

Table 1 – telephone calls and face to face

2025/26				
Contact Type	Q2	Q3	Difference	Direction
Virtual Operator	22,236	21,834	-402	↓
IVR	12,613	9,870	-2,743	↓
Total	34,849	31,704	-3,145	↓

	Q2	Q3	Difference	Direction (Q1 to Q2)
CS calls exc Switchboard	33,223	29,028	-4,195	↓
Switchboard calls	4,224	3,457	-767	
Other teams calls	13,840	16,145	2,305	↑
Total Calls	51,287	48,630	-2,657	↑
Grantham walk-in	1,409	1,225	-184	↑
Bourne walk-in	129	112	-17	↑
Total Walk-Ins	1,538	1,337	-201	↑
Grantham appointments	249	288	39	↓
Bourne appointments	81	68	-13	↓
Total Appointments	330	356	26	↓
Bourne library	7,747	7,359	-388	↑

Total Interactions	60,902	57,682	-3,220	↑
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Comparison 2024/25 to 2025/26			
Q3 2024/25	Q3 2025/26	Difference	Direction
20,229	21,834	1,605	↑
9,206	9,870	664	↑
29,435	31,704	2,269	↑

Q3 2024/25	Q3 2025/26	Difference	Direction
31,892	29,028	-2,684	↓
4,129	3,457	-672	↓
14,037	16,145	2,108	↑
50,058	48,630	-1,428	↓
831	1,225	394	↑
104	112	8	↑
935	1,337	402	↑
142	288	146	↑
62	68	6	↑
204	356	152	↑
7,608	7,359	-249	↓

58,805	57,682	-1,123	↓
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Table 2: Digital channels – Emails, Online Forms and Website

2025/26				
Contact Type	Q2	Q3	Difference	Direction
Emails	4,574	3,767	-807	↓
Website	663,162	455,142	-208,020	↓
Total digital Interactions	667,736	458,909	-208,827	↓
Total Contact (Table 1 and Table 2)	728,638	516,591	-212,047	↓

Comparison 2024/25 to 2025/26			
Q3 2024/25	Q3 2025/26	Difference	Direction
3,474	3,767	293	↑
541,739	455,142	-86,597	↓
545,213	458,909	-86,304	↓
896,686	516,591	-380,095	↓

Table 3: Digital channels – Emails, Online Forms and Website – Q2 to Q3 2025/26

Contact Type	Q2		Q3		Direction of volume	Direction as % of contact
	Volume	% of total contact (728,638)	Volume	% of total contact (728,638)		
Telephone calls (table 1)	55,566	7.58%	48,630	9.41%	↓	↑
Face to face – walk in (table 1)	1,538	0.21%	1,337	0.26%	↓	↑
Face-to-face – appointments (table 1)	330	0.05%	356	0.07%	↑	↑
Bourne Library (table 1)	7,747	1.06%	7,359	1.42%	↓	↑
Digital (table 2)	667,736	87.52%	458,909	88.84%	↓	↓
Total Contact	732,917		516,591		↓	

Table 4: Digital channels – Emails, Online Forms and Website – Q3 2024/25 to Q3 2025/26

Contact Type	Q3 2024/25		Q3 2025/26		Direction of volume	Direction as % of contact
	Volume	% of total contact (596,686)	Volume	% of total contact (516,591)		
Telephone calls (table 1)	43,483	7.29%	48,630	9.41%	↑	↑
Face to face – walk in (table 1)	1,234	0.21%	1,337	0.26%	↑	↑
Face-to-face – appts (table 1)	224	0.04%	356	0.07%	↑	↑
Bourne Library (table 1)	6,577	1.10%	7,359	1.42%	↑	↑
Digital (table 2)	545,213	91.38%	458,909	88.84%	↓	↓
Total Contact	596,686		516,591		↑	