

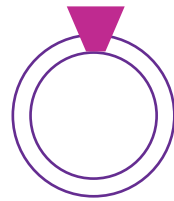


CELEBRATING 10 YEARS

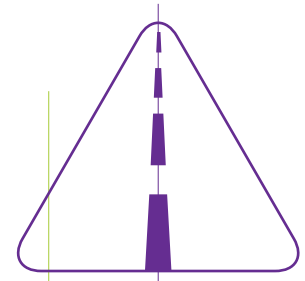
- OF THE CUSTOMER SERVICE CENTRE -

Since 2007, the Customer Service Centre has:

received over
four million
general enquiries

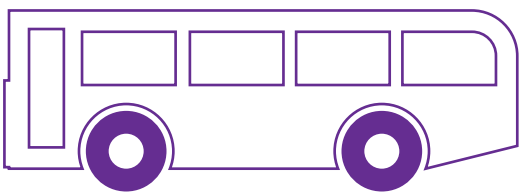


Resolved over
166,000
registration enquiries



managed over
691,000
Highways enquiries

answered
over **340,000**



bus pass enquiries

processed over
130,000
Blue Badge applications



supported over
660,000
requests
for social care support



handled over
400,000
switchboard calls



handled
three million
telephone calls

processed over
37,000
requests for the
Handy Person scheme



sorted out over

145,000

waste and recycling
enquiries



processed over
29,000
applications for the
First Contact Scheme

processed over
223,000

school and education enquiries
and school application places



received over
80,000
enquiries about
Children's Services



carried out over
36,400
Blue Badge
desk top
assessments

