

Dear

I am writing to you in reply to your Freedom of Information Act (FOIA) request to Nottinghamshire County Council. I have the following information.

1. Is your customer service contact centre provided in-house or is it outsourced?

In-house

2. What services are managed through the customer service contact centre?

All NCC services including social care.

3. Is this a shared service with other Authorities?

Not for telephone calls. We commission our District Councils to provide our face to face customer service

4. If you answered 'in-house' to question (1) then please ignore question 5 and answer the following sub-questions:

a. What is the total budget for this service?

The Contact Centre is part of the Customer Service Team which includes several other areas e.g. technical teams, customer support and front of house. Total budget for the whole Customer Service Team is £2.7m

b. How many calls were offered?

Total Calls: 407277 in total for 2018/19;

Total Enquiries: 611013 in total for 2018/19 (includes contacts across all channels including: outbound calls, front of house, application processing, webforms, email, mail etc).

c. How many calls were answered?

90% of calls were answered. Please note that within our telephone system we offer customers alternative self-serve options i.e. redirect to online forms or other online reporting options. As such a proportion of the 10% unanswered calls can be attributed to customers positively abandoning the call for an alternative on-line option.

d. Staff units in FTE?

70 FTE Call Handling Staff in the Customer Service. Total for the whole of the Customer Service Team is 118.5 FTE.

e. How many face-to-face interactions?

These are managed by our district colleagues, therefore we do not hold this information.

f. How many webchats?

We do not have webchat functionality at present.

If you have any queries or concerns then please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail [foi@nottsccl.gov.uk](mailto:foi@nottsccl.gov.uk).

Yours sincerely

John Allison

Information Officer

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