CONTACT CENTRE PERFORMANCE

berneslai homes

April 2025 to March 2026 Summary

This report summarises the performance of our Contact Centre from 1 April 2025 to 31 March 2026

Priority Calls

	April to June 2025	July to Sept 2025	Oct to Dec 2025	Jan to Mar 2026	OVERALL 25/26
Calls received	17,175	17,403	19,558	20,283	**74,819**
Calls handled	14,613	16,267	18,781	18,848	**68,509**
Abandoned calls	2,562	1,136	1,177	1,435	**6,310**
Average waiting time (80% target within 3 mins)	54.40% 4m 15s	79.83% 1m 40s	82.42% 2m 06s	72.58% 2m 18s	**73.12%** 2m 36s

Non Priority Calls

	April to June 2025	July to Sept 2025	Oct to Dec 2025	Jan to Mar 2026	OVERALL 25/26
Calls received	16,085	14,674	12,288	13,992	**57,309**
Calls handled	12,318	13,328	11,367	12,707	**49,720**
Abandoned calls	3,767	1,346	921	1,285	**7,319**
Average waiting time (75% target) within 5 mins)	48.53% 7m 41s	81.56% 2m 35s	85.19% 2m 05s	78.05% 2m 51s	**73.31%** 3m 48s

Out of hours

	April to June 2025	July to Sept 2025	Oct to Dec 2025	Jan to Mar 2026	OVERALL 25/26
Calls handled	5,706	5,427	6,694	7,473	**25,300**

Overall calls handled

	April to June 2025	July to Sept 2025	Oct to Dec 2025	Jan to Mar 2026	OVERALL 25/26
2025/26	32,637	35,022	36,842	39,028	143,529
Compared to 24/25	34,803	31,413	35,522	37,639	139,377
Difference in calls	-2,166 (-6.22%)	+3,609 (+11.49%)	+1,320 (+3.72%)	+1,389 (+3.69%)	+4,152 (+2.98%)

Overall calls abandoned

	April to June 2025	July to Sept 2025	Oct to Dec 2025	Jan to Mar 2026	OVERALL 25/26
2025/26	6,979	3,143	3,607	3,574	17,303
Compared to 24/25	9,745	11,244	5,442	9,414	35,845
Difference in calls	-2,766 (-28.38%)	-8,101 (-72.04%)	-1,835 (-33.71%)	-5,840 (-62.03%)	-18,542 (-51.72%)

Tenant Satisfaction

	Reporting a new repair	Chasing up a repair	Rent enquiries	Lettings enquiries
Easy to contact	85%	78%	76%	69%
Advisor dealing with enquiry	91%	82%	82%	71%
Advisor polite & professional	92%	87%	88%	78%

Actions taken in 2025/26

We've removed the queue welcome message on transferred calls, so customers get through faster.





Call handlers can see repair details instantly in NEC, helping customers faster.

We've reviewed the chase-up process for our contact centre team, so customers receive clearer information and advice.





We've reviewed the income enquiry training so that call handlers can give the right advice to our customers.

We've added a rent payment option on the income phone line, so customers can be routed straight through.





We carry out monthly quality checks on sample calls to maintain standards and spot improvements.

We've moved staff training to an AI-supported online platform, so call handlers can find the latest information and resolve queries faster.





Set up a dedicated Berneslai Homes team at the Contact Centre, with a supervisor and extra staff.

Introduced a new digital floorwalking approach to replace the manual process, helping us respond more quickly.





Call handlers are recording all income interactions with tenants on NEC, even if they are just checking on amount that they owe.

We've split repairs into two types: quick fixes and jobs that need an inspection first, so when customers call to report a repair we can explain what to expect at the visit.





To improve our service at peak times, we've recruited an extra out-of-hours call handler, helping us manage higher call volumes between 5pm and 10pm and support customers more quickly.

Actions taken in 2025/26

Introduced a damp and mould phone line so our expert call handlers can give customers effective help and advice.

We've restructured the team so customers get faster, more effective support from the right specialist.

We've reviewed the income scripts so call handlers can give customers the right advice.

We've updated the Income enquiries line 'in queue' message to be clearer and more helpful.

We've introduced a new digital system to monitor call handlers' customer service skills. Alongside our manual process, this enables us to review more calls and improve tenant experience and satisfaction.

We've improved our damp and mould phone line by training more staff, so we can handle calls right first time.

STAFF TRAINING

We've streamlined telephony wrap codes so call handlers can help the next customer sooner.

We've reviewed out-of-hours procedures to better support emergency accommodation or homes that need to be secured with shutters, providing faster help for customers.

We've streamlined our welcome message so you reach the right department queue faster, reducing your wait time.

We've successfully filled all vacant positions, so we can answer more calls, cut wait times and reduce abandoned calls.

We now have a central online platform with the latest guidance so call advisors can support customers quickly and accurately.

Customers can now report non-urgent repairs online through their Housing Online account at any time, from any location.

We've introduced automated bots to help advisors find accurate info fast, so customers get quicker answers.