Information Governance Team

Postal Address:
Coventry City Council
PO Box 15
Council House
Coventry
CV1 5RR

www.coventry.gov.uk
E-mail: infogov@coventry.gov.uk
Phone: 024 7697 5408

09 February 2023

Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)
Request ID: FOI482360723

Thank you for your request for information relating to Training for Contact Centre staff.

You have requested the following information:

Please can you confirm what training is offered whether mandatory or optional, to your frontline contact centre/call centre staff who are answering calls/responding to emails.

In response to your request, we confirm that our frontline contact centre staff go through numerous training processes before they are start answering calls or responding to emails.

Before a new starter joins our team, we will work alongside their manager to help set everything up (e.g. providing them with a laptop and organising the relevant training to prepare them for their duties). We will then determine what sort of training is required and create a schedule for the first four weeks of the new starter's time in training.

Please see below a list of mandatory Online Learning modules which our new-starter frontline contact centre staff are expected to complete before they begin their role:

- DSE (Display Screen Equipment)
- DPA (Data Protection Act)
- Information Sharing & Consent
- Freedom of Information Act
- Safeguarding Awareness
- Fire Safety Awareness

- Health & Safety at Work
- Diversity & Equality
- Handling Violence & Aggression
- Customer Service

Please see below a list of workshops which our new-starter frontline contact centre staff are expected to attend before they begin their role, which covers the following:

Introduction to the workplace:
- Getting to know each other
- Entrances to the office for employees and customers
- Dress code
- Office rules/behaviours
- Laptop usage
- Customer service different roles breakdown
- Management overview
- One Coventry overview
- Fire assembly point
- Tour of the office

Customer Service:
- Understanding good customer service
- Call structure
- Improving skills
- Core behaviours
- Data protection
- Soft skills
- Call beginning, middle, close and recap

Handling Difficult Customers:
- How to handle a difficult call or situation
- Examples of good and bad customer service
- How to calm down an angry or upset customer
- Understanding the customer
- Call structure
- Tools we can use during the call

Please see below a list of training sessions which our new-starter frontline contact centre staff are expected to attend before they begin their role, which covers the following:

Flexisheet:
- Going through flexisheet
- Learning the codes
- Working out annual leave entitlement
- How to fill in flexisheet

8x8 and Teleopti:
- Downloading systems and gaining access
- How the system operates

- Taking calls and responding to emails
- How to select and respond to emails
- Being able to view the schedule
- Request any leave
- Viewing the team's schedule and availability for time off

Firmstep:
- Gaining access
- How to create or edit an account
- Fill in forms
- Where forms are located

Waste:
- Overview of what is included in Waste
- Time frames of different requests
- Ways to report issues
- Assisted bin collections
- Bin requests
- Tip books
- Bulky waste
- Commercial waste
- Logging customers comments, compliments and complaints

Highways:
- Traffic management
- Trees
- Signs and street furniture
- Street cleaning
- Disabled parking bay
- Drains, flooding and rivers
- Green space
- Dropped kerbs
- Gritting
- Road and street works
- Roads pavements and verges
- Blue badge applications

Pests:
- Pests we deal with
- Pricing

Public Safety:
- Littering from a vehicle
- Food complaints
- Abandoned vehicles
- Animal welfare
- Unsightly properties
- Travellers
- Waste from a business

- Waste in domestic property garden
- Anti-social behaviour
- Nuisance car sales
- Health and safety enquiry
- Pollution and noise nuisance
- Fly-posting
- Fly-tipping

Electoral roll (Please note that all of our frontline contact centre staff within our Electoral team are trained by the team directly, however we would assist with supporting advisors once the staff are fully trained):
- How to use the system
- Registering people on the electoral role
- Different codes on the system
- Supporting customers where their closest voting poll stations are
- What events are coming up

Registrars Part 1:
- How to book an appointment to register a birth
- How to check, amend or cancel a birth registration
- How to request a first certificate following a declaration (baby born in Coventry but parents live elsewhere)
- How to request a copy certificate
- How to report a certificate lost in the post
- Understand process for Corrections/Re-registrations
- How to apply for a change of Name Deed

Registrars Part 2:
- Registering a death
- Appointment to give notice of marriage or civil partnership
- Book a marriage or civil partnership ceremony
- Book a commitment, naming or renewal of vows ceremony
- Book a Citizenship Ceremony (only available online)

Homefinder:
- Training on the Homefinder system of Locata
- Different scenarios of calls that will come through
- What can be seen on the system
- How we can help the customer
- Providing the customer information and explaining any changes on their account or what may need to be done to update their account

Children's Services line:
- Switchboard for children's services
- Taking information from the customer regarding a child
- Finding a social worker should they have one
- Getting in touch with social workers
- Transferring customer to MASH if needed

The supply of information in response to a FOI request does not confer an automatic right to re-

use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: FOI/EIR Disclosure Log, Publication Scheme, Facts about Coventry and Open Data that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance