

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:

Does the Local Authority have a centralised customer contact centre providing the first point of contact for citizen enquiries?

ANSWER:

Yes

If so, which of the following services does this contact centre support? [please state yes or no for each of the following]

General switchboard for LA enquiries?

Yes also Social Services switchboard

Planning?

Yes

Revs & Bens (revenues collection and benefits provision)?

Yes

Housing?

Yes Includes Housing Management and Repairs

Environmental?

Yes

Other? [Please specify]

Waste Management, Registrars, Parks & Open Spaces, General Enquiries relating to any Council Service

Approximately how many FTE do you typically have working within the Local Authority's customer contact centre? (FTE is defined as the sum of all "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)

Currently 59.5 including Contact Centre management

What is the Local Authority's approximate annual expenditure on the customer contact centre?

£1.6 million

Does the Local Authority operate a CRM (Customer Relationship Management) IT system within the customer contact centre? If so, what system is used?

Yes, currently LACRM (Local Authority CRM provided by Belfast City Council), however a project is underway to implement Microsoft Dynamics CRM

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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.