

Nicola Hesketh  
Project and Information Co Ordinator

**Our Ref: FOI4072/NH/02**  
**Please ask for: Nicola Hesketh**  
**Direct dial: 01827 709 587**  
**E-mail: FOImailbox@tamworth.gov.uk**

[name redacted]  
Aberdeenshire Council

22<sup>nd</sup> August 2016

Dear [name redacted]

### **Freedom of Information – Request for Information**

With regards to your recent enquiry for information held by the Authority under the provisions of the Freedom of Information Act. Please find the information you requested below with reference in the box to your original enquiry for clarity where multiple answers are required.

#### **Details of Your Request**

I am writing to you to make a request for information under the Freedom of Information Act 2000.

Please could you provide me with answers to the following questions by completing the attached spreadsheet and return by email.

I understand that under the terms of the Freedom of Information Act you have 20 days to respond, and I look forward to receiving a reply within that timescale.

I also understand that you may charge for requests which are beyond a particular time limit.

If you believe this is the case, please contact me before starting any chargeable request.

If you have any questions regarding my request, please reply by email.

Thank you.

Yours Sincerely,

**The response to your request as follows:**

**Please see attached PDF files and Spreadsheet**

**IMPORTANT NOTICE ABOUT USE OF INFORMATION PROVIDED UNDER THE FREEDOM OF INFORMATION ACT (FoIA)**

Most of the information that we provide in response to Freedom of Information Act 2000 requests will be subject to copyright protection. In most cases the copyright will be owned by Tamworth Borough Council. The copyright in other information may be owned by another person or organisation, as indicated on the information itself.

You are free to use any information supplied for your own non-commercial research or private study purposes. The information may also be used for any other purpose allowed by a limitation or exception in copyright law, such as news reporting.

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For information where the copyright is owned by another person or organisation you must apply to the copyright owner to obtain their permission.

This council also believes in transparency of information, this includes requests made under the Freedom of Information Act and the Environmental Information Regulations and we reserve the right to publish these requests in our Disclosure Log along with the response, the requestors name and/or company where the information is requested on a regular basis. Care shall be taken not to publish your email address or physical address where it is considered personal information as defined under the Data Protection Act 1998.

Project and Information Coordinator,  
Tamworth Borough Council,  
Marmion House,  
Lichfield Street,  
Tamworth,  
B79 7BZ

Details of Tamworth Borough Council's internal review and complaints procedure are attached, in accordance with the provisions of the Act.

Yours Sincerely

Nicola Hesketh  
Project and Information Coordinator

Contact Centre	Answers
How many people are employed in your contact centre(s)?	<b>13 (also manage the post room and buildings + 5 staff)</b>
What are your opening hours?	<b>08.45 - 17.10 Mon-Thurs, 08.45 - 17.05 Fri</b>
Number of telephone calls per months for the past two years (and monthly average over this period)	<b>See attached PDF Docs (can only report from May 2015)</b>
Average handling time?	<b>See attached PDF Docs (can only report from May 2015)</b>
First point of contact resolution rate?	<b>90%</b>
Average cost per contact and how this is calculated?	<b>1.76, all costs, divided by all transactions carried out by the CSC.</b>
What is the total annual cost of your contact centres(s), including staff?	<b>Information available on our website at: <a href="http://www.tamworth.gov.uk/budget-book-and-reports">http://www.tamworth.gov.uk/budget-book-and-reports</a></b>
Do you outsource the contact centre(s)?	<b>No</b>
What services do you provide in your contact centre(s) and to which level? (see separate tabs for completion)	<b>Completed - TT to Check</b>
How is your contact centre (s) funded?	<b>majority internal with charges made for county council service provisison</b>
What is the ratio of part-time to full-time employees?	<b>5FT/9PT</b>
Which CRM system do you use?	<b>Kana</b>
How many systems do your call handlers use?	<b>28</b>
How many systems do you have full integration with through your CRM?	<b>2</b>
What type of Council are you (rural, city, district etc.)?	<b>Borough</b>
How many residents do you have?	<b>77,000 population from 2011 Census</b>
I would also be grateful if you could provide the Top 10 reasons for people contacting your organisation across all channels	<b>Council tax payments</b>
	<b>I want a house</b>
	<b>Taxi license</b>
	<b>Balance enquiry (rent and council tax)</b>
	<b>Benefits, change in circumstances, information provided, I want to claim, general enquiries</b>
	<b>Im homeless</b>