

Table 1 – telephone calls and face to face

2025/26				
Contact Type	Q1	Q2	Difference	Direction
Virtual Operator	29,481	22,236	-7,245	↓
IVR	12,055	12,613	558	↑
Total	41,536	34,849	-6,687	↓

	Q1	Q2	Difference	Direction (Q1 to Q2)
CS calls exc Switchboard	33,706	33,223	-483	↓
Switchboard calls	3,418	4,224	806	↑
Other teams calls	13,588	13,840	252	↑
Total Calls	50,712	51,287	575	↑
Grantham walk-in	1,225	1,409	184	↑
Bourne walk-in	98	129	31	↑
Total Walk-Ins	1,323	1,538	215	↑
Grantham appointments	248	249	1	↑
Bourne appointments	97	81	-16	↓
Total Appointments	345	330	-15	↑
Bourne library	7,107	7,747	640	↑

Total Interactions	59,487	60,902	1,415	↑
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Comparison 2024/25 to 2025/26			
Q2 2024/25	Q2 2025/26	Difference	Direction
23,671	22,236	-1,435	↓
12,965	12,613	-352	↓
36,636	34,849	-1,787	↓

Q2 2024/25	Q2 2025/26	Difference	Direction
31,892	33,223	1,331	↑
4,129	4,224	95	↑
14,037	13,840	-197	↓
50,058	51,287	1,229	↑
831	1,409	578	↑
104	129	25	↑
935	1,538	603	↑
142	249	107	↑
62	81	19	↑
204	330	126	↑
7,608	7,747	139	↑

58,805	60,902	2,097	↑
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Table 2: Digital channels – Emails, Online Forms and Website

2025/26				
Contact Type	Q1	Q2	Difference	Direction (Q1 to Q2)
Emails	4,366	4,574	208	↑
Website	509,164	663,162	153,998	↑
Total digital Interactions	513,530	667,736	154,206	↑
Total Contact (Table 1 and Table 2)	573,017	728,638	155,621	↑

Comparison 2024/25 to 2025/26			
Q2 2024/25	Q2 2025/26	Difference	Direction
4,901	4,574	-327	↓
363,091	663,162	300,071	↑
367,992	667,736	299,744	↑
426,797	728,638	301,841	↑

Table 3: Digital channels – Emails, Online Forms and Website – 2025/26

Contact Type	Q1		Q2		Direction of volume	Direction as % of contact
	Volume	% of total contact (573,017)	Volume	% of total contact (728,638)		
Telephone calls (table 1)	50,712	8.85%	51,287	7.04%	↑	↓
Face to face – walk in (table 1)	1,323	0.23%	1,538	0.21%	↑	↓
Face-to-face – appointments (table 1)	345	0.06%	330	0.05%	↓	↓
Bourne Library (table 1)	7,107	1.24%	7,747	1.06%	↑	↓
Digital (table 2)	513,530	89.62%	667,736	91.64%	↑	↑
Total Contact	573,017		728,638		↑	↑

Table 4: Digital channels – Emails, Online Forms and Website – Q2 2024/25 to Q2 2025/26

Contact Type	Q2 2024/25		Q2 2025/26		Direction of volume	Direction as % of contact
	Volume	% of total contact (426,797)	Volume	% of total contact (728,638)		
Telephone calls (table 1)	50,058	11.73%	51,287	7.04%	↑	↓
Face to face – walk in (table 1)	935	0.22%	1,538	0.21%	↑	↓
Face-to-face – appts (table 1)	204	0.05%	330	0.05%	↑	↔
Bourne Library (table 1)	7,608	1.78%	7,747	1.06%	↑	↓
Digital (table 2)	367,992	86.22%	667,736	91.64%	↑	↑
Total Contact	426,797		728,638		↑	↑