

Proposed Centres of Excellence within the corporate contact centre

Centre of Excellence	Existing Services	Services to Transition
<p>Health and Wellbeing</p>	<ul style="list-style-type: none"> • Adult Social Care (incl EDT Team) • Children’s Social Care (Duty and Advice Team) • Leeds Community Health & ASC Integrated Gateway (SPUR) • West Yorkshire Police • Registrars • School Admissions 	<ul style="list-style-type: none"> • Families First • Phase 2 & 3 of The Gateway
<p>Welfare, Benefits and Revenues</p>	<ul style="list-style-type: none"> • Council Tax • Benefits • Local Welfare Assistance • Housing Leeds (including LHO) – rents 	<ul style="list-style-type: none"> • Welfare and Advice Services • Leeds City Credit Union
<p>Environment & Community Infrastructure</p>	<ul style="list-style-type: none"> • Environmental Services • Waste Management • Highways • Elections • Blue Badge • Golden Number • Wrap up Leeds • Housing Leeds (including LHO) – Repairs • Wrap-up Leeds • Customer Relations 	<ul style="list-style-type: none"> • Licensing applications - taxi and private hire and entertainment licensing • Planning • Sports Provision • Parking Services