

Subject: Request for information regarding seat bookings in the Historical Search Room.

FOI reference: 202100244236

Date received: 30 September 2021

Date responded: 26 October 2021

Information requested:

Request for information regarding seat bookings in the Historical Search Room (HSR) during the period 6 September to 30 September 2021 inclusive.

- 1). How many individuals submitted a request for a seat in the HSR between 6 September 2021 and 30 September 2021?
- 2). During the period 6 September 2021 and 30 September 2021 how many different individuals were allocated a seat in the HSR?
- 3). In total, how many appointments were allocated in the HRS during the same period?
- 4). During the period, how many individuals received more than two appointments?
- 5). Of those individuals who received more than two appointments, how many did they receive?
- 6). At the close of business on 30 September 2021, how many individuals had requested an appointment in the HSR and were waiting either for the date of their appointment or for an appointment to be allocated?

NRS Response:

The answers to your questions are set out below.

We have a correspondence management system which allows us to run searches of enquiries using various criteria.

1. *'How many individuals submitted a request for a seat in the HSR between 6 September 2021 and 30 September 2021?'*

In the period 6 September 2021 to 30 September 2021 we received 176 requests for an appointment to visit the (temporary) Historical Search Room. This figure may include more than one enquiry from the same individual with regards to their individual booking request.

2. *'During the period 6 September 2021 and 30 September 2021 how many different individuals were allocated a seat in the HSR?'*

A total of 76 different individuals were allocated appointments in the (temporary) Historical Search Room during the period 6 September to 30 September.

3. *'In total, how many appointments were allocated in the HRS during the same period?'*

A total of 119 appointments were allocated in the (temporary) Historical Search Room in this period.

4. *'During the period, how many individuals received more than two appointments?'*

Over this period, a total of 8 individuals were allocated more than two appointments.

5. *'Of those individuals who received more than two appointments, how many did they receive?'*

A total of 4 individuals received 3 appointments each, and 4 individuals received 4 appointments each.

6. *'At the close of business on 30 September 2021, how many individuals had requested an appointment in the HSR and were waiting either for the date of their appointment or for an appointment to be allocated?'*

While our aim is to provide information whenever possible, in this instance it is not possible to answer this question specifically at 30 September 2021 due to the limitations of our correspondence management system. We are unable to carry out a search of enquiries as was the state on 30 September; we can only carry out such a search for the day that a search is made. When a colleague made a search of our correspondence database on 8 October, on that date 20 enquiries received between 6 and 30 September had not yet been allocated to staff for response. Similarly when the same search was conducted on 14 October this total had decreased to 7. We are unable to say what this figure would have been at 30 September 2021.