

Request:

- How many customer service advisors (or equivalent staff) do you employ in your contact centre (or equivalent service)?
 - The Council outsourced a number of its central “back-office” services to Engie under a long term contract that commenced on 1st November 2012. The arrangement will last until 2022 but may be extended until 2027. As such this service is provided for the Council by Engie. Engie is a private company and therefore exempt from the provisions of the Freedom of Information Act. The information requested is not the Council’s information.
- How many other staff (e.g. managers) do you employ in your contact centre (or equivalent service)?
 - As above
- What is the current budget for your contact centre (or equivalent service)?
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- What was the total number of contacts (telephone calls, emails, etc) received in the previous financial year?
 - 369744 – this includes phone calls, emails and visits to Customer First Centres
- What service level agreements do you have in place (e.g. x amount of calls answered in x amount of minutes)?
 - 70% of calls answered within 20 seconds
 - 90% Percentage of Calls Answered vs calls offered
- What was the service level achieved in the previous financial year?
 - 66.79% Service Level Agreement
 - 87.17% Percentage of Calls Answered vs calls offered



Reference: RFI 1807015

- Do you offer digital contact for any services and if so, which ones?
 - E-forms for Revenues, Benefits and Environment queries

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