

FOI DOF/2025-0264

Request

could you please let me know

- is the logjam at the entry to a central NI Direct system or at the direct LPS interface?
- do you monitor the effectiveness of your call handling service?
- If so, what would be the statistics for eg % of total calls answered and % dropped : for calls answered, % within 30 secs, % within 1 minute, % 1min to 5min, % over 5 mins holding time (for the month of April '25)
- do you increase call handler capacity over the peak period April/May?
- are all call handlers and enquiry responders office based or are some still working from home?
- Do LPS plan any improvements to staffing/telephony to avoid a repeat next year.

DoF response

I can confirm the department holds the information requested.

Is the logjam at the entry to a central NI Direct system or at the direct LPS interface?

Calls to the LPS Rating & Valuation Helpline on 0300 200 7801 are initially answered by the nidirect contact centre. If the call cannot be resolved by the nidirect contact centre, it will be transferred to an LPS call handling team for resolution.

The average wait time for answering a call was 73 seconds last year (1/4/24 to 30/4/25). During particularly busy periods, callers may experience a wait time before their call is connected with a call handler at the nidirect contact centre and/or when their call is transferred to an LPS call handler.

Do you monitor the effectiveness of your call handling service?

Yes. We do this through a number of methods, including:

- Reviewing all call statistics
- Having regular forecasting meetings with the call centre
- Having monthly call standards meetings with the call centre
- Reviewing the outcome of customer satisfaction surveys
- Reviewing formal complaints about the call handling service and taking remedial action as required.

If so, what would be the statistics for eg % of total calls answered and % dropped: for calls answered, % within 30 secs, % within 1 minute, % 1min to 5min, % over 5 mins holding time (for the month of April '25)

Over 250,000 queries were handled in 2024/25. Following the issue of rate bills, call volumes increase significantly. Land & Property Services (LPS) received over 50,000 telephone calls from ratepayers in April 2025, an increase on the previous year's volumes which were over 45,000.

Call handling statistics for April 2025 are attached in Annex B. Abandoned calls, terminated by the caller before being answered, are also recorded.

We publish call handling performance statistics on Open Data NI - [LPS Call handling stats and LPS Offices in-person visits - Dataset - Open Data NI](#)

Do you increase call handler capacity over the peak period April/May?

Yes. Call volumes are generally higher in April/May. Call handling capacity is increased over this peak period.

Are all call handlers and enquiry responders office based or are some still working from home?

We operate a hybrid working approach. This means that some staff might be working from home or the office at any given time.

Do LPS plan any improvements to staffing/telephony to avoid a repeat next year.

Yes. As well as ongoing monitoring, LPS also conducts a full review after the billing cycle to identify improvements. This includes call handling performance and resources.