

Table 1 – telephone calls and face to face – comparison of 2024/25 to 2025/26

Comparison				
Contact Type	2024/25	2025/26	Difference	Direction
Virtual Operator	76,001	103,078	38,769	↑
IVR	36,221	47,913	11,692	↑
Total	112,222	150,991	38,769	↑

	2024/25	2025/26	Difference	Direction (Q1 to Q2)
CS calls exc Switchboard	133,102	130,908	2,194	↓
Switchboard calls	14,666	15,177	511	↑
Other teams calls	46,996	69,650	22,654	↑
Total Calls	194,764	215,735	20,971	↑
Grantham walk-in	4,701	5,268	567	↑
Bourne walk-in	453	530	77	↑
Total Walk-Ins	5,154	5,789	644	↑
Grantham appointments	683	1,041	358	↑
Bourne appointments	225	350	125	↑
Total Appointments	908	1,391	483	↑
Bourne library	29,927	30,036	109	↑

Total Interactions	342,975	403,951	60,976	↑
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Table 2: Digital channels – Emails, Online Forms and Website – comparison of 2024/25 to 2025/26

Comparison				
Contact Type	2024/25	2025/26	Difference	Direction 2024/25 to 2025/26)
Emails	19,074	18,092	982	↓
Website	1,817,897	2,149,379	331,482	↑
Total digital Interactions	1,836,971	2,167,471	330,500	↑
Total Contact (Table 1 and Table 2)	2,179,946	2,571,422	391,476	↑

Table 3: Digital channels – Emails, Online Forms and Website – comparison of 2024/25 to 2025/26

Contact Type	2024/25		2025/26		Direction of volume	Direction as % of contact
	Volume	% of total contact (2,179,246)	Volume	% of total contact (2,571,422)		
Telephone calls (table 1)	306,986	14.09%	366,726	14.26%	↑	↑
Face to face – walk in (table 1)	5,154	0.24%	5,789	0.23%	↑	↓
Face-to-face – appointments (table 1)	908	0.04%	1,391	0.05%	↑	↑
Bourne Library (table 1)	29,927	1.37%	30,036	1.17%	↑	↓
Digital (table 2)	1,836,971	84.29%	2,167,471	84.29%	↑	↔
Total Contact	2,179,246		2,571,422		↑	