



Eich cyf/Your ref
Ein cyf/Our ref ATISN 10095

8 February 2016

Dear

Request for Information – ATISN 10095

I wrote to you on 15 January regarding your request for information. You asked for the cost of maintaining helplines and the number of calls received during 2013, 2014 and 2015 for the following: Business Wales Helpline and NEST Fuel Helpline.

As previously advised, the information requested relating to NEST fuel is being handled under a separate request under reference number ATISN 10100. I am responding in relation to the Business Wales Helpline.

The Business Wales helpline in addition to call handling also has first point of contact for all enquiries and delivers a range of signposting and service function totalling 89,222 this number excludes call back and proactive activity. Calls received for the years requested were 16,997 in 2012/13, 26,454 in 2013/14 and 21,138 in 2014/15. The helpline also received 24,633 other enquiries e.g. email/face to face/live chat over the same period. For these calendar years the total operating cost of maintaining the helpline was £746,884.84..

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit, Welsh Government, Cathays Park, Cardiff, CF10 3NQ or
FreedomOfInformationOfficer@wales.gsi.gov.uk.

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office,



www.wales.gov.uk

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

Senior Manager Operational Delivery