

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

Please advise range of salaries for staff who are on the phones in the TARS call centre broken down as follows (if there are appropriate categories).

New staff member (in probationary period: please state what period that may be).

ANSWER:

No new staff are being taken on specifically for the TARS service as this point. Any new staff commence work within the general call centre.

Staff member outside of probationary period, with say 2 years' experience or more.

TARS staff are currently on a salary between £17161 and £19126. A level of salary protection also applies until July 2012 as a result of the implementation of the councils JE scheme

Please advise range of salaries for supervisory staff for the above call handlers, broken down (if there are appropriate category descriptions)

Supervisor

Currently the supervisors providing supervisory support for the TARS service range from £19621 - £27849. JE salary protection and market increments apply to some of the posts until July 2012

Senior supervisor

There are not any Senior Supervisor positions within the TARS service.

Please advise the number of complaints received within the last 12 months under the following categories (if there are appropriate categories)

About individual members of staff

About supervisors

About overall quality of service (not specifically about staff as such).

Complaints specifically for the TARS service total 41 for the last 12 months.

11 complaints relate to quality of service.

30 complaints relate to staff attitude / behaviour.

None appear to relate to supervisors.

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Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

If you are dissatisfied with the handling of your request please write to:

Information Governance Manager

Information and Support

Leicester City Council

FREEPOST (LE985/33)

New Walk Centre

LEICESTER LE1 6ZG

e-mail: FOIA@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office

Wycliffe House

Water Lane

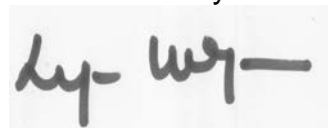
Wilmslow SK9 5AF

Telephone: 01625 545 700

www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.

Yours sincerely



Lynn Wyeth

Information Governance Manager