

Performance Indicators

APRIL - JUNE 2026

Involved customers from our Customer Network chose a series of measures that they wanted to see performance against. They requested that this information be made available to all Cobalt customers.

Call performance

**Number of
incoming calls**



15,349

**Average
wait time**



46 seconds

**Percentage of
calls answered**



96%

Between April and June 2026, our Customer Business Hub **answered 14,739** of the **15,349 calls** received. Our **answer rate** increased since the last report from **92% to 96%**, while the **wait time** fell to **46 seconds**. The team continues to prioritise resolving enquiries at the first point of contact wherever possible.

Complaints performance

**Stage 1
complaints opened**



86

**Completed
within timescale**



100%

Between April and June 2026, we opened **86 new complaints**. Each was investigated at **Stage 1** and within our **10-working-day** timescale. We will continue to monitor complaints for common themes and use customer feedback to help improve our services.

Anti-social behaviour

Percentage of ASB cases resolved



81%

Welfare and benefits service

Amount secured for Cobalt customers



£681,727

This was additional benefits and grants that our customers did not know they were entitled to.

Food vouchers issues



22

Housing benefit



£53,165

Amount secured in Housing Benefit payments for customers.

Energy vouchers issued



19

Evictions prevented through financial support



38

Customer engagement

Customers took part in a number of **policy reviews**, including our Gifts and Hospitality, Unacceptable Behaviour and Data protection policies. Their feedback was incorporated into these policies.

Customers **reviewed** the updated **tenancy handbook** given to new customers and highlighted key changes we'll make to **improve its accessibility**.

Customers helped shape how we'll meet the new **Competence and Conduct Standard** introduced by the Regulator of Social Housing, which sets expectations for the knowledge, skills and behaviours of people working in social housing.