, when one goes to ofsted.gov.uk and clicks on INSPECTION REPORTS then

(<http://www.ofsted.gov.uk/inspection-reports/find-inspection-report>)

one enters 11-2-2014 as start date for search and 12-2-2014 as end date of a DATE REPORT PUBLISHED search, and

enters (local authority) SLOUGH (provider type) ALL but the damning OFSTED report into Slough's Broken Council does not appear.

(4) FOI question: what is wrong with the expensive OFSTED web site and what do the public have to do to find the report on the OFSTED web site ?

(5) FOI question: what is the link to the OFSTED report ?

(6) FOI question: why was the report omitted from the daily OFSTED email of all reports for the Slough Unitary Authority area ?

In your second email you wrote:

(1) On <http://www.ofsted.gov.uk/contact-us>

is one telephone number for OFSTED. it is 0300-123 1231.

(2) Calling that number gives 5 choices

- 1. if child*
- 2. make payment*
- 3. if provider*
- 4. if applicant*
- 5. if member of the public*

(3) Selecting option 5, Member of the Public, one is presented with 4 choices

- 1. concerns about a provider*
- 2. providers details*
- 3. inspection reports*
- 4. careers*

(4) If one wants to ask where is the missing and highly damning OFSTED report into Slough Borough Council's children's services, one presses 3.

(5) The automated OFSTED telephone answering system then declares the information is on OFSTED's web site and promptly disconnects the caller.

(6) Alternative OFSTED numbers no longer work including

*0300-123 3160 - call centre
0115-944 9000 - operator
020-7421 6800 - call centre*

However the generic press office telephone number does.

(7) FOI question: What telephone number can the public call to speak to an OFSTED Human Being ? Clearly that is currently not possible with OFSTED's existing and highly restricted telephone menus system.

(8) FOI question: Why and when did OFSTED decided to stop accepting general calls from the public as evidenced from the automated OFSTED telephone menus ?

(9) FOI question: What is the total annual payment made to the OFSTED chairman ?

(10) FOI question: Please provide a signed copy of the OFSTED's acceptance of the current telephone menu system on 0300-123 1231.

(11) FOI question: How much did OFSTED's current telephone menu system on 0300-123 1231 cost to set-up and how much to maintain annually ?

(12) An OFSTED call centre person (on a Newport Gwent telephone number) called me, in response to my press office call. The lady explained that if the public wanted to see an inspection report they should use the General non-specific search box and not click-on the Inspection Reports choice.

(13) The OFSTED lady said that instead of looking for an Inspection Report published on a known date, the public should instead select the 'Name, address or URN' option.

(14) The OFSTED lady said that if the public wanted to speak to an OFSTED Human Being about an inspection report they should select 'concerns about a provider' and not select the 'inspection reports' option.

(15) FOI question:

(a) For how long has the generally unfit for purpose telephone menu system been in place ?

(b) For how long has OFSTED been aware of some severe deficiencies with parts of its telephone menu system ?

(c) Who at OFSTED has tested the telephone menu system, and when, to ensure the best service possible is given to the public - instead of wasted calls, frustration and high blood pressure ?

(16) FOI question: Please provide a copy of the OFSTED inspection report of its own public web site's 'Inspection Reports' search facility and the date it was done.

(17) FOI question: Does the incumbent OFSTED chairman Sally Morgan have full confidence in all aspects of both the OFSTED web site and the OFSTED telephone menu system ?

In your third email you wrote:

"(1) Is the OFSTED call centre operated by a private company ? If so, please give:-

- (a) names of the private company*
- (b) setting-up costs*
- (c) annual running costs*
- (d) starting dates and durations of contracts*

(2) What is the telephone number of the switchboard (or reception) at OFSTED's premises at

*Aviation House
125 Kingsway
London WC2B 6SE*

(hint: it is not 0300-123 1231)

(3) To whom can central government employees complain about OFSTED's disturbing behaviour, at the OFSTED call centre, hanging-up when asked reasonable questions ? Ringing the senselessly time-wasting number 0300-123 1231 is not a desirable option. Please give a telephone number and email address which I will pass-on to the shocked central government employees.

(4) What is the name of the OFSTED chief executive and what is his or her office telephone number ?

(5) Which Parliamentary committee oversees the 'work' of OFSTED and what are the committee clerk's contract details ?

(6) What is the purpose of OFSTED's call centre in Manchester, England, (telephone area code 0161) having some Newport, Gwent, Wales, (telephone area code 01633) telephone numbers ? How much do those telephone numbers cost annually ?

(7) Please supply, for the last 6 months,

(a) the daily longest waiting time for incoming calls to 0300-123 1231 to be answered by an OFSTED Human Being

(b) the daily total of incoming calls to 0300-123 1231 abandoned by callers ? (Abandoned means the caller ended the call before OFSTED bothered to answer the call)

(8) Why does OFSTED permit all the call centre managers to vanished for the night, before 17:00, whilst the call centre remains open to the public ?

(9) How long do OFSTED retain the recordings of callers to its call centre ?

(10) In which country are those recordings stored ?

(11) Is any part of the storage system, containing the voice recordings, under the control, in any way, of a USA organisation ? If so, which and how does OFSTED prevent the USA authorities accessing in secret or otherwise that British personal data ?

(12) What provisions have OFSTED made for callers who do not wish their conversations to be recorded and then stored in strange circumstances, and possibly made available to the USA government and other USA organisations ?

(13) What safeguards have OFSTED introduced to prevent the USA supplier of its computer systems accessing the personal data, including voice recordings, of everyone contacting OFSTED ?"

As your requests were received on the same day, within a short period of time and all requesting information of a similar nature or topic, we have taken the decision to aggregate¹ your requests to allow for a more complete response.

We have dealt with your request in accordance with the Freedom of Information (FOI) Act 2000. The Act is primarily concerned with the disclosure of recorded information to the public, it does not take into account who the requester is or the reasons for which it is sought; neither is it normally a route for individuals to obtain an explanation or commentary relating to a particular issue or concern.

As some aspects of your request are seeking more of a commentary and explanation we have dealt with these as queries later in this letter, entirely outside of the provisions of the FOI Act.

The Freedom of Information Act

The first requirement of the Act is that we should confirm whether or not we hold information of the description set out in your request. I can confirm that the Slough report for the *Single inspection of LA children's services and review of the LSCB* is accessible on our website www.ofsted.gov.uk, and the direct link to this report is:

http://www.ofsted.gov.uk/sites/default/files/documents/local_authority_reports/slough/051_Single%20inspection%20of%20LA%20children%27s%20services%20and%20review%20of%20the%20LSCB%20as%20pdf.pdf

¹ [Ministry of Justice guidance on Fees and Aggregation](#)

I can confirm that we hold information in relation to Ofsted's interactive voice response system (IVR), including the dates it was signed off, the contractual agreement to use it along with the costs incurred.

In addition to this, I can confirm we hold information in relation to the annual payment made to the Ofsted chairperson, Baroness Sally Morgan; however we consider that this is exempt from disclosure under the provisions of the Act and this is explained in detail below.

We are unclear on what you mean by *'a signed copy of the Ofsted's acceptance on the current telephone system'* and have taken this as being a request for the signed contract. If this is not the case, please feel free to contact us and we shall consider your request accordingly. I can confirm that we hold a signed agreement relating to the IVR; however we consider it is exempt from disclosure to the public, this decision is explained in full below.

As part of a manager led review, proposals for changes to how our contact centre worked were agreed by Ofsted's Executive Board on 14 December 2011. The first version on IVR was approved on 8/9 December 2012 and launched on 10 December 2012; the overall cost for this system was £87,000. In regards to the annual maintenance figure for this system, I can confirm that we do not hold a specific maintenance figure for the 0300 123 1231 number as the costs are accounted for as part of a wider maintenance package for all telephone numbers linked to the organisation.

I can confirm that in regards to point 16 of your second email, no such report exists.

I can confirm that the Ofsted contact centre is not operated by a private organisation, that it is staffed by individuals employed directly by Ofsted, and is based within our Manchester Office.

Aviation House is our London office, it is a shared government office; I can confirm that there is no telephone number for a 'switchboard' or reception desk that is connected with Ofsted. Whilst there is a telephone on reception, this phone line is not connected to Ofsted and is not a method through which Ofsted can be contacted. All queries for the attention of Ofsted should be directed via our contact centre 0300 123 1231 or alternative contact routes available on our website, www.ofsted.gov.uk.

Anyone that has concerns, including central government employees, can complain about any aspect of Ofsted's work through our published complaints policy, a copy of which is available on our website. Concerns can be submitted via our online complaints form or by emailing our enquiries@ofsted.gov.uk mailbox. We have agreed contact routes for individuals who contact Ofsted on a regular basis regarding

any aspect of our work and they will have a named contact or team who they can liaise with directly – alternatively they can contact us via our contact centre and asked to be put through to the correct department.

Sir Michael Wilshaw holds the position of Her Majesty's Chief Inspector (HMCI), the telephone number for HMCI's office is 0300 013 1026. The Education Select Committee monitors the policy, administration and spending of the Department for Education and its associated bodies, including Ofsted; details of how to contact members of the committee are available on www.parliament.uk. As the information is readily available to you, section 21 of the FOI Act provides that we are not obliged to further disclose this information or to present it in an alternative way.

I can confirm that Ofsted uses a web based telephone system called Lync; this is supported by our ICT contractor whose offices are based in Newport. All calls are routed through the servers based there and as a result show the area codes you have quoted in your request. As explained in previous correspondence we are unable to provide the costs of individual numbers as they are accounted for as part of a wider package for all numbers linked to the organisation.

In regards to your concerns about not being able to speak with a manager within our contact centre, I can confirm that managers within our contact centre are available throughout the opening times of the contact centre; however it may not always be possible for members of the public to speak with one at a particular time due to other work commitments, for example dealing with another call. Should a member of the public wish to speak with a call centre manager directly they can request for a call back to be made when available, alternatively they can choose to wait until one is available.

Call recordings are held for a maximum of 90 days, they are stored electronically within the United Kingdom. None of Ofsted's systems are under the control of a USA organisation. Other than data that is publically available on the Ofsted website, Ofsted does not allow access to data held on internal systems from outside of the UK.

When calls are received, individuals are clearly told that the call may be recorded, where individuals do not wish for their call to be recorded, it is their responsibility to inform the contact centre advisor who will then arrange for a call back to be made where the conversation is not being recorded.

In regards to point 7 of your third email, please find the data requested the Annexe attached to this response.

Exempt Information

Section 2(2) of the FOI Act describes circumstances in which information is 'exempt' and therefore does not have to be provided in response to a request. In this case we consider that the information you have requested in relation to the annual payment to the Ofsted chairman is exempt from disclosure under sections 21, 22 and 40(2) of the Act. In regards to details relating to the signed contractual agreement we consider that this is exempt from disclosure under section 43 of the Act.

Section 21 states that information is exempt from disclosure if it is already reasonably accessible to the applicant by other means. In this instance we publish the salary bands for all members of the Ofsted Board in our Annual Report and Accounts. This is viewable here: <http://www.ofsted.gov.uk/resources/ofsted-annual-report-and-accounts-2012-13>.

As set out in paragraph 148; during 2012-13, Baroness Sally Morgan of Huyton received a salary in the £45,000–£50,000 band (2011-12: £45,000–£50,000).

Baroness Morgan's salary band for 2013-14 will be included in the next Annual Report and Accounts. As this is information intended for future publication, it is exempt from disclosure under section 22 of the Act. Section 22 states:

- (1) Information is exempt information if
 - (a) the information is held by the public authority with a view to its publication, by the authority or any other person, at some future date (whether determined or not),
 - (b) the information was already held with a view to such publication at the time when the request for information was made, and
 - (c) it is reasonable in all the circumstances that the information should be withheld from disclosure until the date referred to in paragraph (a).

Ofsted considers that all three of the above conditions apply, therefore the exemption is engaged. Section 22 of the Act is a qualified exemption. When a qualified exemption applies to information we are required to address the 'public interest test'.

While there is some public interest in disclosing Baroness Morgan's 2013-14 salary band earlier than the publication of the Annual Report and Accounts, we feel that this is counterbalanced by a stronger public interest in releasing salary band information for all Board members and senior members of Ofsted staff at the same time, through the agreed process and in the format approved by the Cabinet Office. We are therefore not releasing the data to you prior to publication.

Although Baroness Morgan's salary band is published, as you requested her salary which would be a more specific figure, we must exempt this aspect of your request under section 40(2) of the FOI Act.

Section 40(2) states that information is exempt from the requirement to disclose under the FOI Act if it satisfies the following criteria:

1. it is personal data about a third party (Section 40(2)(a)); and
2. its disclosure *to the public* would contravene any of the data protection principles (Section 40(2)(b) and 40(3)(a)(i)). The data protection principles are set out in Part 1 of Schedule 1 of the DPA.

Information about the exact salary paid to Baroness Morgan is clearly personal information about her as an individual, so the first criterion is satisfied.

The first data protection principle requires that any processing of personal data, including disclosure, is *fair* and *lawful* and meets relevant conditions from schedules 2 and 3 of the DPA. Disclosure can be considered to be *fair* if the individual to whom the personal data relates ("the data subject") has consented to the disclosure or has a reasonable expectation that their information will be disclosed to the public, or if the disclosure is otherwise reasonable in the circumstances of the case.

While there is an agreed process for publishing salary bands (to within £5,000); neither Baroness Morgan nor any other members of the Ofsted Board have consented to more precise details of their salaries being disclosed to the public. Disclosure of more specific information would breach their right to privacy and would be considered unfair. This being the case, the second of the above criteria is also satisfied. The exemption at section 40(2) of the FOI Act therefore applies.

We believe that section 43(2) of the FOI Act applies to the signed contractual agreement relating to the IVR system. Section 43(2) of the FOI Act states that information is exempt from disclosure to the public if disclosure would be likely to prejudice the commercial interests of any person. We believe that releasing information about contractual agreements currently in place would be likely to impact on Ofsted's ability to get value for money in the future.

As section 43 is a qualified exemption, in deciding whether we should refuse to disclose information which is exempt under this section, we are also required to consider whether or not the public interest in maintaining the exemption outweighs that in release of the information.

There is an argument that there is a public interest in disclosing this information as the information relates to the spending of public funds. However, we believe that disclosing this information at this time may damage Ofsted's ability to negotiate future contracts, which would have a negative impact on us being able to maximise the efficiency in the use of public funds.

Consequently we believe that the public interest is in maintaining the exemption at this time, and therefore we are not releasing the information to you.

I trust that this letter clearly explains our decision in relation to your FOI request. If you have any queries about our FOI response, please contact me on xxxxxxxxxxxxxx and I will do my best to address them.

Alternatively, if you are dissatisfied with our FOI response or the handling of your request, you may request a formal internal review. In order to do this, please write to the following address, setting out which areas of the response you are unhappy with:

Email: Alma.Kucera@ofsted.gov.uk or write to:

Head of Information
Commercial Services Division
Ofsted
Aviation House
125 Kingsway
London
WC2B 6SE

If you are not content with the outcome of the internal review, you also have the right to apply to the Information Commissioner for a decision as to whether or not we have complied with our obligations under the FOI Act with respect to your request. The Information Commissioner can be contacted at:

FOI Case Reception Unit
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Additional Queries

As explained above you have asked a number of queries that we are able to respond to outside of the Act. You have expressed concern that you have been unable to locate the Slough report, relating to the *Single inspection of LA children's services and review of the LSCB* on our website, in particular by conducting a search for the report using the date search function; and asked what the public have to do to find the report on the website.

The report is available on the website and the most direct way to find the report is by searching by an authority's name. The report is accessible via the Slough authority's subpage, which can be found using the link below:

<http://www.ofsted.gov.uk/local-authorities/slough>

I have spoken with our communications team who are responsible for the Ofsted website, and for ensuring that the content on it is correct. Having investigated your concerns in regards to being unable to find the report using the date search function, I can confirm that when manually uploading the report for the Slough inspection, the incorrect publication date was entered in the background meta-data that the search function uses to find reports. As a result by searching for the report using the date range you had entered, the search tool would not have included the report and therefore you were unable to find this. Please accept our apologies for this error, this has now been rectified and the report can be located by searching by the date of publication on our website. Please note that as we have had to change the meta-data behind the report, this now shows the most recent publication date as being *14 February 2014*.

In regards to your concerns in relation to the report not being included on the email alert for newly published reports for the Slough Unitary Authority; having spoken with our communications team they have confirmed that the *My Ofsted* facility which produces email alerts does include local authorities as an inspection report choice; however the functionality which produces the email alerts does not gather some types of inspection reports which are manually uploaded, as is the case with the Slough report; therefore these reports are not present in either the *My Ofsted* listing or the email alert. This is an error, for which we apologise and would like to thank you for bringing this to light. We will now remove 'local authorities' as an inspection report choice for these email alerts, while we look at updating the functionality to include this type of inspection report.

You have expressed general concerns with Ofsted's IVR system, in particular when having issues locating an inspection report and being unable to speak to an individual directly regarding it. Where individuals are having issues interacting with our IVR system, they can contact us in writing via our published enquires@ofsted.gov.uk mailbox. Should they wish to raise concerns about this or any aspect of our service, they can do so via our published complaints policy; this can be found on our website www.ofsted.gov.uk, the direct link for this is below:

<http://www.ofsted.gov.uk/resources/complaints-procedure-raising-concerns-and-making-complaints-about-ofsted>

At no point have we stopped taking general calls from the public. There are a number of ways for members of the public to contact us, our telephone number 0300 123 1231 being one of them. Other queries can be submitted either by using the online feedback form or by sending an email to our enquirxxx@xxxxxx.xxx.xx

mailbox. All queries are handled centrally and then forwarded to the team best suited to respond. Where requested or we feel necessary we will contact the individual directly to discuss their query/concerns.

In point 15 of your second email, you raise concerns about the IVR system being "*unfit for purpose*". As confirmed above the IVR system was launched on 10 December 2012; it has been in continuous use since then. We are not aware of any "*severe deficiencies*" with the system and would consider these to be a breakdown in the system itself; however we do take into account all views and feedback received from members of the public in relation to our service and from this ensure lessons are learnt to improve the service provided. The system itself is subject to routine internal testing, and changes are made on a regular basis to make improvements.

Finally, we are unable to provide you with a response to point 17 of your second email through the information request process. Should you wish to seek the views of an individual member of Ofsted's board regarding any aspect of the service we provide, please feel free to do this by submitting a request via our general enquires@ofsted.gov.uk mailbox, and it will be considered accordingly.

I hope that you find this information useful, and again would like to apologise for any inconvenience that has been caused as a result of your recent interaction with Ofsted. Should you have any further queries regarding this particular report or the Ofsted website please submit these via our enquirxxx@xxxxxxx.xxx.xx and your query shall be forwarded to the appropriate team to respond to.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "Alastair O'Neill", with a long horizontal flourish extending to the right.

Alastair O'Neill
Information Delivery Officer
Information Management Team

Annexe 1
Ofsted Contact Centre – Daily Calls Data

Date	Longest Daily Queue Time	Calls Abandoned (excluding Short Calls)	Abandoned Calls Total
02-Sep-13	00:11:56	36	119
03-Sep-13	00:09:01	15	32
04-Sep-13	00:05:31	16	26
05-Sep-13	00:09:56	24	82
06-Sep-13	00:08:03	31	72
09-Sep-13	00:12:23	30	103
10-Sep-13	00:07:58	17	77
11-Sep-13	00:09:18	22	61
12-Sep-13	00:09:22	17	68
13-Sep-13	00:13:20	21	134
16-Sep-13	00:06:47	16	72
17-Sep-13	00:08:38	22	55
18-Sep-13	00:08:14	11	34
19-Sep-13	00:09:28	23	79
20-Sep-13	00:07:34	12	47
23-Sep-13	00:56:37	59	1,105
24-Sep-13	00:07:42	20	62
25-Sep-13	00:08:16	19	49
26-Sep-13	00:09:51	29	52
27-Sep-13	00:04:17	12	17
30-Sep-13	00:08:30	15	41
01-Oct-13	00:07:53	18	77
02-Oct-13	00:07:36	26	67
03-Oct-13	00:11:43	28	114
04-Oct-13	00:10:10	20	124
07-Oct-13	00:17:47	53	585
08-Oct-13	00:11:12	33	147
09-Oct-13	00:13:07	36	203
10-Oct-13	00:09:40	21	74
11-Oct-13	00:07:44	28	74
14-Oct-13	00:12:30	26	123
15-Oct-13	00:19:39	20	103
16-Oct-13	00:09:04	18	66
17-Oct-13	00:10:03	36	138
18-Oct-13	00:11:55	31	89
21-Oct-13	00:10:21	34	173
22-Oct-13	00:46:53	18	83
23-Oct-13	00:15:23	31	124
24-Oct-13	00:10:06	22	80
25-Oct-13	00:09:18	35	108
28-Oct-13	00:06:24	13	26
29-Oct-13	00:05:19	8	14

30-Oct-13	00:06:40	16	38
31-Oct-13	00:05:05	9	15
01-Nov-13	00:03:11	6	9
04-Nov-13	00:09:55	33	83
05-Nov-13	00:05:17	18	40
06-Nov-13	00:09:13	43	102
07-Nov-13	00:11:52	24	92
08-Nov-13	00:13:00	23	81
11-Nov-13	00:08:54	32	86
12-Nov-13	00:10:27	16	52
13-Nov-13	00:08:51	24	90
14-Nov-13	00:12:07	52	171
15-Nov-13	00:07:55	12	46
18-Nov-13	00:13:20	43	149
19-Nov-13	00:16:03	24	92
20-Nov-13	00:10:57	37	121
21-Nov-13	00:08:16	31	97
22-Nov-13	00:09:25	29	98
25-Nov-13	00:11:07	34	82
26-Nov-13	00:13:50	23	53
27-Nov-13	00:14:39	32	101
28-Nov-13	00:08:47	22	70
29-Nov-13	00:11:00	23	64
02-Dec-13	00:13:36	27	141
03-Dec-13	00:12:45	30	137
04-Dec-13	00:16:37	36	141
05-Dec-13	00:10:35	21	110
06-Dec-13	00:13:59	23	88
09-Dec-13	00:11:44	26	134
10-Dec-13	00:16:46	34	103
11-Dec-13	00:08:14	21	65
12-Dec-13	00:15:26	42	200
13-Dec-13	00:15:46	21	79
16-Dec-13	00:13:56	35	105
17-Dec-13	00:15:30	25	102
18-Dec-13	00:10:48	27	112
19-Dec-13	00:12:34	26	87
20-Dec-13	00:09:32	21	71
23-Dec-13	00:10:24	7	28
24-Dec-13	00:04:52	1	3
27-Dec-13	00:01:55	1	1
30-Dec-13	00:04:30	3	4
31-Dec-13	00:03:35	0	0
02-Jan-14	00:06:44	7	16
03-Jan-14	00:05:05	16	22
06-Jan-14	00:12:05	38	329
07-Jan-14	00:15:50	34	284
08-Jan-14	00:11:35	43	149
09-Jan-14	00:08:41	23	71
10-Jan-14	00:11:19	35	144
13-Jan-14	00:10:24	38	165

14-Jan-14	00:11:16	30	169
15-Jan-14	00:11:47	47	198
16-Jan-14	00:10:54	44	143
17-Jan-14	00:11:12	30	155
20-Jan-14	00:11:54	56	182
21-Jan-14	00:12:18	31	130
22-Jan-14	00:20:11	40	125
23-Jan-14	00:10:12	41	172
24-Jan-14	00:10:38	29	98
27-Jan-14	00:09:00	48	187
28-Jan-14	00:11:12	48	184
29-Jan-14	00:10:17	27	120
30-Jan-14	00:12:10	30	154
31-Jan-14	00:11:16	35	145
03-Feb-14	00:12:32	40	187
04-Feb-14	00:59:58	43	252
05-Feb-14	00:11:09	45	227
06-Feb-14	00:12:33	42	168
07-Feb-14	00:07:55	25	87
10-Feb-14	00:12:41	54	212
11-Feb-14	00:10:41	41	186
12-Feb-14	00:13:33	46	249
13-Feb-14	00:13:13	40	189
14-Feb-14	00:14:04	20	91
17-Feb-14	00:09:26	17	64
18-Feb-14	00:16:06	17	41
19-Feb-14	00:12:18	10	53
20-Feb-14	00:07:09	13	28
21-Feb-14	00:06:26	11	29
24-Feb-14	00:16:50	35	118
25-Feb-14	00:14:28	35	193
26-Feb-14	00:08:48	33	95
27-Feb-14	00:16:07	55	257
28-Feb-14	00:16:02	23	119