



PRESS RELEASE

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Leicester Conservatives Condemn Labour's Cuts to Public Service Phone Lines

Leicester Conservatives have today expressed concern over the significant reduction in customer service phone line hours for essential public services in Leicester, announced by the Labour-run City Council.

This cutback, which takes effect on Monday, 6 January 2025, will negatively impact residents across the city who rely on these services for urgent assistance.

The new policy reduces the availability of telephone support for key services such as waste management, social care, housing, and environmental health. These reductions have sparked anger among local residents, especially those who depend on phone lines for immediate support.

Cllr Rae Bhatia, Leader of the Conservative Group on Leicester City Council, has today sent a formal letter to City Mayor Sir Peter Soulsby, demanding that he reverses the cuts to public service phone lines.

In the letter, Cllr Bhatia highlights the disproportionate impact these reductions will have on vulnerable residents, who may find it difficult to access digital alternatives, and calls for a full restoration of the original service hours.

The Leicester Conservative Group is committed to ensuring that Leicester residents have the support they need. Cllr Bhatia stated:

“We believe that cutting these essential services is simply wrong. We will continue to fight for all residents to have access to critical support, especially those who rely on phone lines to reach out for help. We urge the City Mayor to listen to the concerns of the people he represents and restore full service access immediately.”

ENDS

For further information, please contact:

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Editor's notes:

1. A copy of the letter sent to Sir Peter Soulsby is below.

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Promoted by Vrushika Valand on behalf of Leicester Conservatives, both at 55 Westcotes Drive, Leicester, LE3 0QU



Sir Peter Soulsby
City Mayor
Leicester City Council
City Hall, 115 Charles Street
Leicester, LE1 1FZ

7 January 2025

Dear Peter,

I am writing to express my concern regarding the decision to reduce the telephone customer service hours for critical public services, set to take effect from Monday, 6 January 2025.

These services, which include waste management, adult social care, council tax enquiries and housing services, are essential for many of Leicester's most vulnerable residents, and the reduction in telephone access will have a detrimental impact on their ability to seek support.

While I appreciate that the council is under financial pressures, it is crucial that cost-saving measures do not come at the expense of the most vulnerable members of our community.

Many of our elderly residents, as well as those with disabilities or without access to reliable internet, rely on telephone services to access help and resolve their issues. By reducing these service hours, council risks isolating these individuals and leaving them without essential lifelines.

I urge you to reconsider this decision and reinstate the full telephone customer service hours to ensure that all residents, regardless of their circumstances, have equal access to the services they need. As a council, our primary responsibility is to serve the people of Leicester, and this reduction in service is not a step in that direction.

Our Conservative group is ready to work constructively with you to find alternative solutions that do not disproportionately affect vulnerable residents.

I look forward to your response and hope that we can address this issue soon.

Thank you.

Cllr Hemant Rae Bhatia
Beaumont Leys Ward
Leader Conservatives Group
Leicester City Council