



# Homes England

Date: 6 June 2024

Our Ref: RFI4724

Tel: 0300 1234 500

Email: [infogov@homesengland.gov.uk](mailto:infogov@homesengland.gov.uk)

[REDACTED]  
By Email Only

Dear [REDACTED]

## **RE: Request for Information – RFI4724**

Thank you for your request for information which was processed in accordance with the Freedom of Information Act 2000 (FOIA).

You requested the following information:

### **Contact Centre, CRM, and AI & Automation.**

#### **1. Contact Centre – target to organisations we know have a CC**

- a. Do you have a customer/ citizen facing contact centre? If not please skip these questions.
- b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?
- c. How many contact centre agents do you have?
- d. Do agents work from home? Or just your offices?
- e. Please confirm the manufacturer of your contact centre system(s) that are currently in place?
- f. When is your contract renewal date?
- g. Who maintains your contact centre system(s)?

#### **2. CRM**

- a. Do you use a CRM in the contact centre? What platform is used?
- b. Do you use the same CRM for the rest of the organisation? What platform is used?
- c. Do you use a knowledge base / knowledge management platform? What platform is used?

#### **3. AI & Automation**

- a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?
- b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?





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## **Response**

We can confirm that we do hold some of the requested information. We will address each of your questions in turn.

### **1. Contact Centre – target to organisations we know have a CC**

#### **a. Do you have a customer/ citizen facing contact centre? If not please skip these questions.**

We can confirm that Homes England does have an internal customer facing contact centre. We can also advise that our Help to Buy mortgage administration (MA) that acts on our behalf also have a customer facing contact centre.

#### **b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?**

We can confirm that most agents are employed and managed within Homes England however the MA's are outsourced to a third party Lenvi.

#### **c. How many contact centre agents do you have?**

Homes England has approximately 90 internal contact centre agents and the MA has approximately 112 agents.

#### **d. Do agents work from home? Or just your offices?**

Both Homes England and our MA currently have a hybrid working policy that allows agents/members of staff to work both from home and at their assigned office.

#### **e. Please confirm the manufacturer of your contact centre system(s) that are currently in place?**

Microsoft Teams, Clobba and Verint.

#### **f. When is your contract renewal date?**

June 2024 for our internal systems and June 2028 is the contract renewal date for Lenvi.

#### **g. Who maintains your contact centre system(s)?**

Homes England's internal digital team maintains our contact centre and Lenvi have their own internal digital team.





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## 2. CRM

### a. Do you use a CRM in the contact centre? What platform is used?

Homes England internally use Microsoft Dynamics 365 and Pancredit is used by the MA.

### b. Do you use the same CRM for the rest of the organisation? What platform is used?

No, response as above.

### c. Do you use a knowledge base / knowledge management platform? What platform is used?

Homes England's knowledge base platform is 'Service Now' and the MA use KMS Knowledge Management System.

## 3. AI & Automation

### a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?

We can confirm that Homes England does not hold the information detailed in your request. This is because there is no legal or business reason for Homes England to do so.

To conclude that the information is not held, we have searched with our Digital team who would have the requested information if held.

The FOIA does not oblige a public authority to create information to answer a request if the requested information is not held. The duty under section 1(1) is only to provide the recorded information held.

The full text of section 1 in the legislation can be found here:

<https://www.legislation.gov.uk/ukpga/2000/36/section/1>

## Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. To comply with this duty we are able to confirm that Homes England does not use chatbot technology.





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**b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?**

We can confirm that Homes England's internal digital team does utilise RPA technology. The provider is Visual Studio - Selenium (C#). Our MA use an in house built Artificial Intelligence based Document Analyser (AIDA) automation tool.

**Right to Appeal**

If you are not happy with the information that has been provided or the way in which your request has been handled, you may request an internal review. You can request an internal review by writing to Homes England via the details below, quoting the reference number at the top of this letter.

Email: [infogov@homesengland.gov.uk](mailto:infogov@homesengland.gov.uk)

Information Governance Team  
Homes England  
Windsor House  
6<sup>th</sup> Floor  
42-50 Victoria Street  
London  
SW1H 0TL  
United Kingdom

Your request for review must be made in writing, explain why you wish to appeal, and be received within 40 working days of the date of this response. Failure to meet this criteria may lead to your request being refused.

Upon receipt, your request for review will be passed to an independent party not involved in your original request. We aim to issue a response within 20 working days.

You may also complain to the Information Commissioner's Office (ICO) however, the Information Commissioner does usually expect the internal review procedure to be exhausted in the first instance.

The Information Commissioner's details can be found via the following link:

<https://ico.org.uk/>

6<sup>th</sup> Floor  
Windsor House  
42 - 50 Victoria Street, Westminster  
London, SW1H 0TL

0300 1234 500  
@HomesEngland  
[www.gov.uk/homes-england](http://www.gov.uk/homes-england)





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Please note that the contents of your request and this response are also subject to the Freedom of Information Act 2000. Homes England may be required to disclose your request and our response accordingly.

Yours sincerely,

**The Information Governance Team**  
For Homes England

