

**FOI 270/2016**

**REQUEST AND RESPONSE**

1. How many people are employed in your contact centre(s)? **8 members of staff**
2. What is the total annual cost of your contact centres(s), including staff? **£150,913 per annum, this is cost of staff, the contact centre staff sit within the Council Tax Offices.**
3. Do you outsource the contact centre(s)? **No**
4. If so, please provide:
  - (a) Name of the outsourcing partner **N/A**
  - (b) Annual cost of the outsourcing contract **N/A**
  - (c) End date of the outsourcing contract. **N/A**