

Freedom of Information Request: Our Reference CTHB_155_19

You asked:

Data regarding calls coming through the Switchboards at both the PCH and the RGH sites.

I know that the call monitoring data is very poor prior to March this year so the dates that I am requesting information on are as follows:

Monday 1st April – Friday 17th May.

I would like calls to be broken down into days from 00.00am to 23.59pm if this is possible and to primarily show week days.

I would like to know how many calls the Switchboard at RGH took daily and total between the above dates.

I would like to know how many calls the Switchboard at PCH took daily and total between the above dates.

I know that the information is available now where it wasn't previously hence the new request.

If at all possible I would like the information in full, not just random dates and times as this will not provide an accurate picture of the total calls taken by each Switchboard.

Our response:

Appendix A details calls taken by each operator during the requested period. You will notice that there is a difference in the number of calls being answered across sites however, other factors need to be taken into consideration as currently both switchboards provide a different range of services and are often working at reduced staffing levels, you will see from the information provided Royal Glamorgan very rarely have a full complement of staff.

Royal Glamorgan switchboard currently provide a reception for the general public, drop off and collection service for samples, notes etc. and key holding function, which is not provided by Prince Charles switchboard. However, even providing these services it is acknowledged that there is a significant difference in calls being answered.

Appendix A

Date	PCH Console Number	Call volume	RGH Console Number	Call Volume
1st April 19	28001	819	71001	794
1st April 19	28002	412	71002	520
1st April 19	28003	126	71003	497
1st April 19	28004	874	71004	0
2nd April 19	28001	632	71001	179
2nd April 19	28002	718	71002	513
2nd April 19	28003	288	71003	218
2nd April 19	28004	690	71004	373
3rd April 19	28001	716	71001	0
3rd April 19	28002	706	71002	495
3rd April 19	28003	585	71003	202
3rd April 19	28004	659	71004	591
4th April 19	28001	866	71001	63
4th April 19	28002	409	71002	513
4th April 19	28003	629	71003	229
4th April 19	28004	779	71004	470
5th April 19	28001	810	71001	0
5th April 19	28002	459	71002	683
5th April 19	28003	739	71003	191
5th April 19	28004	446	71004	300
6th April 19	28001	424	71001	0
6th April 19	28002	298	71002	514
6th April 19	28003	0	71003	194
7th April 19	28001	349	71001	0
7th April 19	28002	219	71002	351
7th April 19	28003	0	71003	82
7th April 19	28004	219	71004	127
8th April 19	28001	931	71001	49
8th April 19	28002	501	71002	466
8th April 19	28003	955	71003	383
8th April 19	28004	845	71004	95
9th April 19	28001	482	71001	445
9th April 19	28002	785	71002	410
9th April 19	28003	572	71003	514
9th April 19	28004	829	71004	0
10th April 19	28001	601	71001	762

Date	PCH Console Number	Call volume	RGH Console Number	Call Volume
10th April 19	28002	580	71002	492
10th April 19	28003	566	71003	92
10th April 19	28004	695	71004	0
11th April 19	28001	726	71001	213
11th April 19	28002	497	71002	394
11th April 19	28003	566	71003	529
11th April 19	28004	378	71004	1
12th April 19	28001	611	71001	152
12th April 19	28002	687	71002	538
12th April 19	28003	626	71003	132
12th April 19	28004	724	71004	95
13th April 19	28001	517	71001	0
13th April 19	28002	446	71002	451
13th April 19	28003	0	71003	147
14th April 19	28001	152	71001	0
14th April 19	28002	225	71002	451
14th April 19	28003	0	71003	149
14th April 19	28004	251	71004	0
15th April 19	28001	487	71001	258
15th April 19	28002	157	71002	140
15th April 19	28003	972	71003	570
15th April 19	28004	854	7104	0
Total for the period 1st April to 15th April		31089		16027
Please note that no stats are available from 16th April to 22nd April as the call monitoring system crashed.				
23rd April 19	28001	236	71001	282
23rd April 19	28002	295	71002	98
23rd April 19	28003	94	71003	0
23rd April 19	28004	257	71004	0
24th April 19	28001	799	71001	214
24th April 19	28002	149	71002	329
24th April 19	28003	516	71003	533
24th April 19	28004	881	71004	220
25th April 19	28001	317	71001	300
25th April 19	28002	294	71002	197
25th April 19	28003	332	71003	482
25th April 19	28004	571	71004	0
26th April 19	28001	335	71001	57

Date	PCH Console Number	Call volume	RGH Console Number	Call Volume
26th April 19	28002	333	71002	165
26th April 19	28003	349	71003	595
26th April 19	28004	360	71004	
27th April 19	28001	345	71001	418
27th April 19	28002	301	71002	189
27th April 19	28003	0	71003	0
27th April 19	28004	0	71004	0
28th April 19	28001	330	71001	0
28th April 19	28002	378	71001	352
28th April 19	28003	0	71003	154
28th April 19	28004	0	71004	0
29th April 19	28001	697	71001	246
29th April 19	28002	425	71002	331
29th April 19	28003	1106	71003	299
29th April 19	28004	862	71004	0
30th April 19	28001	603	71002	173
30th April 19	28002	339	71002	405
30th April 19	28003	702	71003	573
30th April 19	28004	840	71004	0
1st May 19	28001	295	71001	634
1st May 19	28002	501	71002	222
1st May 19	28003	672	71003	147
1st May 19	28004	943	71004	
2nd May 19	28001	131	71001	517
2nd May 19	28002	683	71003	449
2nd May 19	28003	601	71003	164
2nd May 19	28004	1000	71004	0
3rd May 19	28001	556	71001	309
3rd May 19	28002	163	71002	482
3rd May 19	28003	700	71003	205
3rd May 19	28004	782	71004	0
4th May 19	28001	251	71001	108
4th May 19	28002	280	71002	489
4th May 19	28003	42	71003	0
4th May 19	28004	219	71004	0
5th May 19	28001	261	71001	0
5th May 19	28002	295	71002	462
5th May 19	28003	0	71003	94
5th May 19	28004	0	71004	0

Date	PCH Console Number	Call volume	RGH Console Number	Call Volume
6th May 19	28001	45	71001	0
6th May 19	28002	172	71002	539
6th May 19	28003	121	71003	65
6th May 19	28004	369	71004	0
7th May 19	28001	546	71001	367
7th May 19	28002	779	71002	444
7th May 19	28003	552	71003	576
7th May 19	28004	1053	71004	0
8th May 19	28001	210	71001	328
8th May 19	28002	652	71002	476
8th May 19	28003	809	71003	531
8th May 19	28004	524	71004	0
9th May 19	28001	495	71001	227
9th May 19	28002	268	71002	320
9th May 19	28003	827	71003	620
9th May 19	28004	913	71004	0
10th May 19	28001	410	71001	157
10th May 19	28002	168	71002	310
10th May 19	28003	739	71003	765
10th May 19	28004	863	71004	154
11th May 19	28001	200	71001	0
11th May 19	28002	345	71002	459
11th May 19	28003	0	71003	0
11th May 19	28004	218	71004	0
12th May 19	28001	264	71001	0
12th May 19	28002	69	71002	529
12th May 19	28003	0	71003	0
12th May 19	28004	195	71004	0
13th May 19	28001	585	71001	350
13th May 19	28002	249	71002	360
13th May 19	28003	492	71003	690
13th May 19	28004	844	71004	0
14th May 19	28001	103	71001	695
14th May 19	28002	666	71002	388
14th May 19	28003	740	71003	259
14th May 19	28004	615	71004	0
15th May 19	28001	602	71001	275
15th May 19	28002	143	71002	294
15th May 19	28003	723	71003	565

Date	PCH Console Number	Call volume	RGH Console Number	Call Volume
15th May 19	28004	919	71004	0
16th May 19	28001	558	71001	304
16th May 19	28002	156	71002	702
16th May 19	28003	401	71003	293
16th May 19	28004	687	71004	0
17th May 19	28001	346	71001	234
17th May 19	28002	163	71002	641
17th May 19	28003	608	71003	725
17th May 19	28004	491	71004	0
Total for the period 23nd April to 17th May		43318		24536