



Reference: RFI 1807015

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)?
 - 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.
- 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

The information supplied to you is owned by the council unless otherwise stated and may be protected by copyright. You are free to use it for your own purposes, including any non-commercial research or for the purposes of news reporting. Any other re-use of a commercial nature will require the permission of the Council. Further enquiries in this respect should be directed to Head of Law and Governance, North Tyneside Council, Quadrant The Silver Link North, Cobalt Business Park, North Tyneside, NE27 0BY



Reference: RFI 1807015

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

The information supplied to you is owned by the council unless otherwise stated and may be protected by copyright. You are free to use it for your own purposes, including any non-commercial research or for the purposes of news reporting. Any other re-use of a commercial nature will require the permission of the Council. Further enquiries in this respect should be directed to Head of Law and Governance, North Tyneside Council, Quadrant The Silver Link North, Cobalt Business Park, North Tyneside, NE27 0BY

Date: 31/07/2018

Page 2 of 2