

Snapshot Survey

Education and Cultural Services Directorate

Research study for
Education and Cultural Services Directorate

November 2004

Prepared by Nicola Pemberton
Communications Officer (Research & Strategy)
Corporate Communications
Lancashire County Council

Contents

1	<i>Executive Summary</i>	4
2	<i>Introduction</i>	5
3	<i>Research Objectives</i>	5
4	<i>Methodology</i>	6
5	<i>Limitations</i>	6
6	<i>Main Research Findings</i>	9
6.1	Volume of Enquiries	9
6.1.1	Volume of Enquiries by Day	9
	Chart 1 - Volume of Enquiries per Day.....	10
	Chart 2 - Volume of Enquiries Recorded by each Service Area	11
	Chart 3 - Method of Making Enquiries	13
6.1.2	Volume of Enquiries during the Day	15
	Chart 4 - Volume of Enquiries by hour during the Day	16
6.2	Method of Making Enquiries	20
6.2.1	Method of contact by service area	20
6.3	Type of Enquiries	22
	Chart 5 - Volume of Enquiries by Enquiry Code.....	22
6.3.1	Nature of Contact.....	24
6.3.2	Nature of Contact Codes Common Across all Offices	24
	Chart 6 - How Enquiries were Handled.....	24
6.3.3	Frequently Asked Questions	25
	Chart 7 - Libraries	25
	Chart 8 - Buildings and Development.....	26
	Chart 9 - Competition and Miscellaneous Services.....	26
	Chart 10 - Committee and Office Services.....	26
	Chart 11 - ECS Personnel	26
	Chart 12 - Governor Services.....	26
	Chart 13 - School Policy and Operations	27
	Chart 14 - County Arts Unit.....	27
	Chart 15 - County Museums Service	27
	Chart 16 - Early Years.....	28
	Chart 17 - Lancashire Record Office	28
	Chart 18 - Youth and Community.....	29
	Chart 19 - Lancashire Music Services.....	29
	Chart 20 - School Effectiveness Service	29
	Chart 21 - Education Welfare Service.....	30
	Chart 22 - SEN Assessment and EPS.....	30
	Chart 23 - Pupil Access.....	31
7	<i>Conclusions</i>	32
8	<i>Recommendations</i>	34
9	<i>Appendices</i>	35
9.1	Appendices 1: Marked Up Questionnaire	35
9.2	Appendix 2: Snapshot Survey Form	44
9.3	Appendix 3: Nature of Enquiry Codes	45
9.4	Appendix 4: Nature of Contact Codes	46

9.5	Appendix 5: Number of Enquiries for each Office by Day	54
9.6	Appendix 6: Type of Enquiries by Service Area	58
9.7	Appendix 7: Type of Enquiries by Day of the Week	60
9.8	Appendix 8: Nature of Enquiries by Service Area	61

1 Executive Summary

The snapshot survey was commissioned by Education and Cultural Services Directorate (ECSD) for the purpose of finding out the current levels of public enquiries to offices across the directorate. This information will be used to improve customer service delivery across the directorate.

A form for recording enquiries was sent to 115 offices across the ECSD who have public facing points of contact. Enquiries were recorded over a period of eight days. 1,624 forms were returned over a seven day period, running from Wednesday 10 to Tuesday 16 November, from 81 offices, giving a total number of 13,443 enquiries.

Overall the number of enquiries recorded varies by day. There are significantly more enquiries during weekdays compared to weekends, with only 11% of weekly enquiries being taken over the weekend.

The survey recorded enquiry details on a number of attributes. These were day and time of contact, form of contact (eg phone, visit, fax, email or post), the nature of enquiry and what the frequently asked questions are.

The main findings were that the:

- county library and information unit offices recorded 59% of all enquiries;
- most common method of making an enquiry was by visit then phone;
- peak times for enquires are 10.00 to 12.00 and 14.00 to 15.00;
- Saturdays are busier in the morning and Sundays are busier in the afternoon;
- different services experience different levels of demand over the day;
- 59% of all enquiries were about library, museum and arts unit; and
- 9% of all enquiries were redirected, particularly high for committee and office services.

The main recommendations are listed below.

- Undertake another survey to enable comparisons to be made. Any repeat survey should be made easier to implement, have increased staff numbers during fieldwork and fieldwork to take place during school term time.
- Look into the availability of contact points during the evening, early morning and weekends through further research with customers.
- Retain face-to-face contact methods, especially for county library and information unit, county museums service and Lancashire record office.
- Possibly increase staffing levels during peak times for enquiries, for example during lunch periods and where offices receive a large proportion of enquiries that aren't relevant to their service.
- Evaluate the effectiveness of the service contact points promoted to the public.

2 Introduction

The snapshot survey was commissioned by Education and Cultural Services Directorate (ECSD) for the purpose of finding out the current levels of customer enquiries to offices across the directorate. This information will be used to improve customer service delivery across the directorate.

3 Research Objectives

The snapshot survey was undertaken to provide data about the nature and frequency of enquiries made by customers. The survey will form part of the directorate's performance management process, will provide baseline data for measuring changes to enquiry levels within the ECSD, and enable comparison of our performance against other councils.

The main objectives of the survey were to:

- understand what the public ask, how often and by which offices and channel (eg post, visit, phone etc);
- identify where the peak times of the day and week are for enquiries;
- highlight where more information is needed when helping members of the public;
- help the directorate provide a better service to citizens and other agencies; and
- identify where training is needed to support front-line staff.

A copy of the snapshot survey form can be found in Appendix 2.

4 Methodology

The snapshot survey was a 1-page self-completion form. It was sent to 115 offices whose front-line staff deal with questions and enquiries from customers throughout the ECSD. The sample was compiled by identifying public facing contact points across the directorate from sources in the public domain such as telephone books and the Internet. These contacts were then verified with the service providers, and they were asked to provide details of any more offices that deal with customer enquiries.

Coding frames for the area of enquiry and nature of enquiry codes were worked up by the e-government team in ECSD with the assistance of front-line personnel from each of the service areas during a number of workshops. For a full list of these codes see appendices three and four.

Each office was assigned a unique survey identification number. Front-line staff at each office were asked to log all customer enquiries, with the exception of business to business and ongoing enquiries. Enquiries were recorded over an eight day period, using a separate form for each day of fieldwork. Fieldwork began on Wednesday 10 November 2004 and ended the following Wednesday, 17 November 2004.

No incentive for respondents to complete the forms was given. In total 1,624 forms were returned over a seven day period from 81 offices, giving a total number of 13,443 enquiries.

All data are unweighted, figures are based on all respondents unless otherwise stated.

5 Limitations

It was decided that the snapshot survey should take place over an eight-day period. This was to allow participants to familiarise themselves with the survey on the first day (Wednesday 10 November 2004) and, if necessary, these responses could be discarded if anomalies occurred and the survey would still cover a whole week. However, the results show that responses fell during the second Wednesday (17 November 2004). It is not possible to average responses over two different Wednesdays as we have no knowledge about which is the most 'normal' day, so the responses from the second Wednesday have been excluded from the figures in the report. All forms returned without recording the date on the forms have also been excluded from the figures shown in this report. The figures for these excluded data are available on request.

It is probable that not all offices that deal with customer enquiries were included in the survey because ECSD were not aware of them, or they opted out of the survey because they said they did not deal with customer enquiries. Also not all of the offices sent survey forms completed them due to staffing difficulties. In total 27 offices failed to return any survey forms, and it is likely that not all enquiries taken by the offices were recorded. The reasons given for not completing the survey forms in general related to difficulties in implementing the survey or staff shortages. Therefore, actual enquiry levels may be higher than those recorded in the survey.

It was highlighted by a number of offices taking part that the survey was undertaken during the school half-term holidays and outside their busiest period of the year. This will also means that enquiries recorded during the survey are possibly lower than on average throughout the year.

The county library and information unit offices returns constitute a large proportion of overall returns (59%). Therefore, the results may be skewed towards libraries because it isn't known if this number of enquiries for libraries is normally this high compared to the other offices across the ECSD. Enquiries could normally be higher for some of the other offices that deal with schools enquiries because the survey took place during school holidays. Also only a sample of libraries were included in the survey so enquiry volumes across all libraries will be greater.

The table below shows the sample tolerances that apply to the results in this survey. Sampling tolerances vary with the size of the sample as well as the percentage results.

Number of Respondents	50/50 + / -	30/70 + / -	10/90 + / -
500	4%	4%	3%
2500	2%	2%	1%
5000	1%	1%	1%
13000	1%	1%	1%

On a question where 50% of the people in a sample of 13,000 respond with a particular answer, the chance are 95 out of 100 that the answer would be between 49% and 51% (ie +/- 1%), versus a complete coverage of the entire customer base using the same procedure.

The following table shows what the percentage differences between two samples on a given statistic must be greater than, to be statistically significant.

Size of Sample A	Size of Sample B	50/50	70/30	90/10
200	200	10%	9%	6%
200	4000	7%	7%	4%
500	1000	5%	5%	3%
500	4000	5%	4%	3%
1000	1000	4%	4%	3%
1000	2000	4%	3%	2%
7000	4000	2%	2%	1%

(Confidence interval at 95% certainty for a comparison of two samples)

For example, for one sample of 1000 and another of 2000, responses in each at around 50% of responses in each category to be compared, the difference needs to be over 4% to be statistically significant. This is to say that the difference is not due to chance alone.

Some of the samples in the survey are too small to allow for comparisons to be made between different groups, for example the fax method of making an enquiry and some service area groups. Where bases are less than 100 comparisons have not been made.

6 Main Research Findings

A marked up questionnaire can be found in Appendix 1.

6.1 Volume of Enquiries

Respondents were asked to record all the enquiries, with the exception of business to business and ongoing enquiries, they received over an eight day period. The figures in this report are based on a seven day (ie one week) survey period running from Wednesday 10 to Tuesday 16 November. In total during the seven day period 13,443 enquiries were logged over 81 offices who returned survey forms.

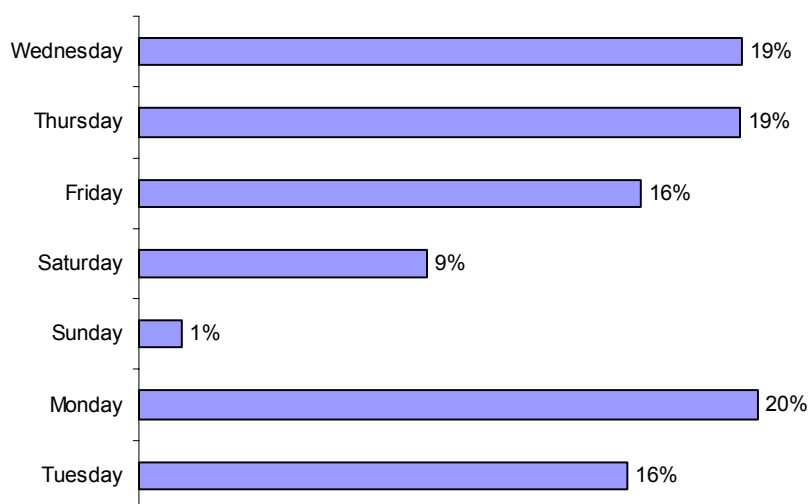
6.1.1 Volume of Enquiries by Day

On the whole, there are higher levels of contacts made during the working week (Monday-Friday) than at weekends due to office opening hours, only 11% of enquiries being taken over the weekend. In actual terms the numbers of enquiries recorded during the survey are shown in the table below.

Day	No. of Enquiries
Wednesday	2580
Thursday	2568
Friday	2143
Saturday	1232
Sunday	187
Monday	2643
Tuesday	2090

Base: all respondents (13,443)

Chart 1 - Volume of Enquiries per Day



Base: all respondents (13,443)

Volume of Enquiries by individual Office

The offices with the most enquiries recorded over one week are Harris library in Preston (2,240), Lancaster library (1,526), Accrington library (744), Rawtenstall education information office (639) and the Lancashire record office in Preston (630). There is a full list of number of enquiries for each office broken down by day in Appendix 5.

Table 1 - Volume of enquiries for top five offices by day

	Wed	Thurs	Fri	Sat	Sun	Mon	Tues	Total
Harris Library, Preston	406	357	329	280	181	333	354	2240
Lancaster Library	325	279	199	223	.	280	220	1526
Accrington Library	78	169	126	107	.	131	133	744
Education Information Office, Rawtenstall	52	137	84	124	.	131	111	639
Lancashire Record Office, Preston	148	106	113	42	4	111	106	630

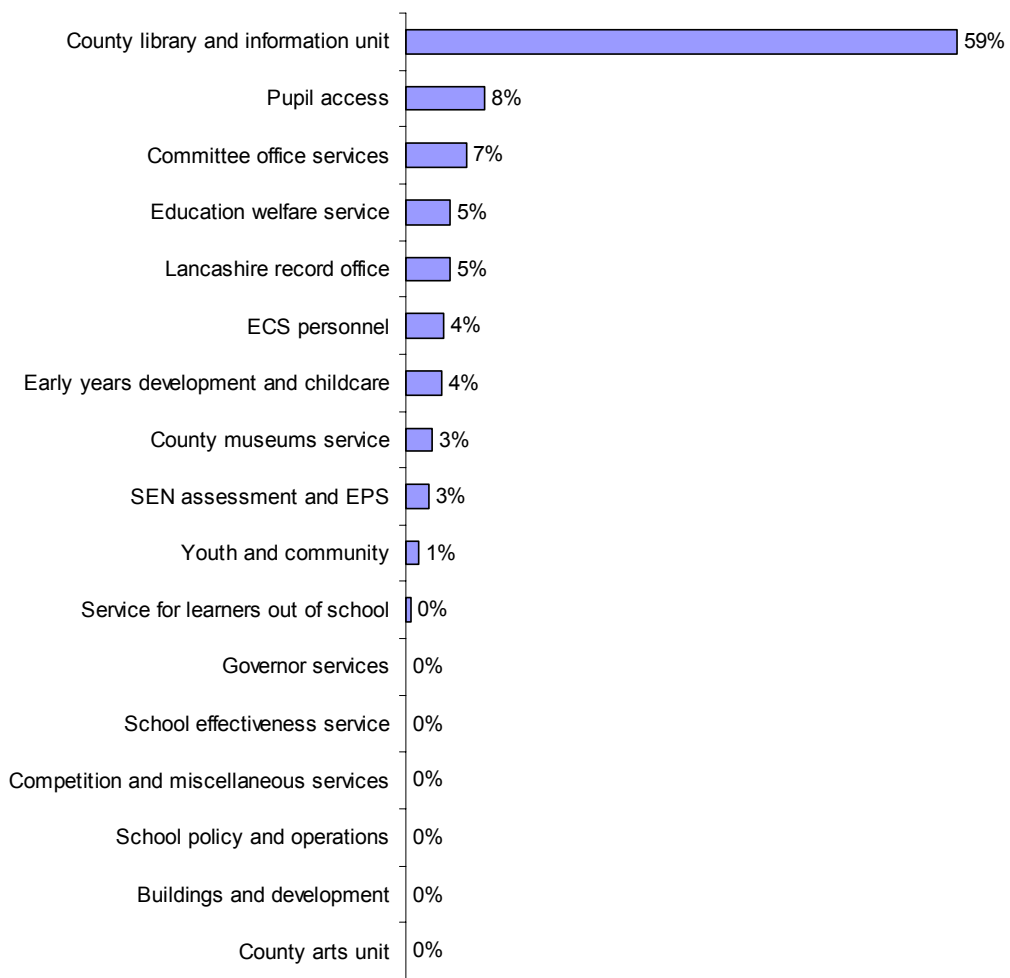
The number of enquiries for these offices with the most overall enquiries follows a similar pattern to the overall enquiry volumes. The exception is that these offices have a significant proportion of their overall enquiries taken on a Saturday, most likely due to the different nature of their service or that they are open at the weekends.

Volume of Enquiries by Service Area

Each of the offices surveyed belong to a particular service area within the ECSD. Chart 2 shows the number of enquires for each of the 17 service areas covered during the survey.

The service areas recording the most enquiries over the survey period are the county library and information unit offices recording three-fifths of all enquiries. The offices with the next highest enquiry volumes are pupil access (8%) and committee office services (7%).

Chart 2 - Volume of Enquiries Recorded by each Service Area



Base: all respondents (13,443)

Table 2 shows the number of enquires for each of the service areas covered during each day of the survey.

Table 2 - Number of enquiries for each service area by day

	Base	Wed	Thurs	Fri	Sat	Sun	Mon	Tues
County library and information unit	7995	1277 16%	1515 19%	1192 15%	1158 14%	181 2%	1442 18%	1230 15%
Pupil access	1136	256 23%	190 17%	139 12%	.	.	398 35%	153 13%
Committee office services	878	180 21%	148 17%	213 24%	.	.	187 21%	150 17%
Education welfare service	641	146 23%	130 20%	131 20%	.	.	135 21%	99 15%
Lancashire record office	630	148 23%	106 17%	113 18%	42 7%	4 1%	111 18%	106 17%
ECS personnel	545	125 23%	165 30%	58 11%	.	.	95 17%	102 19%
Early years development and childcare	532	148 28%	80 15%	100 19%	.	.	99 19%	105 20%
County museums service	391	122 31%	83 21%	55 14%	32 8%	2 1%	56 14%	41 10%
SEN assessment and EPS	343	102 30%	83 24%	54 16%	.	.	57 17%	47 14%
Youth and community	198	41 21%	23 12%	63 32%	.	.	40 20%	31 16%
Service for learners out of school	63	12 19%	29 46%	8 13%	.	.	8 13%	6 10%
Governor services	32	8 25%	6 19%	4 13%	.	.	6 19%	8 25%
School effectiveness service	23	6 26%	.	7 30%	.	.	5 22%	5 22%
Competition and miscellaneous services	17	4 24%	4 24%	2 12%	.	.	3 18%	4 24%
School policy and operations	11	2 18%	4 36%	2 18%	.	.	.	3 27%
Buildings and development	5	2 40%	2 40%	.	.	.	1 20%	.
County arts unit	3	1 33%	.	2 67%

Base: all respondents (13,443)

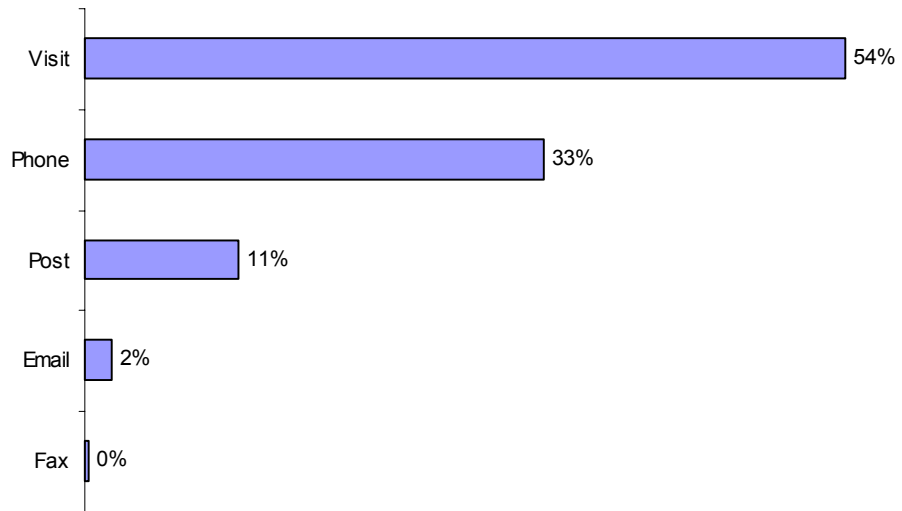
The spread of demand does vary by service area. The most notable difference being that the county library and information unit offices, Lancashire record office and county museums service offices experience demand over the weekend, particularly on Saturday. The county library and information unit offices experienced significantly higher demand on Saturday than any other service area. This is most likely to be because these are the only offices that are open at the weekends, and doesn't necessarily mean that there isn't demand for contact with the other services.

Volume of enquiries for each method of contact by day

Respondents were asked to record the method of contact for each of the individual enquiries. These methods were by phone, a visit to the office, fax, e-mail or by post.

The most common methods of making an enquiry are visit (54%) and phone (33%), the other three methods of contact accounting for only 13% of enquiries.

Chart 3 - Method of Making Enquiries



Base: all respondents (13,086)

The dataset for the number of enquiries recorded each day has been split by the method of contact. The results are in table 3.

Table 3 - Volume of enquiries for each method of contact by day

	Visit	Phone	Post	Email	Fax
Base	7086	4279	1433	249	39
Wed	1183 17%	906 21%	364 25%	43 17%	5 13%
Thurs	1305 18%	921 22%	174 12%	79 32%	12 31%
Fri	1019 14%	807 19%	198 14%	38 15%	12 31%
Sat	995 14%	200 5%	6 0%	4 2%	1 3%
Sun	164 2%	13 0%	. .	4 2%	3 8%
Mon	1315 19%	777 18%	442 31%	44 18%	3 8%
Tues	1105 16%	655 15%	249 17%	37 15%	3 8%

Base: all respondents (13,086)

The results show that there isn't a significant reduction in the number of enquiries made by a visit on Saturday, as there is for all other methods of contact. This could be explained by the services that are recording enquiries at the weekend (county library and information unit offices, Lancashire record office and county museums service) being the offices with a higher proportion of enquiries made by visit than the other offices.

6.1.2 Volume of Enquiries during the Day

Respondents were asked to record the time of all enquiries so peaks and troughs in demand could be identified.

The day has been broken down into a number of time segments to aid in showing trends. The table below details the volume of enquiries across all the offices surveyed in these time bands.

Table 4 - Enquiry volume by time band

Time Band	No. of Enquiries	% of Enquiries
0.00 to 7.59	39	0
8.00 to 11.59	5468	41
12.00 to 13.59	3084	23
14.00 to 16.59	4248	32
17.00 to 23.59	428	3

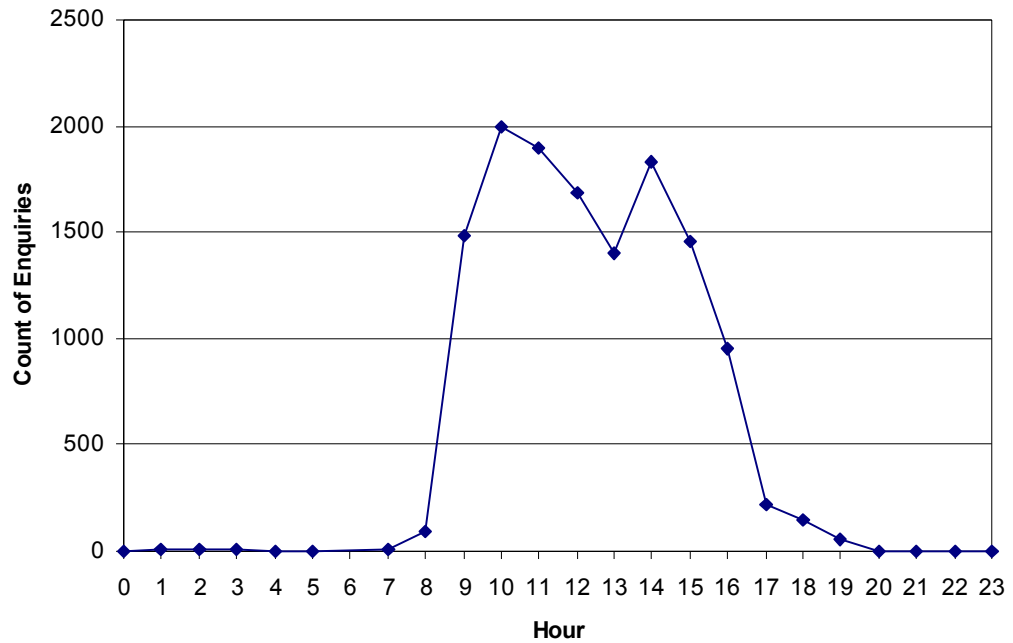
Base: all respondents (13,267)

The busiest period of the day is the morning (8.00-11.59) containing two-fifths of all enquiries of the day, followed by the afternoon (14.00-16.59) and lunchtime (12.00-13.59). Out-of-office hours (17.00-7.59) have significantly lower numbers of enquiries than office-hours, only 4% of overall enquiries.

The services that are taking these out-of-office hours enquiries are the county library and information unit (85%) and Lancashire record office (10%). Therefore this pattern is most likely dictated by office opening hours, not necessarily being the hours when people would prefer to make enquiries.

The chart below shows the pattern of the volume of enquiries by hour taken over the survey week.

Chart 4 - Volume of Enquiries by hour during the Day



Base: all respondents (13,256)

The key peak times for enquiry volume are 10.00-12.00 and 14.00-15.00, outside these times enquiry volume drops significantly.

Enquiry volume by day of the week throughout the day

The enquiry volume has been broken down further in table 5 to identify differences in numbers of enquiries taken in each of the time bands for each day of the week.

Table 5 - Enquiry volume by day of the week for time band

	Base	Wed 2532	Thurs 2542	Fri 2128	Sat 1231	Sun 187	Mon 2575	Tues 2072
0.00 to 7.59	39 0%	4 0%	4 0%	6 0%	4 0%	1 1%	11 0%	9 0%
8.00 to 11.59	5468 41%	1048 41%	1090 43%	851 40%	563 46%	42 22%	1037 40%	837 40%
12.00 to 13.59	3084 23%	568 22%	649 26%	474 22%	397 32%	84 45%	505 20%	407 20%
14.00 to 16.59	4248 32%	822 32%	743 29%	718 34%	262 21%	59 32%	919 36%	725 35%
17.00 to 23.59	428 3%	90 4%	56 2%	79 4%	5 0%	1 1%	103 4%	94 5%

Base: all respondents (13,267)

The results show that demand does differ between weekdays and weekends. Demand is proportionally higher on Saturdays between 8.00 and 13.59 and proportionally lower between 14.00 and 16.59 than it is on weekdays. Demand is proportionally lower on Sundays between 8.00 and 11.59 than it is on weekdays, and proportionally higher between 12.00 and 13.59 than it is on weekdays and Saturday.

Enquiry volume by method of contact throughout the day

The enquiry volume has been broken down further in table 6 to identify differences in numbers of enquiries taken in each of the time bands for each of the five methods of contact (phone, visit, fax, e-mail and post).

Table 6 - Enquiry volume by method of contact for time band

The method of enquiry is split by time of the day in table 9 to look at differences in volumes of method of enquiry throughout the day.

Base	0.00 to 7.59	8.00 to 11.59	12.00 to 13.59	14.00 to 16.59	17.00 to 23.59
Phone	20 54%	1991 38%	889 30%	1288 31%	74 18%
Visit	7 19%	2369 45%	1938 64%	2336 56%	304 75%
Fax	. .	19 0%	9 0%	7 0%	1 0%
Email	4 11%	127 2%	34 1%	54 1%	25 6%
Post	6 16%	800 15%	137 5%	480 12%	1 0%

Base: all respondents (12,920)

In the mornings (8.00 to 11.59) people are more likely to visit, which is closely followed by phone. At lunchtime (12.00 to 13.59) people are twice as likely to visit than phone. In the afternoons (14.00 to 16.59) people are almost twice as likely to visit than phone. In the evenings (17.00 to 23.59) people are four times more likely to visit than phone, probably due to libraries being the service that take enquiries in the evening and 81% of their enquiries being made by visit. More postal enquiries were recorded in the morning than at any other time of the day, most likely to be mainly because of postal delivery times. Also the proportion of e-mail enquiries rises in the evening and phone enquiries falls, possibly because people aren't expecting to be able to contact offices by phone.

Any difference in the spread of demand for postal, e-mail and fax enquiries will be much dependent upon when the enquiry arrives (ie when the post arrives or is sorted by the mailroom) and how quickly they are dealt with by each office rather than when they are sent. Some enquiries are likely to be dealt with a few hours after they are sent, for example an e-mail may be

sent in the evening when there is no other way of contacting an office and dealt with the following day. The way postal, fax and e-mail enquiries were recorded at the individual offices may affect the spread of demand across the day because some people may log them when they were sent and others when they were dealt with.

Enquiry volume by service area throughout the day

Table 7 shows differences in numbers of enquiries taken in each of the time bands by each of the service areas in the ECSD.

Table 7 - Enquiry volume by service area for time band

	Base	0.00 to 7.59	8.00 to 11.59	12.00 to 13.59	14.00 to 16.59	17.00 to 23.59
County library and information unit	7974	6 0%	2882 36%	2146 27%	2576 32%	364 5%
Pupil access	1128	. .	615 55%	115 10%	398 35%	. .
Committee office services	872	3 0%	411 47%	188 22%	270 31%	. .
Lancashire record office	630	4 1%	321 51%	105 17%	159 25%	41 7%
Education welfare service	605	5 1%	342 57%	111 18%	142 23%	5 1%
Early years development and childcare	529	8 2%	234 44%	129 24%	157 30%	1 0%
ECS personnel	492	7 1%	212 43%	87 18%	185 38%	1 0%
County museums service	364	. .	179 49%	74 20%	104 29%	7 2%
SEN assessment and EPS	326	1 0%	145 44%	74 23%	103 32%	3 1%
Youth and community	198	5 3%	58 29%	23 12%	109 55%	3 2%
Service for learners out of school	62	. .	26 42%	16 26%	17 27%	3 5%
Governor services	28	. .	15 54%	5 18%	8 29%	. .
School effectiveness service	23	. .	10 43%	5 22%	8 35%	. .
Competition and miscellaneous services	17	. .	10 59%	3 18%	4 24%	. .
School policy and operations	11	. .	6 55%	2 18%	3 27%	. .
Buildings and development	5	. .	1 20%	1 20%	3 60%	. .
County arts unit	3	. .	1 33%	. .	2 67%	. .

Base: all respondents (13,267)

There are some significant differences for enquiry volumes between the different service areas. Youth and community experience much lower enquiry volume in the *mornings* (8.00 to 11.59) than all other offices, whereas education and welfare and pupil access experience a higher demand.

The county library and information unit offices experience higher demand at *lunchtime* (12.00 to 13.59) than most of the other service areas, excepting early years development and childcare and SEN assessment and EPS. This higher demand at lunchtime, especially as these enquiries were recorded over a shorter period of two-hours, may have implications on staffing. There may be fewer staff available to take enquiries because of staff lunch breaks, which may reflect on the level of customer service attained.

In the *afternoons* (14.00 to 16.59) youth and community took proportionally more enquiries than any other office.

6.2 Method of Making Enquiries

See chart 3 for details on the volume of enquiries for each method of contact. For analysis of volume of enquiries for each method of contact by day see table 3 and by method of contact see table 6.

6.2.1 Method of contact by service area

The method of contact has been further broken down by service area. The results are contained in table 10.

Table 10 - Enquiry volume for method of contact by service area

	Base	Phone	Visit	Fax	Email	Post
County library and information unit	7775	1394 18%	6282 81%	17 0%	37 0%	45 1%
Pupil access	1105	479 43%	60 5%	3 0%	6 1%	557 50%
Committee office services	863	521 60%	150 17%	4 0%	2 0%	186 22%
Education welfare service	612	391 64%	82 13%	1 0%	28 5%	110 18%
Lancashire record office	605	186 31%	252 42%	. .	96 16%	71 12%
ECS personnel	542	218 40%	55 10%	1 0%	21 4%	247 46%
Early years development and childcare	524	452 86%	13 2%	3 1%	7 1%	49 9%
County museums service	388	156 40%	130 34%	. .	40 10%	62 16%
SEN assessment and EPS	333	252 76%	27 8%	8 2%	4 1%	42 13%
Youth and community	185	103 56%	23 12%	1 1%	3 2%	55 30%
Service for learners out of school	63	48 76%	7 11%	1 2%	5 8%	2 3%
Governor services	32	23 72%	5 16%	4 13%
School effectiveness service	23	20 87%	3 13%
Competition and miscellaneous services	17	17 100%
School policy and operations	11	11 100%
Buildings and development	5	5 100%
County arts unit	3	3 100%

Base: all respondents (13,086)

Phone enquiries are significantly more frequent in early years development and childcare (86%), SEN assessment and EPS (76%), education welfare service (64%), committee office services (60%) and youth and community (56%) offices.

Enquiries by visit are significantly higher for the county library and information unit (81%), Lancashire record office (42%) and county museums service (34%) offices compared to all other offices. This may be as a result of the type of services they are offering because they are more customer facing or their offices are more accessible to the public.

Enquiries by e-mail are significantly higher for the Lancashire record office (16%) than all other services.

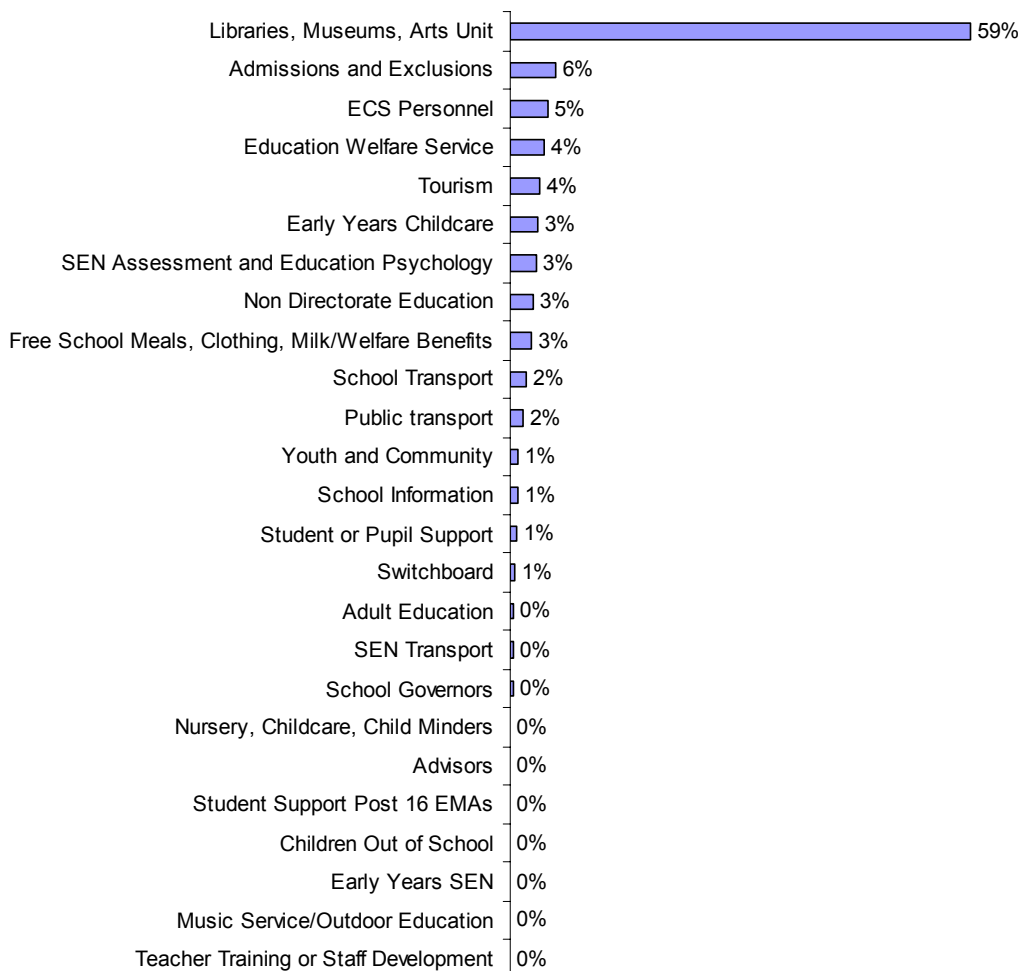
More postal enquiries are received by pupil access (50%), ECS personnel (46%) and youth and community (30%) than any other service within ECSD included in the survey.

6.3 Type of Enquiries

Respondents categorised the enquiry according to the service that the question was about. For a full list of enquiry codes issued to the offices see appendix 3.

Three-fifths of all enquiries made during the survey were about the services offered by libraries, museums and arts unit. This is perhaps not surprising when we look at how many enquiries were recorded by each service area; three-fifths of all enquiries were recorded by county library and information unit offices. The next most commonly asked about services were admissions and exclusions (6%) and ECS personnel (5%). Only 3% of all enquiries asked questions that weren't relevant to Education Directorate services and 1% of enquiries constituted switchboard duties.

Chart 5 - Volume of Enquiries by Enquiry Code



Base: all respondents (12,714)

The offices that receive the most non-directorate enquiries are committee office services (89 enquiries, 13% of overall committee office services enquiries), youth and community (15 enquiries, 11% of overall youth and community enquiries) and libraries (181 enquiries, 2% of overall libraries enquiries). Customer service may also be affected because non-directorate enquiries may take longer for staff to deal with if staff try and find out the answers, or the member of the public is transferred to many different people before their question is answered. The other service areas covered only receive a handful of non-directorate enquiries.

The only offices that appear to be taking a significant proportion of enquires relating to other services within the directorate are the county library and information service offices and committee office services. Libraries offices recorded enquiries about tourism (487 enquiries), public transport (202 enquiries) and free school meals, clothing and milk, welfare benefits (119 enquiries). These enquiries are being taken during standard office hours and do not significantly increase at the weekend. Therefore, contact points for the public need to be communicated more effectively as this number of enquires may have a knock on effect on library staff's time. Committee office services took enquiries relating to ECS personnel (137 enquiries), SEN assessment and education psychology (109 enquiries) and admissions and exclusions (64 enquiries).

Admissions and exclusions enquiries were higher on Monday. Enquiries at the weekend concern the libraries, museums, arts unit and tourism.

For a full breakdown of type of enquiries by service area see appendix 6 and by day see appendix 7.

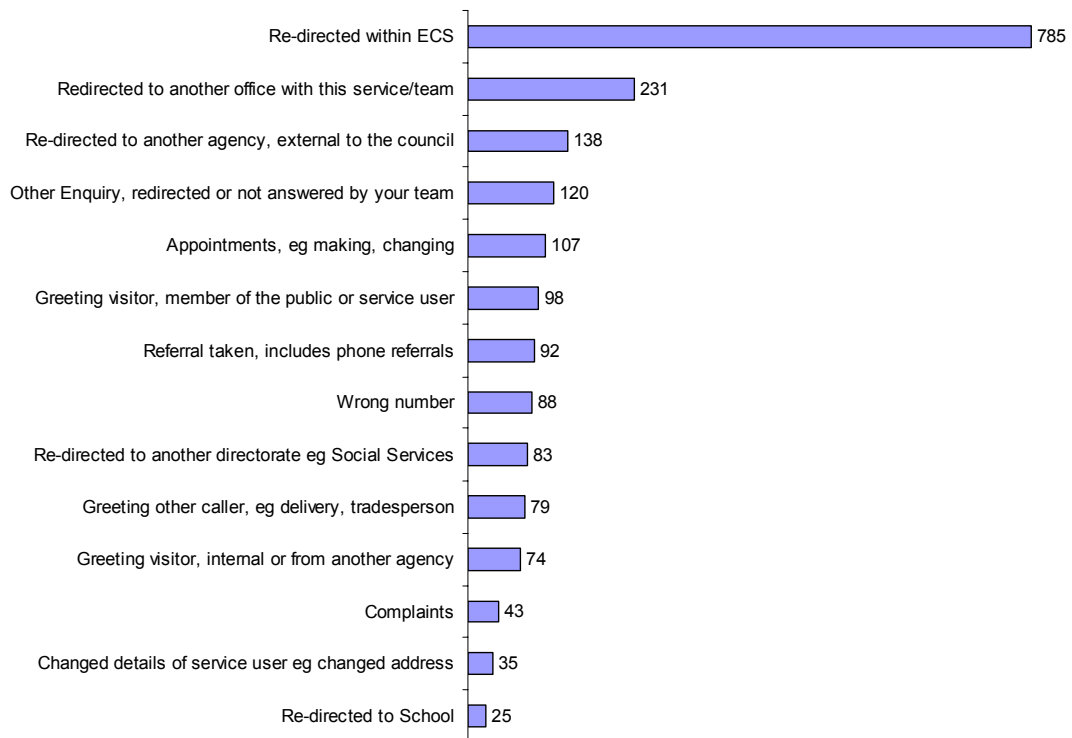
6.3.1 Nature of Contact

6.3.2 Nature of Contact Codes Common Across all Offices

Respondents categorised the enquiry according to how the enquiry was dealt with or recorded it if it was one of the frequently asked questions. For a full list of the nature of contact codes issued to the offices see appendix 4.

The results for the standard nature of enquiry codes, used across all offices in the survey, that describe how the enquiries were handled are detailed in chart 6 below. Where the enquiry did not relate to a frequently asked question the most common ways of handling an enquiry were to redirect it to another office in the directorate followed by redirect it to another office within the service or team. Very few enquiries were redirected to another directorate or were wrong numbers. 9% of all enquiries recorded during the survey were redirected; this could have implications for customer service levels, especially for some service areas.

Chart 6 - How Enquiries were Handled



Base: all respondents with enquiries not relating to a FAQ (1,998)

Almost half of all the enquiries that committee and office services take are redirected (417 enquiries), the vast majority being redirected within the ECSD. Although libraries take the next highest number of enquiries (187 enquiries) that need redirecting it is a very small proportion of their total

number of enquiries. ECS personnel and education welfare service offices both redirected one-sixth of all enquiries taken over the survey period, mainly redirected within the directorate.

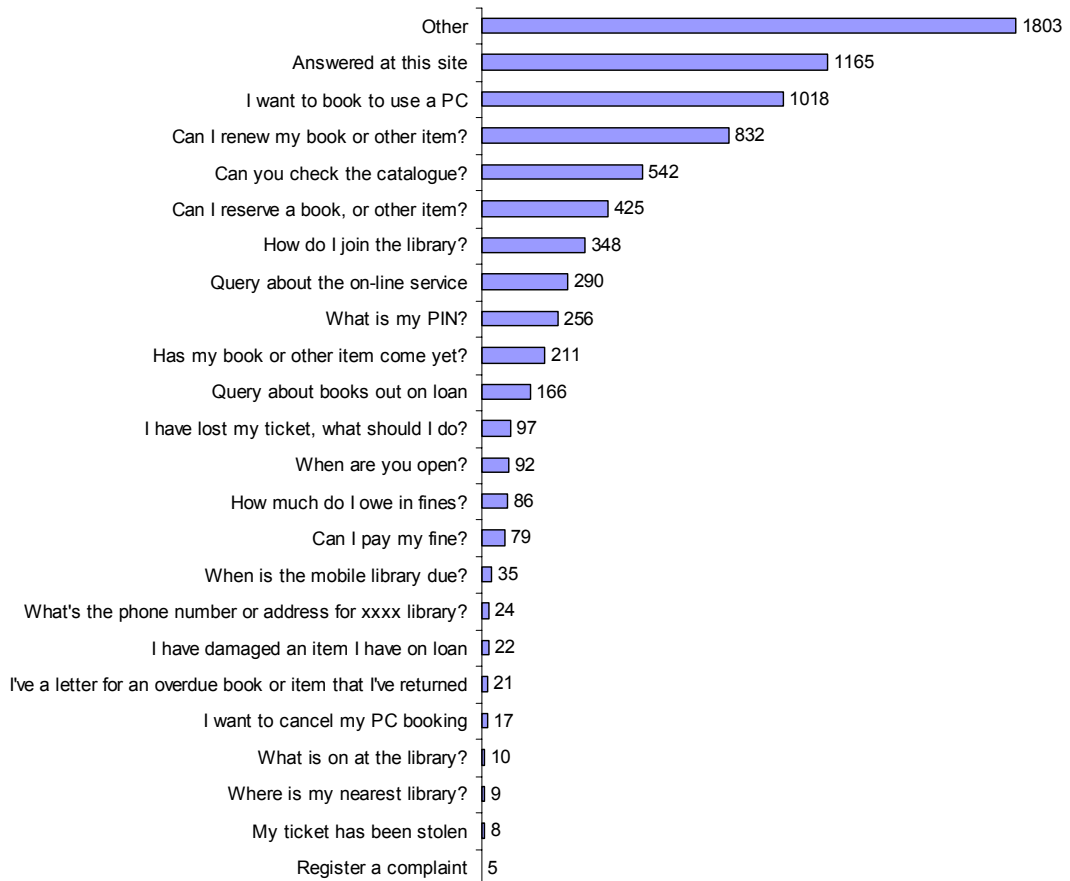
For a full breakdown of nature of enquiries by service area see appendix 8.

6.3.3 Frequently Asked Questions

Respondents were also given a list of frequently asked questions specific to their service area and asked to categorise enquiries according to these lists. The following charts show the number of enquiries recorded for each of the service areas.

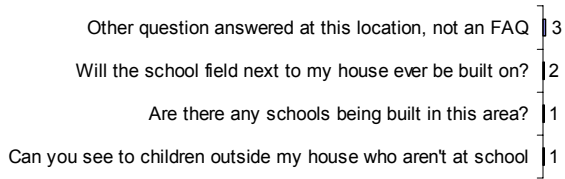
There isn't a chart of services for learners out of school because they did not record any frequently asked questions. However, they did record 13 enquiries as 'another question answered at this location'.

Chart 7 - Libraries



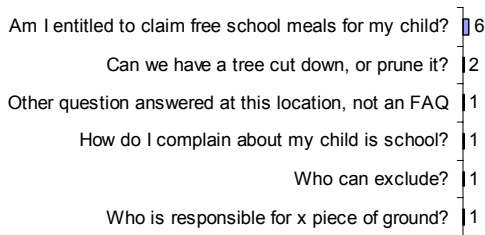
Base: all respondents from county library and information unit offices (7,561)

Chart 8 - Buildings and Development



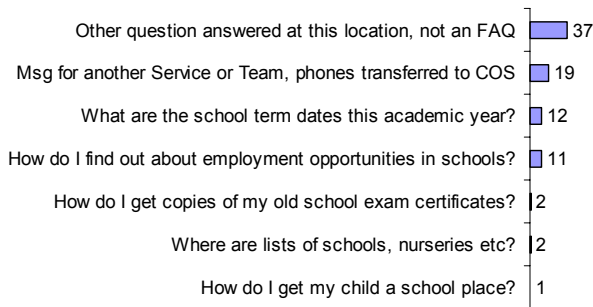
Base: all respondents from buildings and development offices (7)

Chart 9 - Competition and Miscellaneous Services



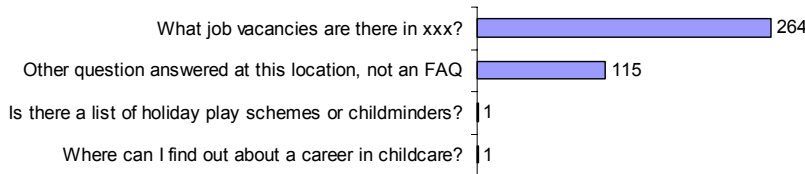
Base: all respondents from competition and miscellaneous services offices (12)

Chart 10 - Committee and Office Services



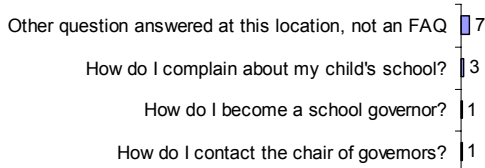
Base: all respondents from committee and office services offices (84)

Chart 11 - ECS Personnel



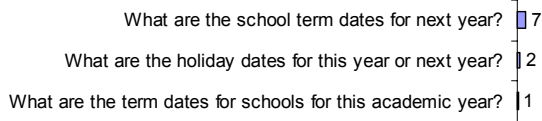
Base: all respondents from ECS personnel offices (381)

Chart 12 - Governor Services



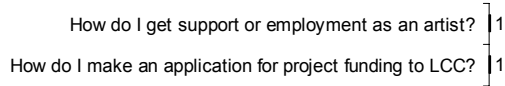
Base: all respondents from governor services offices (12)

Chart 13 - School Policy and Operations



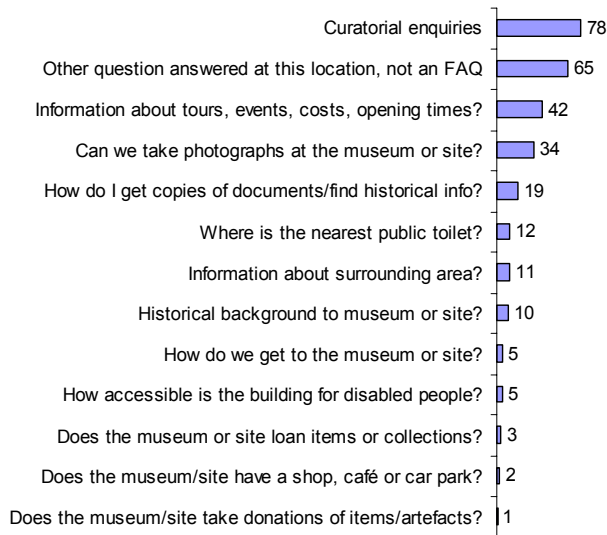
Base: all respondents from school policy and operations offices (10)

Chart 14 - County Arts Unit



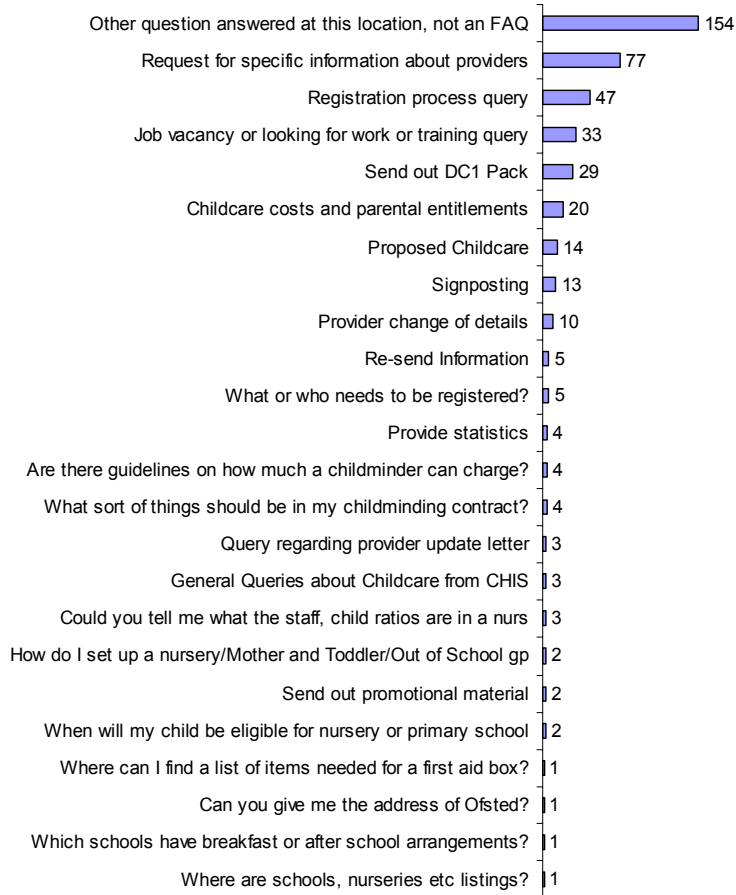
Base: all respondents from county arts unit offices (2)

Chart 15 - County Museums Service



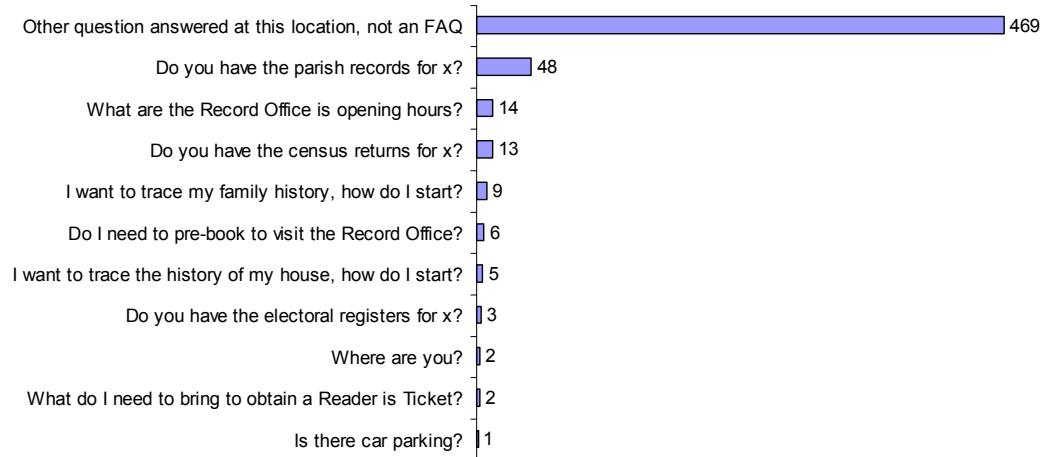
Base: all respondents from county museums service offices (287)

Chart 16 - Early Years



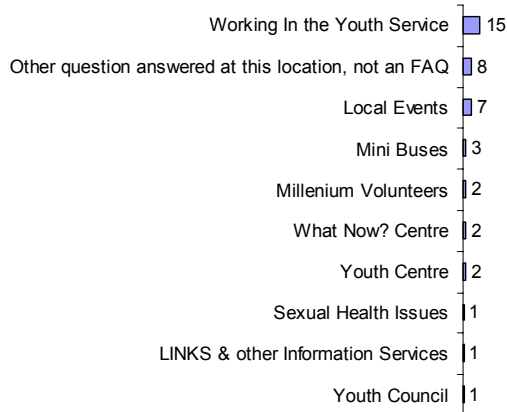
Base: all respondents from early years offices (438)

Chart 17 - Lancashire Record Office



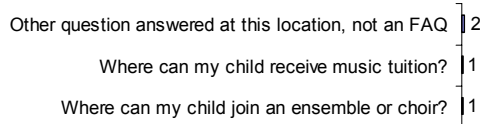
Base: all respondents from Lancashire Record Office (572)

Chart 18 - Youth and Community



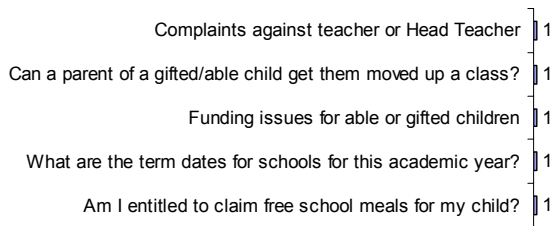
Base: all respondents from youth and community offices (42)

Chart 19 - Lancashire Music Services



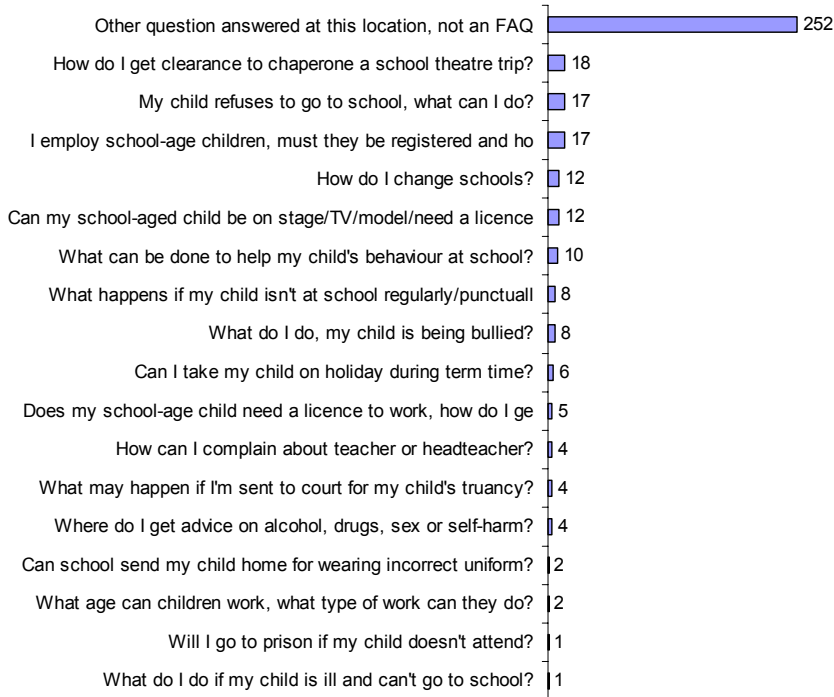
Base: all respondents from Lancashire music services offices (4)

Chart 20 - School Effectiveness Service



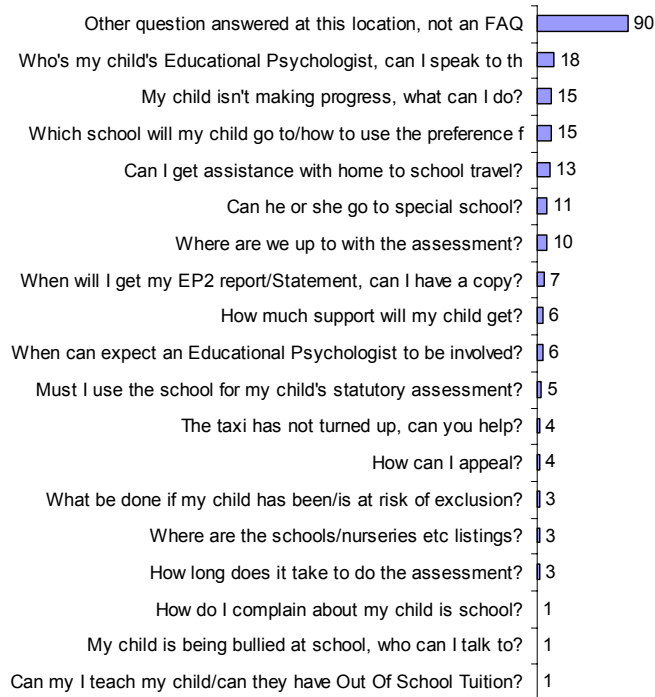
Base: all respondents from school effectiveness service offices (5)

Chart 21 - Education Welfare Service



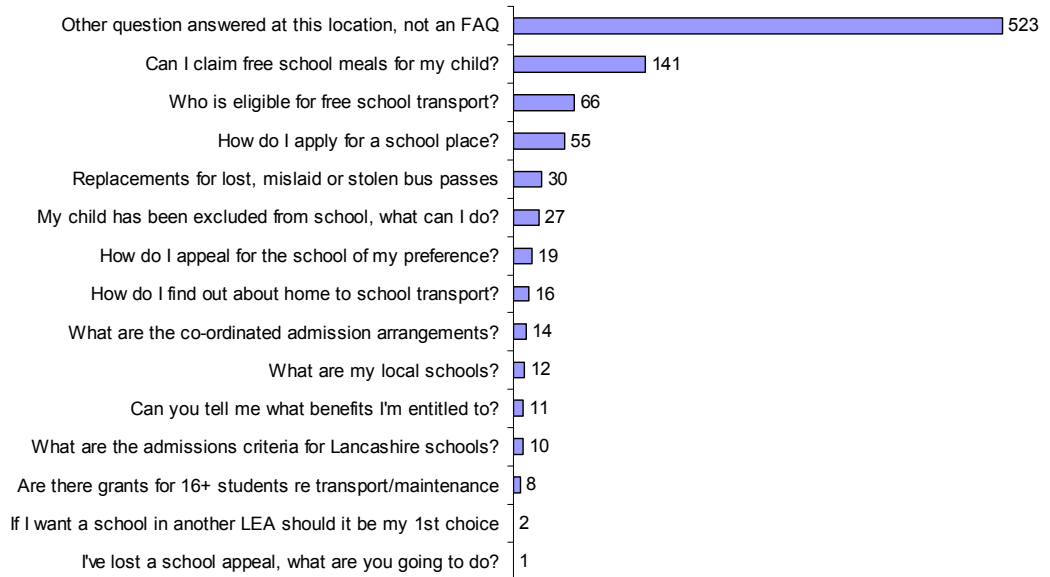
Base: all respondents from education welfare service offices (383)

Chart 22 - SEN Assessment and EPS



Base: all respondents from SEN assessment and EPS offices (216)

Chart 23 - Pupil Access



Base: all respondents from pupil access offices (935)

7 Conclusions

In total 1,624 forms were returned from 81 offices over a seven day period, giving a total number of 13,443 enquiries.

Overall the number of enquiries recorded varies by day. There are significantly more enquiries during weekdays compared to weekends, with only 11% of weekly enquiries being taken over the weekend.

The service areas recording the most enquiries were county library and information unit offices (59%), pupil access (8%) and committee office services (7%). The county library and information unit offices, county museums service and Lancashire record office experience demand over the weekend, particularly on a Saturday.

The most common methods of making an enquiry were by visit (54%) and phone (33%). The number of enquiries made by visit does not reduce significantly on a Saturday unlike for all other contact methods. This is likely to be because the services that are recording enquiries at the weekend being the offices where a higher proportion of enquires are made by visit. Enquiry method does differ by service area. Enquiries are significantly higher than all other service areas for:

- phone in early years development and childcare, SEN assessment and EPS, education welfare service, committee office services and youth and community offices;
- visit in county library and information unit, Lancashire record office and county museums service offices;
- e-mail in Lancashire record office; and
- postal in pupil access, ECS personnel and youth and community.

The busiest period of the day for enquiries is the morning (8.00 to 11.59) followed by the afternoon (14.00 to 16.59) the key peak times being 10.00 to 12.00 and 14.00 to 15.00.

The service areas taking the out-of-office hours enquiries are county library and information unit offices and Lancashire record office. This pattern is most likely to be dictated by office opening hours and not necessarily be the times when people would prefer to make enquiries.

Demand over the day does differ between weekdays and weekends, Saturdays being busier between 8.00 and 13.59 and lower in the afternoons and Sundays being comparatively quieter between 8.00 and 11.59 and busier between 12.00 and 13.59.

Enquiry method also differs throughout the day. The volume of enquiries is higher for visits throughout the day, although in the mornings phone enquiries are nearly as high. This effect is most likely to be due to the effect of libraries recording the majority of enquiries.

Different services experience different levels of demand in different time bands. In the mornings youth and community have lower enquiry volumes; and education and welfare and pupil access have higher enquiry volumes than the other services. At lunchtime county library and information unit offices experience higher enquiry volumes than the other services; with implications for staffing during lunchtimes. In the afternoons youth and community is the service area with proportionally the most enquiries.

Three-fifths of all enquiries recorded concerned services offered by libraries, museums and arts unit. Only 3% of enquiries asked questions that were not relevant to the ECSD. The committee office services recorded the highest proportion of their overall enquiries as non-directorate followed by youth and community. Library and information unit offices take the highest number of calls that relate to other services in the ECSD. In total 9% of all enquiries recorded were redirected either within the service/team, ECSD, Lancashire County Council or externally. This is a particular issue for committee and office services.

8 Recommendations

Availability of contact points over the weekend, in the evenings and early mornings is something that could be researched into further with customers. A need for contact with services between 7 and 9am has been identified in recent school transport surveys we have undertaken. Therefore, it is reasonable to say that there may be a demand for a contact point to be available out of 'normal' office-hours, especially where enquiries relate to educational matters. Also Life in Lancashire 2003 research has shown that 20% of people think longer opening hours for county council offices during the week and 18% think that opening county council offices on Saturday mornings would make it easier for them to get in touch with Lancashire County Council.

Life in Lancashire 2003 research has identified that 72% of people were interested in using a customer helpline to access Lancashire County Council information and services. Customer facing face-to-face contact points must still be available, although need for face-to-face may also vary dependent on the nature of the service. For example county library and information unit offices, Lancashire record office and county museums service offices have higher proportions of people making enquiries by visit.

Staffing issues may be a consideration where services have high levels of demand during lunch periods, for example the county library and information unit offices.

Where offices have a large proportion of enquiries coming to the wrong offices it will impact on customer service and staff time taken in dealing with enquiries. This could be resolved by looking at the way service contact points are promoted to the public.

Conducting more surveys will allow comparisons to be made and measure the effect of any changes on enquiry volumes, routes and frequently asked questions. The following things should be taken into account for future research:

- Make the survey easier to implement to ensure that as many offices as possible return survey forms.
- Staff-up during fieldwork to ease the burden of form completion, which will help to make sure all enquiries are logged.
- Undertake fieldwork over a seven-day period.
- Carry out fieldwork during school term time to identify if there is any increase in enquiry volume.

9 Appendices

9.1 Appendices 1: Marked Up Questionnaire

All values are given in percentages

Base: All Respondents (13,443) unless otherwise stated

Q1	Today is...?	
	Wednesday	19%
	Thursday	19%
	Friday	16%
	Saturday	9%
	Sunday	1%
	Monday	20%
	Tuesday	16%

Q2	Your survey identification number is?	Count
	LL County Library & Information Service Harris Library PREST	2240
	LL County Library & Information Service Library LANCASTER LA	1526
	LL County Library & Information Service ACCRINGTON BB5 1NQ	744
	LL County Library & Information Service RAWTENSTALL	639
	LL Lancashire Record Office PRESTON PR1 2RE	630
	PS Pupil Access PRESTON PR1 3JT	530
	LL County Library & Information Service CIC CHORLEY PR7 1SW	484
	LL County Library & Information Service CIC CLITHEROE BB7 2D	478
	LL County Library & Information Service Library LONGTON PR4	434
	BS Area Education Office ACCRINGTON BB5 0RE	389
	LL Early Years	387
	PS Pupil Access LANCASTER LA1 3SH	292
	BS ECS Personnel PRESTON PR1 3RJ	267
	BS Area Education Office PRESTON PR1 8RJ	252
	LL Museums Service Lancaster City Museum LANCASTER LA1 1HT	245
	PS Pupil Access ACCRINGTON BB5 0RE	241
	LL County Library & Information Service Library LYTHAM FY8 5	227
	LL County Library & Information Service Library CLAYTON GREE	212
	BS Area Education Office LANCASTER LA1 3SQ	210
	LL County Library & Information Service RAWTENSTALL BB4 6QU	210
	LL County Library & Information Service EUXTON	189
	PS Education Welfare Service POULTON-LE-FYLDE FY6 7AQ	170
	PS Education Welfare Service ACCRINGTON BB5 0RE	165
	PS Education Welfare Service PRESTON PR1 3JT	142
	PS SEN Assessment and EPS LANCASTER LA1 3SH	136
	BS ECS Personnel PRESTON PR1 3JT	134
	LL Early Years Childcare Administration PRESTON PR1 8RJ	127
	LL County Library & Information Service EIO BURNLEY BB11 2B	113
	PS SEN Assessment and EPS PRESTON PR1 3JT	111
	LL Youth & Community Ribble Valley Office WHALLEY BB7 9SE	110
	LL Museums Service PRESTON PR1 4YP	101
	BS ECS Personnel LANCASTER LA1 3SH	88
	PS SEN Assessment and EPS ACCRINGTON BB5 0RE	85
	LL County Library & Information Service Mobile ORMSKIRK L39	79

LL County Library & Information Service EIO NELSON BB9 7PU	77
LL County Library & Information Service Library WATERFOOT	75
PS Pupil Access PRESTON PR1 8RJ	73
LL County Library & Information Service EIO LEYLAND PR25 1E	71
LL County Library & Information Service Library HALTON LA2 6	70
BS ECS Personnel ACCRINGTON BB5 0RE	56
LL County Library & Information Service EIO SKELMERSDALE	48
PS Education Welfare Service PRESTON PR1 3RJ	48
LL County Library & Information Service EIO ST ANNES	46
LL Museums Service Museum of Lancashire PRESTON PR1 4YP	45
PS Education Welfare Service CHORLEY PR7 1EB	39
PS Education Welfare Service LANCASTER LA1 3SH	36
LL County Library & Information Service EIO CHORLEY PR7 1EB	33
BS Area Education Office PRESTON PR1 3JT	27
PS Education Welfare Service BURNLEY BB11 3EX	21
LL Youth & Community Longridge Centre LONGRIDGE	20
PS Education Welfare Service NELSON BB9 9SS	20
SS Learners out of School Early Years SEN Burnley BB11 1NW	18
LL Youth & Community Fishergate Court Preston PR1 8QF	17
BS Governor Services LANCASTER LA1 3SH	16
LL Early Years Sure Start ACCRINGTON BB5 4RY	16
BS Lancashire Music Service CHORLEY PR7 1NT	13
LL Youth & Community Barton Road Centre LANCASTER LA1 4ER	13
SS Service for Learners out of School LSLOS PRESTON PR1 8RJ	13
LL Youth & Community Burnley Office BURNLEY BB11 2HA	12
LL Youth & Community Burscough Centre BURSCOUGH L40 0RZ	12
SS Service for Learners out of School LPRS ACCRINGTON BB5	12
BS School Policy and Operations Team PRESTON PR1 8RJ	11
SS School Effectiveness Service PRESTON PR1 8RJ	11
PS SEN Assessment and EPS Team PRESTON PR1 8RJ	11
LL Youth & Community South Ribble Office LEYLAND PR25 2TF	10
BS Governor Services ACCRINGTON BB5 0RE	7
SS School Effectiveness Service CHORLEY PR7 1EB	6
SS School Effectiveness Service LANCASTER LA1 3SH	6
BS Buildings and Development PRESTON PR1 8RJ	5
BS Governor Services PRESTON PR1 8RJ	5
SS Service for Learners out of School LEMS CHORLEY PR7 1EB	5
BS Competition & Miscellaneous Services PRESTON	4
BS Governor Services PRESTON PR1 3JT	4
SS Learners out of School Early Years SEN LANCASTER LA1 2AY	4
LL Youth & Community Central Admin Team PRESTON PR1 8RJ	4
SS Service for Learners out of School LPRS LANCASTER LA1 3SH	4
SS Service for Learners out of School LPRS Preston PR1 3JE	4
LL County Arts Unit/Admin Team PRESTON PR1 8RJ	3
LL Early Years	2
SS Service for Learners out of School LPRS PRESTON PR1 3JT	2
SS Learners out of School Early Years SEN PRESTON PR1 3JE	1

Q3	Time	
	00.00 to 00.59	0%
	1.00 to 1.59	0%
	2.00 to 2.59	0%
	3.00 to 3.59	0%
	4.00 to 4.59	0%
	5.00 to 5.59	0%
	6.00 to 6.59	0%
	7.00 to 7.59	1%
	8.00 to 8.59	11%
	9.00 to 9.59	15%
	10.00 to 10.59	14%
	11.00 to 11.59	13%
	12.00 to 12.59	11%
	13.00 to 13.59	14%
	14.00 to 14.59	11%
	15.00 to 15.59	7%
	16.00 to 16.59	2%
	17.00 to 17.59	1%
	18.00 to 18.59	0%
	19.00 to 19.59	0%
	20.00 to 20.59	0%
	21.00 to 21.59	0%
	22.00 to 22.59	0%
	23.00 to 23.59	0%

Q4	Method of contact	
	Visit	54%
	Phone	33%
	Post	11%
	Email	2%
	Fax	0%

Q6	Enquiry code	
	Libraries, Museums, Arts Unit	59%
	Admissions and Exclusions	6%
	ECS Personnel	5%
	Education Welfare Service	4%
	Tourism	4%
	Early Years Childcare	3%
	SEN Assessment and Education Psychology	3%
	Non Directorate Education	3%
	Free School Meals, Clothing, Milk/Welfare Benefits	3%
	School Transport	2%
	Public transport	2%
	Youth and Community	1%
	School Information	1%
	Student or Pupil Support	1%
	Switchboard	1%
	Adult Education	0%
	SEN Transport	0%
	School Governors	0%
	Nursery, Childcare, Child Minders	0%
	Advisors	0%
	Student Support Post 16 EMAs	0%
	Children Out of School	0%
	Early Years SEN	0%
	Music Service/Outdoor Education	0%
	Teacher Training or Staff Development	0%

Q7	Nature of contact code (only the codes common across all offices, see appendix 4 for full list)	Count
	Codes common across all offices:	
	Re-directed within ECS	785
	Re-directed to another directorate eg Social Services	83
	Re-directed to School	25
	Re-directed to another agency, external to the council	138
	Wrong number	88
	Complaints	43
	Greeting visitor, internal or from another agency	74
	Greeting visitor, member of the public or service user	98
	Greeting other caller, eg delivery, tradesperson	79
	Appointments, eg making, changing	107
	Changed details of service user eg changed address	35
	Referral taken, includes phone referrals	92
	Other Enquiry, redirected or not answered by your team	120
	Redirected to another office with this service/team	231
	Libraries:	
	Answered at this site	1165
	Where is my nearest library?	9
	What's the phone number or address for xxxx library?	24
	When are you open?	92
	When is the mobile library due?	35
	What is on at the library?	10
	I want to book to use a PC	1018
	I want to cancel my PC booking	17
	Query about the on-line service	290
	How do I join the library?	348
	I have lost my ticket, what should I do?	97
	My ticket has been stolen	8
	What is my PIN?	256
	Can you check the catalogue?	542
	Has my book or other item come yet?	211
	Can I renew my book or other item?	832
	Query about books out on loan	166
	Can I reserve a book, or other item?	425
	I have damaged an item I have on loan	22
	How much do I owe in fines?	86
	Can I pay my fine?	79
	I've a letter for an overdue book or item that I've returned	21
	Register a complaint	5
	Other	1803
	Buildings and Development:	
	Can you see to children outside my house who aren't at school?	1
	Will the school field next to my house ever be built on?	2
	Are there any schools being built in this area?	1
	Other question answered at this location, not an FAQ	3
	Competition and miscellaneous services:	
	Can we have a tree cut down, or prune it?	2

Who is responsible for x piece of ground?	1
Am I entitled to claim free school meals for my child?	6
Who can exclude?	1
How do I complain about my child is school?	1
Other question answered at this location, not an FAQ	1
Committee and office services:	
What are the school term dates this academic year?	12
Where are lists of schools, nurseries etc?	2
How do I get my child a school place?	1
How do I find out about employment opportunities in schools?	11
How do I get copies of my old school exam certificates?	2
Other question answered at this location, not an FAQ	37
Message for another Service or Team, phones transferred to COS	19
ECS Personnel:	
What job vacancies are there in xxx?	264
Where can I find out about a career in childcare?	1
Is there a list of holiday play schemes or childminders?	1
Other question answered at this location, not an FAQ	115
Governor Services:	
How do I contact the chair of governors?	1
How do I become a school governor?	1
How do I complain about my child's school?	3
Other question answered at this location, not an FAQ	7
School Policy and Operations:	
What are the term dates for schools for this academic year?	1
What are the school term dates for next year?	7
What are the holiday dates for this year or next year?	2
County Arts Unit:	
How do I make an application for project funding to LCC?	1
How do I get support or employment as an artist?	1
County Museums Service:	
Historical background to museum or site?	10
Information about tours, events, costs, opening times?	42
How accessible is the building for disabled people?	5
Information about surrounding area?	11
Does the museum/site have a shop, café or car park?	2
Where is the nearest public toilet?	12
How do we get to the museum or site?	5
Does the museum or site loan items or collections?	3
Does the museum/site take donations of items/artefacts?	1
How do I get copies of documents/find historical info?	19
Can we take photographs at the museum or site?	34
Other question answered at this location, not an FAQ	65
Curatorial enquiries	78
Early Years:	
Where are schools, nurseries etc listings?	1
Which schools have breakfast or after school arrangements?	1
When will my child be eligible for nursery or primary school	2
Could you tell me what the staff, child ratios are in a nursery	3
Are there guidelines on how much a childminder can charge?	4

Send out DC1 Pack	29
Send out promotional material	2
Can you give me the address of Ofsted?	1
What sort of things should be in my childminding contract?	4
Where can I find a list of items needed for a first aid box?	1
How do I set up a nursery/Mother and Toddler/Out of School g	2
What or who needs to be registered?	5
Childcare costs and parental entitlements	20
Proposed Childcare	14
Registration process query	47
Re-send Information	5
General Queries about Childcare from CHIS	3
Request for specific information about providers	77
Provider change of details	10
Query regarding provider update letter	3
Provide statistics	4
Job vacancy or looking for work or training query	33
Signposting	13
Other question answered at this location, not an FAQ	154
Lancashire Record Office:	
Is there car parking?	1
What are the Record Office is opening hours?	14
Do I need to pre-book to visit the Record Office?	6
What do I need to bring to obtain a Reader is Ticket?	2
I want to trace my family history, how do I start?	9
I want to trace the history of my house, how do I start?	5
Do you have the parish records for x?	48
Do you have the electoral registers for x?	3
Do you have the census returns for x?	13
Other question answered at this location, not an FAQ	469
Where are you?	2
Youth and Community:	
Youth Centre	2
What Now? Centre	2
Local Events	7
Youth Council	1
LINKS & other Information Services	1
Millennium Volunteers	2
Sexual Health Issues	1
Mini Buses	3
Working In the Youth Service	15
Other question answered at this location, not an FAQ	8
Lancashire Music Service:	
Where can my child join an ensemble or choir?	1
Other question answered at this location, not an FAQ	2
School Effectiveness Service:	
Where can my child receive music tuition?	1
Am I entitled to claim free school meals for my child?	1
What are the term dates for schools for this academic year?	1
Funding issues for able or gifted children	1

Can a parent of a gifted/able child get them moved up a class	1
Complaints against teacher or Head Teacher	1
Services for learners out of school:	
Other question answered at this location, not an FAQ	13
Education Welfare Service:	
Does my school-age child need a licence to work, how do I get one?	5
I employ school-age children, must they be registered and how?	17
Can my school-aged child be on stage/TV/model/need a licence	12
What do I do, my child is being bullied?	8
My child refuses to go to school, what can I do?	17
Where do I get advice on alcohol, drugs, sex or self-harm?	4
What may happen if I'm sent to court for my child's truancy?	4
What can be done to help my child's behaviour at school?	10
How can I complain about teacher or head teacher?	4
Can I take my child on holiday during term time?	6
How do I change schools?	12
What age can children work, what type of work can they do?	2
Can school send my child home for wearing incorrect uniform?	2
What do I do if my child is ill and can't go to school?	1
How do I get clearance to chaperone a school theatre trip?	18
What happens if my child isn't at school regularly/punctually?	8
Will I go to prison if my child doesn't attend?	1
Other question answered at this location, not an FAQ	252
SEN assessment and Educational Psychology:	
Who's my child's Educational Psychologist, can I speak to them?	18
When can expect an Educational Psychologist to be involved?	6
When will I get my EP2 report/Statement, can I have a copy?	7
Must I use the school for my child's statutory assessment?	5
How long does it take to do the assessment?	3
Where are we up to with the assessment?	10
How much support will my child get?	6
Which school will my child go to/how to use the preference f	15
Where are the schools/nurseries etc listings?	3
Can he or she go to special school?	11
How can I appeal?	4
My child isn't making progress, what can I do?	15
Can my I teach my child/can they have Out Of School Tuition?	1
My child is being bullied at school, who can I talk to?	1
What be done if my child has been/is at risk of exclusion?	3
How do I complain about my child is school?	1
Can I get assistance with home to school travel?	13
The taxi has not turned up, can you help?	4
Other question answered at this location, not an FAQ	90
Pupil Access:	
Can you tell me what benefits I'm entitled to?	11
Can I claim free school meals for my child?	141
Who is eligible for free school transport?	66
How do I find out about home to school transport?	16
Replacements for lost, mislaid or stolen bus passes	30
Are there grants for 16+ students re transport/maintenance	8

	What are the co-ordinated admission arrangements?	14
	I've lost a school appeal, what are you going to do?	1
	How do I appeal for the school of my preference?	19
	What are my local schools?	12
	How do I apply for a school place?	55
	What are the admissions criteria for Lancashire schools?	10
	If I want a school in another LEA should it be my 1st choice	2
	My child has been excluded from school, what can I do?	27
	Other question answered at this location, not an FAQ	523

9.3 Appendix 3: Nature of Enquiry Codes

10	Admissions and Exclusions
11	Adult Education
12	Free School Meals, Clothing and Milk (Welfare Benefits)
13	SEN Assessment & Education Psychology
14	Education Welfare Service
15	Libraries/ Museums/Arts Unit
16	Nursery/Childcare/Child Minders
17	School Governors
18	School Information
19	Student/Pupil Support
20	Student Support Post 16 (EMAs)
21	SEN Transport
22	School Transport
23	Youth and Community
24	ECS Personnel
25	Early Years (Childcare)
26	Early Years (SEN)
27	Teacher Training/Staff Development
28	Children Out of School
29	Switchboard
31	Public transport
32	Tourism
33	Advisors
34	Music Service/Outdoor Education
30	Non Directorate (Education)

9.4 Appendix 4: Nature of Contact Codes

Standard nature of enquiry codes across all offices in the survey

500	Re-directed within ECS
501	Re-directed to another directorate eg Social Services
502	Re-directed to School
503	Re-directed to another agency, external to the council
504	Wrong number
505	Complaints
506	Greeting visitor, internal or from another agency
507	Greeting visitor, member of the public or service user
508	Greeting other caller, eg delivery, tradesperson
509	Appointments, eg making, changing
510	Changed details of service user eg changed address
511	Referral taken, includes phone referrals
512	Other Enquiry, redirected or not answered by your team
513	Redirected to another office with this service/team

LL Libraries

520	Answered at this site
521	Where is my nearest library?
522	What's the phone number or address for xxxx library?
523	When are you open?
524	When is the mobile library due?
525	What is on at the library?
526	I want to book to use a PC
527	I want to cancel my PC booking
528	Query about the on-line service
529	How do I join the library?
530	I have lost my ticket, what should I do?
531	My ticket has been stolen
532	What is my PIN?
533	Can you check the catalogue?
534	Has my book or other item come yet?
535	Can I renew my book or other item?
536	Query about books out on loan
537	Can I reserve a book, or other item?
538	I have damaged an item I have on loan
539	How much do I owe in fines?
540	Can I pay my fine?
541	I've a letter for an overdue book or item that I've returned
542	Register a complaint
543	Other

BS Buildings and Development

550	Can you see to children outside my house who aren't at school
551	What is the capacity of a school?
552	Questions relating to setting up after school clubs
553	Will the school field next to my house ever be built on?
554	Can you tell me where the school boundary ends?
555	Are there any schools being built in this area?
556	I've heard a rumour x school is closing, is this true?
557	Other question answered at this location, not an FAQ

BS Competition and Miscellaneous Services

- 560 Can someone come and close the school gates?
- 561 Is there a risk assessment available?
- 562 Can we have a tree cut down, or prune it?
- 563 Flood from a field is coming into our property
- 564 Somebody has been fly-tipping can someone remove it?
- 565 Can someone clean up the playing fields due to dog fouling?
- 566 What can you do about children trespassing in school grounds?
- 567 Do school meals contain genetically modified ingredients?
- 568 Is my child entitled to milk for free?
- 569 Who is responsible for x piece of ground?
- 570 Am I entitled to claim free school meals for my child?
- 571 I want to complain about head lice in my child's school
- 572 What's the guidelines on Educational Visits or Schools trips?
- 573 My child's being bullied at school, who can I talk to?
- 574 How do schools discipline children?
- 575 What are pupils excluded for?
- 576 Who can exclude?
- 577 How do I complain about my child is school?
- 578 Where will I find OFSTED reports?
- 579 How does LCC deal with public complaints?
- 580 Other question answered at this location, not an FAQ

BS Committee and Office Services

- 590 Can I take my child on holiday during term time?
- 591 What are the school term dates this academic year?
- 592 Where are lists of schools, nurseries etc?
- 593 How do I get my child a school place?
- 594 Can you tell me about eligibility for free school transport?
- 595 Can you tell me about eligibility for free school meals?
- 596 What transport is there for children with disabilities?
- 597 What adult and community education courses are there?
- 598 How do schools deal with special Language and Cultural needs
- 599 When are national league tables published
- 600 Where can I find the OFSTED reports for Lancashire schools?
- 601 Must a child see an ed psychologist before a SEN assessment?
- 602 How is home tuition arranged?
- 603 My child's being bullied at school, who can I talk to?
- 604 What age can children work, type of work, how to get permits?
- 605 What's the guidelines on Educational Visits or Schools trips?
- 606 How do I find out about employment opportunities in schools?
- 607 How do I get copies of my old school exam certificates?
- 608 How do I complain about my child is school?
- 609 Other question answered at this location, not an FAQ
- 610 Message for another Service or Team, phones transferred to COS

BS ECS Personnel

- 620 What job vacancies are there in xxx?
- 621 Where can I find out about a career in childcare?
- 622 When are the School Holidays?
- 623 Where can I find school holiday dates?
- 624 Can you give me the school term dates for next year?
- 625 Can you give me the school holidays for this school year?
- 626 How do I get copies of my old school exam certificates?
- 627 Is there any way of contacting old school friends?
- 628 Can you confirm I worked for LCC from x date to y date?
- 629 Where can I find OFSTED reports on schools?
- 630 Is there a list of holiday play schemes or childminders?
- 631 Why can't someone in County Hall override school policies?
- 632 How do I complain if I'm not happy with your service?
- 633 Other question answered at this location, not an FAQ

BS Governor Services

- 650 How do I contact the chair of governors?
- 651 Can/why can't I have the chair of governors tel no/address?
- 652 How do I become a school governor?
- 653 Can I be a governor if I don't have a school-aged child?
- 654 Are governors vetted before appointment?
- 655 How much time does the work of a governor take up?
- 656 What about time off work to be a governor?
- 657 What can I do if my child is at risk of exclusion?
- 658 My child's being bullied at school, who can talk to?
- 659 Can you give me the school term dates for next year?
- 660 What are pupils excluded for?
- 661 Who can exclude?
- 662 Can I take my child on holiday during term time?
- 663 How do schools deal with child protection?
- 664 What's the guidelines on Educational Visits or School trips?
- 665 How do I complain about my child's school?
- 666 Other question answered at this location, not an FAQ

BS School Policy and Operations

- 680 What's the guidelines on Educational Visits or School trips?
- 681 What are the term dates for schools for this academic year?
- 682 What are the school term dates for next year?
- 683 What are the holiday dates for this year or next year?
- 684 Where can I find school holiday dates?
- 685 I've not been consulted on a change in school session times
- 686 Other question answered at this location, not an FAQ

LL County Arts Unit

- 690 What are the local contacts for arts officers, organisations
- 691 Could you give me advice on developing an arts project?
- 692 Where do I find info about arts activity in the area?
- 693 Where can I find info on funding for arts projects?
- 694 How do I make an application for project funding to LCC?
- 695 How do I get support or employment as an artist?
- 696 Other question answered at this location, not an FAQ

LL County Museums Service

- 700 Historical background to museum or site?
- 701 Information about tours, events, costs, opening times?
- 702 How accessible is the building for disabled people?
- 703 Information about surrounding area?
- 704 Does the museum/site have a shop, café or car park?
- 705 Where is the nearest public toilet?
- 706 How do we get to the museum or site?
- 707 Can the museum or site be hired for private functions?
- 708 Does the museum or site loan items or collections?
- 709 Does the museum/site take donations of items/artefacts?
- 710 How do I get copies of documents/find historical info?
- 711 Can we take photographs at the museum or site?
- 712 Other question answered at this location, not an FAQ
- 713 Curatorial enquiries

LL Early Years

- 730 Where are schools, nurseries etc listings?
- 731 Which schools have breakfast or after school arrangements?
- 732 When will my child be eligible for nursery or primary school?
- 733 Where can I find a list of Lancashire Schools?
- 734 What times do schools and nurseries start and finish?
- 735 Could you tell me what the staff, child ratios are in a nursery?
- 736 Are there guidelines on how much a childminder can charge?
- 737 Send out DC1 Pack
- 738 Send out promotional material
- 739 Can you give me the address of Ofsted?
- 740 What sort of things should be in my childminding contract?
- 741 Where can I find a list of items needed for a first aid box?
- 742 How do I set up a nursery/Mother and Toddler/Out of School group?
- 743 What or who needs to be registered?
- 744 Childcare costs and parental entitlements
- 745 Proposed Childcare
- 746 Registration process query
- 747 Re-send Information
- 748 General Queries about Childcare from CHIS
- 749 Request for specific information about providers
- 750 Provider change of details
- 751 Query regarding provider update letter
- 752 Provide statistics
- 753 Job vacancy or looking for work or training query
- 754 Signposting
- 755 Other question answered at this location, not an FAQ

LL Lancashire Record Office

- 759 Is there car parking?
- 760 What are the Record Office opening hours?
- 761 Do I need to pre-book to visit the Record Office?
- 762 What do I need to bring to obtain a Reader's Ticket?
- 763 I want to trace my family history, how do I start?
- 764 I want to trace the history of my house, how do I start?
- 765 Do you have the parish records for x?
- 766 Do you have the electoral registers for x?
- 767 Do you have the census returns for x?
- 768 Other question answered at this location, not an FAQ
- 769 Where are you?

LL Youth and Community

- 770 Youth Centre
- 771 Community Centre
- 772 What Now? Centre
- 773 Local Events
- 774 Youth Council
- 775 Young people with disabilities
- 776 Outdoor Pursuits
- 777 Drama & Art Workshops
- 778 Equaliser
- 779 Moving Up
- 780 Learning Centre
- 781 New Routes
- 782 Gay & Lesbian
- 783 After Care Service
- 784 Princes Trust
- 785 Voluntary Youth Clubs
- 786 LINKS & other Information Services
- 787 Counselling Service
- 788 Millennium Volunteers
- 789 Family Planning
- 790 Pregnant Teenagers
- 791 Homeless or Potentially Homeless Young People
- 792 Sexual Health Issues
- 793 Drug Issues
- 794 Anti Social Behaviour Orders ASBO
- 795 Mini Buses
- 796 Outdoor Education Equipment
- 797 Holiday Schemes
- 798 Working In the Youth Service
- 799 Complaints
- 800 Other question answered at this location, not an FAQ

SS Lancashire Music Service

- 801 When can my child start having instrumental tuition?
- 802 Where can my child join an ensemble or choir?
- 803 Where can I obtain information about the Music Service?
- 804 Other question answered at this location, not an FAQ
- 805 Where can my child receive music tuition?

SS School Effectiveness Service

- 830 What's the guidelines on Educational Visits/Schools trips?
- 831 My child's been excluded from school, what can I do?
- 832 How do schools discipline children?
- 833 How can I apply for a clothing grant for my child?
- 834 Am I entitled to claim free school meals for my child?
- 835 Can you tell me which schools are in my local area?
- 836 Where can I find OFSTED reports on schools?
- 837 What are the term dates for schools for this academic year?
- 838 What times do schools and nurseries start and finish?
- 839 What are my child's options are in post-16 education?
- 840 How is home tuition arranged?
- 841 Are SATs mandatory?
- 842 When will SATs take place this year or next year?
- 843 How do schools deal with special Language/Cultural needs
- 844 Funding issues for able or gifted children
- 845 Can a parent of a gifted/able child get them moved up a class?
- 846 How much home tuition do pupils receive?
- 847 How does LCC deal with complaints from the public?
- 848 How do I complain about my child's school?
- 849 Complaints against teacher or Head Teacher
- 850 Other question answered at this location, not an FAQ

SS Services for Learners out of School

- 860 What happens to my child's education if they're in hospital?
- 861 How do we get support from the hospital teacher?
- 862 Does my child have to see the hospital teacher?
- 863 Which school will my child go to?
- 864 My child has been excluded from school, what can I do?
- 865 How is home tuition arranged?
- 866 How much home tuition do pupils receive?
- 867 When will my child be given homework?
- 868 Can I get assistance with home to school travel?
- 869 What's the waiting time to see an Educational Psychologist?
- 870 Can children with special needs go on a play scheme?
- 871 How does LCC deal with public complaints?
- 872 To make a complaint about your service, who do I contact?
- 873 Other question answered at this location, not an FAQ

PS Education Welfare Service

- 880 Does my school-age child need a licence to work, how do I get one?
- 881 I employ school-age children, must they be registered and how?
- 882 Can my school-aged child be on stage/TV/model/need a licence?
- 883 What do I do, my child is being bullied?
- 884 My child refuses to go to school, what can I do?
- 885 Where do I get advice on alcohol, drugs, sex or self-harm?
- 886 What may happen if I'm sent to court for my child's truancy?
- 887 What do I do about a Fixed Penalty Notice for truancy?
- 888 What is the legal school leaving age?
- 889 What can be done to help my child's behaviour at school?
- 890 How can I complain about teacher or head teacher?
- 891 Can I take my child on holiday during term time?
- 892 How do I change schools?
- 893 What age can children work, what type of work can they do?
- 894 Can school send my child home for wearing incorrect uniform?
- 895 Must my child attend school if they live on the Travellers Site?
- 896 What do I do if my child is ill and can't go to school?
- 897 How do I get clearance to chaperone a school theatre trip?
- 898 What happens if my child isn't at school regularly/punctually?
- 899 Will I go to prison if my child doesn't attend?
- 900 Other question answered at this location, not an FAQ

PS SEN Assessment and EPS

- 910 Who's my child's Educational Psychologist, can I speak to them?
- 911 When can expect an Educational Psychologist to be involved?
- 912 What tests will the Educational Psychologist do?
- 913 When will I get my EP2 report/Statement, can I have a copy?
- 914 Must I use the school for my child's statutory assessment?
- 915 How long does it take to do the assessment?
- 916 Why does my child need to see a Medical Officer?
- 917 Where are we up to with the assessment?
- 918 How much support will my child get?
- 919 Which school will my child go to/how to use the preference form?
- 920 Where are the schools/nurseries etc listings?
- 921 Can he or she go to special school?
- 922 How can I appeal?
- 923 My child isn't making progress, what can I do?
- 924 Can my I teach my child/can they have Out Of School Tuition?
- 925 My child is being bullied at school, who can I talk to?
- 926 What be done if my child has been/is at risk of exclusion?
- 927 How do I complain about my child is school?
- 928 Can I get assistance with home to school travel?
- 929 The taxi has not turned up, can you help?
- 930 Other question answered at this location, not an FAQ

PS Pupil Access

- 940 Can you tell me what benefits I'm entitled to?
- 941 Can I claim free school meals for my child?
- 942 Who is eligible for free school transport?
- 943 How do I find out about home to school transport?
- 944 Replacements for lost, mislaid or stolen bus passes
- 945 Are there grants for 16+ students re transport/maintenance
- 946 Can you give me the school term dates for next year?
- 947 What are the school term dates for this academic year?
- 948 What are the co-ordinated admission arrangements?
- 949 I've lost a school appeal, what are you going to do?
- 950 How do I appeal for the school of my preference?
- 951 What are my local schools?
- 952 How do I apply for a school place?
- 953 What are the admissions criteria for Lancashire schools?
- 954 If I want a school in another LEA should it be my 1st choice
- 955 What can I do if my child is at risk of exclusion?
- 956 My child has been excluded from school, what can I do?
- 957 Other question answered at this location, not an FAQ

9.5 Appendix 5: Number of Enquiries for each Office by Day

	Wed	Thurs	Fri	Sat	Sun	Mon	Tues	Total
LL County Library & Information Service Harris Library PREST	406	357	329	280	181	333	354	2240
LL County Library & Information Service Library LANCASTER LA	325	279	199	223	.	280	220	1526
LL County Library & Information Service ACCRINGTON BB5 1NQ	78	169	126	107	.	131	133	744
LL County Library & Information Service RAWTENSTALL	52	137	84	124	.	131	111	639
LL Lancashire Record Office PRESTON PR1 2RE	148	106	113	42	4	111	106	630
PS Pupil Access PRESTON PR1 3JT	75	84	46	.	.	251	74	530
LL County Library & Information Service CIC CHORLEY PR7 1SW	78	88	76	37	.	86	119	484
LL County Library & Information Service CIC CLITHEROE BB7 2D	88	73	46	144	.	127	.	478
LL County Library & Information Service Library LONGTON PR4	.	126	116	51	.	79	62	434
BS Area Education Office ACCRINGTON BB5 0RE	77	76	94	.	.	80	62	389
LL Early Years	116	48	69	.	.	65	89	387
PS Pupil Access LANCASTER LA1 3SH	69	47	41	.	.	90	45	292
BS ECS Personnel PRESTON PR1 3RJ	64	101	8	.	.	54	40	267
BS Area Education Office PRESTON PR1 8RJ	46	29	75	.	.	58	44	252
LL Museums Service Lancaster City Museum LANCASTER LA1 1HT	66	50	41	27	2	30	29	245
PS Pupil Access ACCRINGTON BB5 0RE	96	38	37	.	.	41	29	241
LL County Library & Information Service Library LYTHAM FY8 5	54	.	36	57	.	32	48	227
LL County Library & Information Service Library CLAYTON GREE	49	30	16	44	.	41	32	212
BS Area Education Office LANCASTER LA1 3SQ	50	36	39	.	.	44	41	210
LL County Library & Information Service RAWTENSTALL BB4 6QU	.	35	31	47	.	35	62	210
LL County Library & Information Service EUXTON	35	32	23	44	.	55	.	189

	Wed	Thurs	Fri	Sat	Sun	Mon	Tues	Total
PS Education Welfare Service POULTON-LE-FYLDE FY6 7AQ	31	41	40	.	.	33	25	170
PS Education Welfare Service ACCRINGTON BB5 0RE	20	36	31	.	.	41	37	165
PS Education Welfare Service PRESTON PR1 3JT	48	30	17	.	.	25	22	142
PS SEN Assessment and EPS LANCASTER LA1 3SH	41	22	24	.	.	29	20	136
BS ECS Personnel PRESTON PR1 3JT	35	51	24	.	.	10	14	134
LL Early Years Childcare Administration PRESTON PR1 8RJ	32	32	31	.	.	16	16	127
LL County Library & Information Service EIO BURNLEY BB11 2B	37	29	24	.	.	23	.	113
PS SEN Assessment and EPS PRESTON PR1 3JT	31	44	17	.	.	12	7	111
LL Youth & Community Ribble Valley Office WHALLEY BB7 9SE	24	8	46	.	.	19	13	110
LL Museums Service PRESTON PR1 4YP	37	29	10	.	.	13	12	101
BS ECS Personnel LANCASTER LA1 3SH	12	6	11	.	.	20	39	88
PS SEN Assessment and EPS ACCRINGTON BB5 0RE	25	13	12	.	.	16	19	85
LL County Library & Information Service Mobile ORMSKIRK L39	15	28	19	.	.	7	10	79
LL County Library & Information Service EIO NELSON BB9 7PU	23	21	.	.	.	17	16	77
LL County Library & Information Service Library WATERFOOT	9	21	20	.	.	.	25	75
PS Pupil Access PRESTON PR1 8RJ	16	21	15	.	.	16	5	73
LL County Library & Information Service EIO LEYLAND PR25 1E	.	22	22	.	.	9	18	71
LL County Library & Information Service Library HALTON LA2 6	.	32	.	.	.	38	.	70
BS ECS Personnel ACCRINGTON BB5 0RE	14	7	15	.	.	11	9	56
LL County Library & Information Service EIO SKELMERSDALE	8	15	14	.	.	1	10	48
PS Education Welfare Service PRESTON PR1 3RJ	13	7	14	.	.	11	3	48
LL County Library & Information Service EIO ST ANNES	11	14	6	.	.	12	3	46
LL Museums Service Museum of Lancashire PRESTON PR1 4YP	19	4	4	5	.	13	.	45

	Wed	Thurs	Fri	Sat	Sun	Mon	Tues	Total
PS Education Welfare Service CHORLEY PR7 1EB	1	3	18	.	.	12	5	39
PS Education Welfare Service LANCASTER LA1 3SH	14	8	6	.	.	3	5	36
LL County Library & Information Service EIO CHORLEY PR7 1EB	9	7	5	.	.	5	7	33
BS Area Education Office PRESTON PR1 3JT	7	7	5	.	.	5	3	27
PS Education Welfare Service BURNLEY BB11 3EX	10	3	.	.	.	8	.	21
LL Youth & Community Longridge Centre LONGRIDGE	3	2	3	.	.	6	6	20
PS Education Welfare Service NELSON BB9 9SS	9	2	5	.	.	2	2	20
SS Learners out of School Early Years SEN Burnley BB11 1NW	1	17	18
LL Youth & Community Fishergate Court Preston PR1 8QF	2	3	3	.	.	6	3	17
BS Governor Services LANCASTER LA1 3SH	3	2	1	.	.	3	7	16
LL Early Years Sure Start ACCRINGTON BB5 4RY	16	.	16
BS Lancashire Music Service CHORLEY PR7 1NT	2	3	1	.	.	3	4	13
LL Youth & Community Barton Road Centre LANCASTER LA1 4ER	3	2	3	.	.	2	3	13
SS Service for Learners out of School LSLOS PRESTON PR1 8RJ	1	4	5	.	.	1	2	13
LL Youth & Community Burnley Office BURNLEY BB11 2HA	3	2	2	.	.	2	3	12
LL Youth & Community Burscough Centre BURSCOUGH L40 0RZ	4	6	.	.	.	1	1	12
SS Service for Learners out of School LPRS ACCRINGTON BB5	4	3	3	.	.	.	2	12
BS School Policy and Operations Team PRESTON PR1 8RJ	2	4	2	.	.	.	3	11
SS School Effectiveness Service PRESTON PR1 8RJ	2	.	6	.	.	2	1	11
PS SEN Assessment and EPS Team PRESTON PR1 8RJ	5	4	1	.	.	.	1	11
LL Youth & Community South Ribble Office LEYLAND PR25 2TF	1	.	5	.	.	2	2	10
BS Governor Services ACCRINGTON BB5 0RE	1	2	2	.	.	2	.	7

	Wed	Thurs	Fri	Sat	Sun	Mon	Tues	Total
SS School Effectiveness Service CHORLEY PR7 1EB	2	.	1	.	.	1	2	6
SS School Effectiveness Service LANCASTER LA1 3SH	2	2	2	6
BS Buildings and Development PRESTON PR1 8RJ	2	2	.	.	.	1	.	5
BS Governor Services PRESTON PR1 8RJ	2	.	1	.	.	1	1	5
SS Service for Learners out of School LEMS CHORLEY PR7 1EB	.	5	5
BS Competition & Miscellaneous Services PRESTON	2	1	1	4
BS Governor Services PRESTON PR1 3JT	2	2	4
SS Learners out of School Early Years SEN LANCASTER LA1 2AY	2	1	1	4
LL Youth & Community Central Admin Team PRESTON PR1 8RJ	1	.	1	.	.	2	.	4
SS Service for Learners out of School LPRS LANCASTER LA1 3SH	4	.	4
SS Service for Learners out of School LPRS Preston PR1 3JE	3	1	.	4
LL County Arts Unit/Admin Team PRESTON PR1 8RJ	1	.	2	3
LL Early Years	2	.	2
SS Service for Learners out of School LPRS PRESTON PR1 3JT	1	1	2
SS Learners out of School Early Years SEN PRESTON PR1 3JE	1	1
Total	2580	2568	2143	1232	187	2643	2090	13443

9.6 Appendix 6: Type of Enquiries by Service Area

	County library & info unit	Pupil access	Committee office services	Lancashire record office	Education welfare service	Early years development and childcare	ECS personnel	County museums service	SEN assessment & EPS
Base	7766	1121	682	625	602	464	461	386	330
Admissions and Exclusions	24	625	64	.	7	1	1	19	3
Adult Education	40	2	11	2	4	.	.	1	1
Free School Meals, Clothing and Milk, Welfare Benefits	119	184	18	.	10	.	.	.	6
SEN Assessment and Education Psychology	10	3	109	1	6	.	.	.	288
Education Welfare Service	13	6	38	.	492	.	2	.	3
Libraries, Museums, Arts Unit	6535	.	2	610	.	16	1	343	.
Nursery, Childcare, Child Minders	24	5	1	.	2	.	1	.	.
School Governors	2	1	20	.	3	.	2	.	3
School Information	39	6	31	.	11	.	2	6	7
Student or Pupil Support	37	8	11	11	17	.	.	7	6
Student Support Post 16 EMAs	10	10	5	.	3
SEN Transport	2	39	4	.	3	.	.	.	3
School Transport	17	206	41	.	5	.	.	.	4
Youth and Community	3	1	1	.	3	9	1	1	.
ECS Personnel	14	2	137	.	7	.	434	.	1
Early Years Childcare	5	1	1	.	1	433	1	1	.
Early Years SEN	.	.	8	.	.	3	.	1	4
Teacher Training or Staff Development	1	1	.	.	2
Children Out of School	1	1	1	.	6	.	1	.	.
Switchboard	.	4	73	.	1	1	3	.	.
Non Directorate Education	181	16	89	1	18	1	10	5	1
Public transport	202
Tourism	487
Advisors	.	.	16	.	1	.	2	2	.
Music Service or Outdoor Education	.	.	1

	Youth and community	Service for learners out of school	Governor services	School effectiveness	Competition & miscellaneous services	School policy and operations	Buildings and development	County arts unit
Base	135	62	28	21	17	6	5	3
Admissions and Exclusions	.	1	6
Adult Education	1	1
Free School Meals, Clothing and Milk, Welfare Benefits	.	.	.	1
SEN Assessment and Education Psychology	.	2	.	2
Education Welfare Service	.	2
Libraries, Museums, Arts Unit	2
Nursery, Childcare, Child Minders	.	1
School Governors	.	.	10
School Information	4	4	1	1	3	5	3	1
Student or Pupil Support	.	8	3	.	.	1	.	.
Student Support Post 16 EMAs	1
SEN Transport	.	.	.	1
School Transport
Youth and Community	110	1
ECS Personnel	.	11	.	1
Early Years Childcare
Early Years SEN	.	4	.	1
Teacher Training or Staff Development	.	.	.	1	1	.	.	.
Children Out of School	.	17
Switchboard	4	1	1	2
Non Directorate Education	15	9	7	1	6	.	2	.
Public transport
Tourism
Advisors	.	.	.	10
Music Service or Outdoor Education	7	.	.	.

9.7 Appendix 7: Type of Enquiries by Day of the Week

Base	Wed 2469	Thurs 2450	Fri 1932	Sat 1232	Sun 187	Mon 2469	Tues 1975
Admissions and Exclusions	150 6%	129 5%	62 3%	317 13%	93 5%
Adult Education	11 0%	13 1%	11 1%	1 0%	. .	16 1%	11 1%
Free School Meals, Clothing and Milk, Welfare Benefits	89 4%	83 3%	49 3%	1 0%	. .	59 2%	57 3%
SEN Assessment and Education Psychology	128 5%	81 3%	70 4%	1 0%	. .	78 3%	63 3%
Education Welfare Service	128 5%	119 5%	113 6%	108 4%	88 4%
Libraries, Museums, Arts Unit	1300 53%	1382 56%	1107 57%	1083 88%	175 94%	1299 53%	1163 59%
Nursery, Childcare, Child Minders	5 0%	4 0%	3 0%	1 0%	12 6%	6 0%	3 0%
School Governors	10 0%	11 0%	4 0%	9 0%	7 0%
School Information	24 1%	30 1%	29 2%	1 0%	. .	24 1%	16 1%
Student or Pupil Support	22 1%	43 2%	7 0%	26 1%	11 1%
Student Support Post 16 EMAs	5 0%	7 0%	6 0%	5 0%	6 0%
SEN Transport	17 1%	14 1%	10 1%	6 0%	5 0%
School Transport	66 3%	48 2%	60 3%	2 0%	. .	55 2%	42 2%
Youth and Community	33 1%	18 1%	30 2%	28 1%	21 1%
ECS Personnel	119 5%	194 8%	91 5%	83 3%	120 6%
Early Years Childcare	104 4%	72 3%	89 5%	1 0%	. .	82 3%	95 5%
Early Years SEN	6 0%	7 0%	1 0%	5 0%	2 0%
Teacher Training or Staff Development	1 0%	2 0%	1 0%	2 0%	. .
Children Out of School	13 1%	4 0%	6 0%	1 0%	3 0%
Switchboard	13 1%	13 1%	36 2%	12 0%	16 1%
Non Directorate Education	109 4%	80 3%	55 3%	10 1%	. .	52 2%	56 3%
Public transport	33 1%	32 1%	25 1%	35 3%	. .	48 2%	29 1%
Tourism	73 3%	61 2%	60 3%	96 8%	. .	135 5%	62 3%
Advisors	7 0%	3 0%	6 0%	11 0%	4 0%
Music Service or Outdoor Education	3 0%	. .	1 0%	2 0%	2 0%

Base: all respondents (12,714)

9.8 Appendix 8: Nature of Enquiries by Service Area

	Committee office services	County library and information unit	Education welfare service	Pupil access	SEN assessment and EPS	ECS personnel	Youth and community	County museums service
Base	620	363	212	134	113	113	107	99
Re-directed within ECS	391	81	85	40	34	67	12	7
Re-directed to another directorate eg Social Services	12	13	5	8	3	24	8	.
Re-directed to School	4	5	11	1	1	.	.	.
Re-directed to another agency, external to the council	10	88	11	3	2	2	9	.
Wrong number	14	10	17	8	5	6	5	4
Complaints	3	2	3	17	11	1	.	1
Greeting visitor, internal or from another agency	46	6	4	1	3	1	4	8
Greeting visitor, member of the public or service user	19	58	2	1	2	.	1	9
Greeting other caller, eg delivery, tradesperson	27	26	3	1	3	1	4	10
Appointments, eg making, changing	8	14	18	3	26	1	10	4
Changed details of service user eg changed address	.	19	5	3	6	.	.	1
Referral taken, includes phone referrals	3	29	16	2	3	.	2	11
Other Enquiry, redirected or not answered by your team	27	12	8	15	6	7	4	16
Redirected to another office with this service/team	56	.	24	31	8	3	48	28

	Early years development & childcare	Lancashire record office	Service for learners out of school	School effectiveness service	Governor services	Competition & miscellaneous services	Buildings & development	County arts unit	School policy and operations
Base	76	67	45	18	16	10	3	1	1
Re-directed within ECS	29	15	13	4	4	.	1	1	1
Re-directed to another directorate eg Social Services	.	1	2	.	1	6	.	.	.
Re-directed to School	.	.	3
Re-directed to another agency, external to the council	4	6	2	.	.	1	.	.	.
Wrong number	2	1	5	4	5	2	.	.	.
Complaints	.	.	1	.	4
Greeting visitor, internal or from another agency	.	1
Greeting visitor, member of the public or service user	.	6
Greeting other caller, eg delivery, tradesperson	1	1	2
Appointments, eg making, changing	3	16	2	1	1
Changed details of service user eg changed address	1
Referral taken, includes phone referrals	21	3	2
Other Enquiry, redirected or not answered by your team	6	13	3	.	1	.	2	.	.
Redirected to another office with this service/team	9	4	10	9	.	1	.	.	.