



National Audit Office

The UK's independent public spending
watchdog

Switchboard +44 (0)207 798 7000

Direct Line +44 (0)207 798 7264

Email FOI@nao.org.uk

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VIDEO AND AUDIO CALLS / MEETINGS FOR THE 2024/25 FINANCIAL YEAR

Thank you for your FOI request dated 26 July 2025 for information about Video and audio calls / meetings for the 2024/25 financial year. We have considered your request under the terms of the Freedom of Information Act 2000 (FOIA). Your specific request is set out at **Annex A** where we have provided our responses to your points.

The FOIA provides a legal right of access to recorded information held by a public authority, but it is subject to certain exemptions that may apply. While we hold information in scope of your request, having considered it, we are refusing to supply you with some of the information you requested under section 12 cost of compliance under the FOIA. Details of this exemption and how it applies to your request can be found at **Annex B**.

I hope this information is useful and you are happy with the way we have handled your request. If you are not happy with this response, you can ask for an internal review within 40 working days by writing to the NAO FOI Team at FOI@nao.org.uk. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The primary way of escalating your concerns to the Information Commissioner is at: <https://ico.org.uk/foicomplaints>.

Yours sincerely,

NAO FOI Team

Annex A

FOI Request about NAO occupational health contracts:

1. average number of unique users per calls / meetings	<u>NAO response:</u> We do not hold this information.
2. Total number of unique users across all such calls / meetings	<u>NAO response:</u> We do not hold this information.
3. Average (mean, median, mode where available) duration of calls, including scheduled time and actual time spent before conclusion	<u>NAO response:</u> The average time of scheduled meetings is 83 minutes (this is from the limited data set of central data that we have available for FY 24/25). The actual time spent in meetings is not available
4. Total duration of calls, including scheduled time and actual time spent before conclusion, of all such calls / meetings	<u>NAO response:</u> The total time of scheduled meetings is 7,106,217 (this is from the limited data set of central data that we have available for FY 24/25). The total of the actual spent in meetings is not available
5. Software, applications and hardware used for those calls / meetings	<u>NAO response:</u> Microsoft Teams
6. Distribution of staff grades / pay bands of attendees or such calls / meetings	<u>NAO response:</u> The investigation required to provide this information is too excessive – Section 12 of the FOIA applied.
7. Estimated total cost to the NAO in terms of staff time spent	<u>NAO response:</u> We are unable to provide a figure as there is only a limited available data set for FY 24/25 and the time required to further breakdown and extrapolate the information you require is too excessive
8. Percentage of calls / meetings that included external (non-NAO) entities, including average number of such external entities in attendance vs NAO attendees.”	<u>NAO response:</u> We do not hold this information.

NAO response

We consider the information you have requested at point 6. 'Distribution of staff grades / pay bands of attendees or such calls / meetings' to be exempt from disclosure under section 12 of the FOIA.

As your request currently stands, we would need to extract and review a huge amount of data to comply with this request. The cost of extracting the information from our computer systems would be above the appropriate cost limit set out in section 12 of the FOIA, therefore we are refusing to disclose the information

you have requested under section 12. You may wish to submit a refined, more focused request. However, it is likely that if it relates to the same subject matter and content, the same exemption will be applied. Details on the application of this exemptions can be found at **Annex B**.

Annex B

This annex sets out the exemption that we have applied to your request

Section 12 Freedom of Information Act 2000 (FOIA)

Section 12(1) – (4) are as follows:

12. — (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

(2) Subsection (1) does not exempt the public authority from its obligation to comply with paragraph (a) of section 1(1) unless the estimated cost of complying with that paragraph alone would exceed the appropriate limit.

(3) In subsections (1) and (2) “the appropriate limit” means such amount as may be prescribed, and different amounts may be prescribed in relation to different cases.

(4) The Secretary of State may by regulations provide that, in such circumstances as may be prescribed, where two or more requests for information are made to a public authority-

(a) by one person, or

(b) by different persons who appear to the public authority to be acting in concert or in pursuance of a campaign,

the estimated cost of complying with any of the requests is to be taken to be the estimated total cost of complying with all of them.

Section 12 of the FOIA allows a public authority, such as the NAO, to refuse a request if the cost of complying with the request would exceed the ‘appropriate limit’ as defined by the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

The Regulations stipulate that the appropriate limit to be applied to requests received by public authorities such as the NAO is £450. For the purposes of the estimate, the costs of performing these activities should be estimated at a rate of £25 per hour. This is therefore equivalent to 18 hours work.

In estimating the cost of complying with a request for information, a public body can only take into account any reasonable costs incurred in:

(a) determining whether it holds the information,

(b) locating the information, or a document which may contain the information,

(c) retrieving the information, or a document which may contain the information, and

(d) extracting the information from a document containing it.

The section12 exemption provides for a judgement to be made of whether the request will exceed the 18 hour threshold before any work is undertaken. To help us make this judgement we have estimated the time required to locate and retrieve the information you requested.

There is a large amount of material relevant to this request and the cost of complying with the request would be far in excess of the appropriate cost limit and furthermore, it would be disproportionately burdensome for the NAO to comply with in terms of resources and time.