



Reference: FOI5525

When telephoning, please ask for:

Customer Services

01653 600666

foi@ryedale.gov.uk

A Baker

13/12/18

Email: request-536713-  
4d74b508@whatdotheyknow.com

### Freedom of Information Act 2000 – Request for Information

Your request for information (received on 04 December 2018) has now been considered and the response to your questions is shown below.

You asked: I should like to know the outcome of the GLPC job evaluation assessment for the role of Customer Service Adviser, Contact Centre.

The information I am specifically after:-

└ The job score (the figure after all the individual factor scores have been added together) **NYCC have started to deal with HR queries from September 2018 and therefore do not hold the JE Scores for CSA's at Ryedale DC and have been unable to locate these.**

└ Whether your CSAs receive and resolve Revenues & Benefits calls. **CSA's do take benefits calls and depending on the complexity of the question will either deal with it or pass it on to the officers. They do not deal with Revenues calls.**

I should also like to know whether you have a "Local Conventions" document.

If so, I should like a copy please.

When responding to this request, I would ask you to please be mindful of ICO Decision Notice FS50229617.

Answer: Please see answers in bold.

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

If you are not satisfied with the way your request has been handled, a complaint will be considered by an Appeal Panel by contacting:

Freedom of Information  
Ryedale District Council  
Ryedale House  
Malton



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YO17 7HH

Email: [foi@ryedale.gov.uk](mailto:foi@ryedale.gov.uk)

If following the decision of an Appeal Panel you are still dissatisfied, you may appeal to:

The Information Commissioner Wycliffe House Water Lane Winslow SK9 5AF	Tel: 01625 545745 Email: <a href="mailto:casework@ico.org.uk">casework@ico.org.uk</a> Website: <a href="http://www.ico.org.uk">www.ico.org.uk</a>
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Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal, as outlined above, before contacting the Commissioner.

