



**Report of Scrutiny Officer**

**Report to Tenant Scrutiny Board**

**Date: 21<sup>st</sup> December 2016**

**Subject: Contact Centre Calls and Leeds Building Services**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

## **1 Purpose of this report**

- 1.1 The Board previously made a request to observe calls at the Contact Centre in respect of their on-going inquiry into Leeds Building Services.
- 1.2 As this visit was unable to take place, the Board have asked to meet with a Manager and a Customer Services Officer from the Contact Centre to discuss their work.

## **2 Main issues**

- 2.1 Whilst the Contact Centre take calls for a variety of Council services, the purpose of attendance by officers is to have a discussion about calls taken for East Leeds repairs.

## **3. Recommendations**

- 3.1 Members are asked to:
  - a) Note the comments provided by the Manager and Customer Services Officer from the Contact Centre and raise any questions or queries with them.

## **4. Background papers<sup>1</sup>**

- 4.1 None used

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<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

