

## MEMBER'S WRITTEN QUESTION

Chief Executive's Department



**Name of Member submitting the question:** Councillor Jordan

Date received by Democratic Support Team: 12 August 2019

To: Councillor Sally Haydon

### Question

Could you please provide staffing numbers (expressed as FTE) for customer services dept, broken down by section i.e. Contact Centre, One Stop and Libraries for the period between May 2018 to July 2019 please.

### Answer

| Customer Services Team                                   | Establishment (FTE) |        |        |
|--|---------------------|--------|--------|
|  | May-18              | Jul-19 | Change |
| Libraries  | 75                  | 76.29  | 1.29   |
| Registration   | 19.97               | 20.08  | 0.11   |
| Customer Services (Shop and Contact Centre)              | 110.8               | 101.34 | -9.46  |
| Service Centre (transaction centre and business support) | 71.19               | 67.78  | -3.41  |
| Customer Liaison   | 2.49                | 2.49   | 0.00   |
| Digital Team   | 21                  | 15.81  | -5.19  |

Signed:

Date: 20 August 2019

### Note

- Written questions must be submitted to the Monitoring Officer via the Democratic Support Team.
- Written questions will be replied to within 10 working days.
- Written questions and answers will be published on the last Friday of each month.