

# CONTACT CENTRE PERFORMANCE



## April to December 2025 Summary

This report summarises the performance of our Contact Centre from 1 April 2025 to 31 December 2025



### Priority Calls

|   | April to June 2025 | July to Sept 2025 | Oct to Dec 2025  | OVERALL Apr to Dec '25 |
|---|--------------------|-------------------|------------------|------------------------|
| Calls received                                  | 17,175             | 17,403            | 18,255           | 52,803                 |
| Calls handled                                   | 14,613             | 16,267            | 17,232           | 48,112                 |
| Abandoned calls                                 | 2,562              | 1,136             | 993              | 4,691                  |
| Average waiting time (80% target within 3 mins) | 54.40%<br>4m 15s   | 79.83%<br>1m 40s  | 83.86%<br>2m 19s | 73.55%<br>2m 51s       |



### Non Priority Calls

|  | April to June 2025 | July to Sept 2025 | Oct to Dec 2025  | OVERALL Apr to Dec '25 |
|--|--------------------|-------------------|------------------|------------------------|
| Calls received                                   | 16,085             | 14,674            | 12,288           | 43,047                 |
| Calls handled                                    | 12,318             | 13,328            | 11,367           | 37,013                 |
| Abandoned calls                                  | 3,767              | 1,346             | 921              | 6,034                  |
| Average waiting time (75% target) within 5 mins) | 48.53%<br>7m 41s   | 81.56%<br>2m 35s  | 85.19%<br>2m 05s | 71.68%<br>4m 07s       |



### Out of hours

|               | April to June 2025 | July to Sept 2025 | Oct to Dec 2025 | OVERALL Apr to Dec '25 |
|---------------|--------------------|-------------------|-----------------|------------------------|
| Calls handled | 5,706              | 5,427             | 6,694           | 17,827                 |



## Overall calls handled

|                     | April to June 2025 | July to Sept 2025   | Oct to Dec 2025  | OVERALL<br>Apr to Dec '25 |
|---------------------|--------------------|---------------------|------------------|---------------------------|
| 2025/26             | 32,637             | 35,022              | 35,293           | <b>102,952</b>            |
| Compared to 24/25   | 34,803             | 31,413              | 35,522           | <b>101,738</b>            |
| Difference in calls | -2,166<br>(-6.22%) | +3,609<br>(+11.49%) | -229<br>(-0.64%) | <b>+1,214</b><br>(+1.19%) |

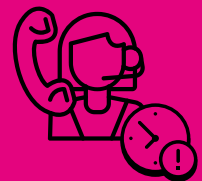


## Tenant Satisfaction

|                               | Reporting a new repair | Chasing up a repair | Rent enquiries | Lettings enquiries |
|-------------------------------|------------------------|---------------------|----------------|--------------------|
| Easy to contact               | <b>85%</b>             | <b>79%</b>          | <b>74%</b>     | <b>69%</b>         |
| Advisor dealing with enquiry  | <b>91%</b>             | <b>83%</b>          | <b>81%</b>     | <b>71%</b>         |
| Advisor polite & professional | <b>93%</b>             | <b>88%</b>          | <b>87%</b>     | <b>79%</b>         |

## Actions made since October 2025

We've taken action to improve our service during peak times by recruiting an additional out-of-hours call handler. This ensures we can manage the increased call volume between 5pm and 10pm more effectively and provide quicker support to customers.



We have enhanced our damp and mould phone line service by providing in-depth training to additional staff members. This means we now have more team members available to handle calls, ensuring quicker and more efficient support for our customers.

We have improved and streamlined our telephony wrap codes, allowing our call handlers to be ready to assist the next customer more quickly.



## continued...



Our team has re-evaluated the out-of-hours procedures to better assist tenants who require emergency temporary accommodation or need homes to be secured with shutters. This update ensures that our contact centre staff can manage such cases more efficiently, providing prompt and effective support for our customers.

We have reviewed and streamlined our welcome phone line message to make it even quicker for our customers to get the assistance they need. Now, when you call us, you will quickly connect to the queue for the department you require sooner, reducing your waiting time.



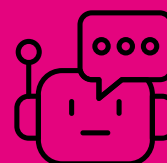
Following our recruitment drive in quarter 3, we've successfully filled all vacant positions. This means we'll be able to answer more calls, significantly reducing wait times and the number of abandoned calls.

We continuously monitor the quality of calls to identify areas where the team can improve and to ensure we provide the best possible service to our customers.



We have a new centralised online platform that contains all the information, updates, and guidance that call support advisors need in their roles. This will enable our advisors to provide more accurate and timely assistance to our customers.

We've introduced automated bots to help our advisors find accurate information more quickly and efficiently. This means customers get their questions answered and issues resolved faster.



We have enhanced our services by enabling customers to report non-urgent repairs online through their Housing Online account. This convenient option allows customers to submit repair requests at any time, from any location.

