

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:

1. Revenues collection

a. Does the Local Authority run its revenues collection function as an in-house service, or is this function outsourced to a 3rd party?

[In-house \(do use external bailiff companies\)](#)

b. If it is outsourced to a third party, who is it?

[External bailiff companies – Rossendales and Bristow & Sutor](#)

c. Approximately how many FTE do you typically have working within the Local Authority's revenues collection function? (FTE is defined as the number of "Full Time Equivalent" staff members. For example, if there are two members of staff, one of whom works full-time and one of whom works half-time, their combined FTE figure would be 1.5)

[Revenues function FTE 59.2](#)

2. Benefits provision

a. Does the Local Authority run its benefits provision function as an in-house service, or is this function outsourced to a 3rd party?

[In-house](#)

b. If it is outsourced to a third party, who is it?

[N/a](#)

c. Approximately how many FTE do you typically have working within the Local Authority's benefits provision function?

[145.8 FTE](#)

3. What is the Local Authority's approximate annual expenditure on the revenue and benefits function? (Note: Please only include the administration cost and exclude the actual monetary value of revenues collected and benefits issued)

[Net Budget 2012/13 £2.652m](#)

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

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.