

2024/2025	Calls Offered												
Service	April	May	June	July	August	September	October	November	December	January	February	March	Yearly Total by Service
CC_Business_Growth	46	39	27	38	40	26	34	42	23	39	34	40	428
CC_Childrens	2,386	2,307	2,045	2,449	1,927	2,606	2,577	2,377	1,921	2,562	2,189	1,704	27,050
CC_Environment	1,781	1,829	1,495	1,507	1,443	1,427	1,346	1,564	1,245	1,199	1,298	1,646	17,780
CC_Feedback	1,123	1,449	1,333	1,313	1,140	977	1,089	1,041	859	1,178	935	730	13,167
CC_Highways	602	598	592	591	528	597	630	594	514	655	566	393	6,860
CC_ICON_01215693679	2,956	2,435	1,848	1,910	1,834	1,927	1,695	1,369	1,161	2,687	3,020	2,916	25,758
CC_Registrars	786	757	589	761	628	601	715	663	661	903	762	584	8,410
CC_Regulatory_Services	246	255	323	351	319	296	271	248	229	278	231	223	3,270
SH_Inform_ASB_New	311	390	423	443	375	358	324	319	256	338	347	249	4,133
SH_Inform_Hsg_New	3,237	2,613	2,441	2,648	2,681	2,687	2,960	2,803	1,934	3,111	2,676	2,174	31,965
SH_Inform_Lettings_New	3,159	2,993	2,470	2,797	2,458	2,394	2,577	2,306	1,920	3,279	2,811	2,010	31,174
SH_Inform_Rents_New	1,217	932	710	829	834	792	867	803	685	1,003	826	765	10,263
SH_Inform_Repairs_New	17,445	14,603	13,038	14,566	13,417	15,181	16,111	16,800	14,729	19,101	15,839	11,764	182,594
SH_Repairs_One	5	2			1		1			1		2	12
SH_Safeguarding	14	12	16	6	8	9	9	8	6	4	7	2	101
Total by Month	35,314	31,214	27,350	30,209	27,633	29,878	31,206	30,937	26,143	36,338	31,541	25,202	

2024/2025	Percentage of calls											
Service	April	May	June	July	August	September	October	November	December	January	February	March
CC_Business_Growth	0.13%	0.12%	0.10%	0.13%	0.14%	0.09%	0.11%	0.14%	0.09%	0.11%	0.11%	0.16%
CC_Childrens	6.76%	7.39%	7.48%	8.11%	6.97%	8.72%	8.26%	7.68%	7.35%	7.05%	6.94%	6.76%
CC_Environment	5.04%	5.86%	5.47%	4.99%	5.22%	4.78%	4.31%	5.06%	4.76%	3.30%	4.12%	6.53%
CC_Feedback	3.18%	4.64%	4.87%	4.35%	4.13%	3.27%	3.49%	3.36%	3.29%	3.24%	2.96%	2.90%
CC_Highways	1.70%	1.92%	2.16%	1.96%	1.91%	2.00%	2.02%	1.92%	1.97%	1.80%	1.79%	1.56%
CC_ICON_01215693679	8.37%	7.80%	6.76%	6.32%	6.64%	6.45%	5.43%	4.43%	4.44%	7.39%	9.57%	11.57%
CC_Registrars	2.23%	2.43%	2.15%	2.52%	2.27%	2.01%	2.29%	2.14%	2.53%	2.49%	2.42%	2.32%
CC_Regulatory_Services	0.70%	0.82%	1.18%	1.16%	1.15%	0.99%	0.87%	0.80%	0.88%	0.77%	0.73%	0.88%
SH_Inform_ASB_New	0.88%	1.25%	1.55%	1.47%	1.36%	1.20%	1.04%	1.03%	0.98%	0.93%	1.10%	0.99%
SH_Inform_Hsg_New	9.17%	8.37%	8.93%	8.77%	9.70%	8.99%	9.49%	9.06%	7.40%	8.56%	8.48%	8.63%
SH_Inform_Lettings_New	8.95%	9.59%	9.03%	9.26%	8.90%	8.01%	8.26%	7.45%	7.34%	9.02%	8.91%	7.98%
SH_Inform_Rents_New	3.45%	2.99%	2.60%	2.74%	3.02%	2.65%	2.78%	2.60%	2.62%	2.76%	2.62%	3.04%
SH_Inform_Repairs_New	49.40%	46.78%	47.67%	48.22%	48.55%	50.81%	51.63%	54.30%	56.34%	52.56%	50.22%	46.68%
SH_Repairs_One	0.01%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%
SH_Safeguarding	0.04%	0.04%	0.06%	0.02%	0.03%	0.03%	0.03%	0.03%	0.02%	0.01%	0.02%	0.01%

