

An instance of the Freedom of Information request form form has been submitted on .  
The reference number is INF98282157.

**Customer name:**

**Customer address details:**

Flat	House	Street	Town	Postcode
	Civic Centre	Ashby Road	Scunthorpe	DN16 1AB

**Contact details:**

Email Address	Phone Number	Mobile Number
request-536411-f4e75910@whatdotheyknow.com		

**Preferred contact method:** eMail

**Details of request:** From: Ms A Baker

Sent: 01 December 2018 23:26

To: customerservice

Subject: Freedom of Information request - GLPC Job Evaluation Scheme

Dear North Lincolnshire Council,

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)  
Whether your CSAs receive and resolve Revenues & Benefits 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.

Yours faithfully,

Ms A Baker

**Supporting attachments:**

**Is this request made under:** Freedom of Information Act