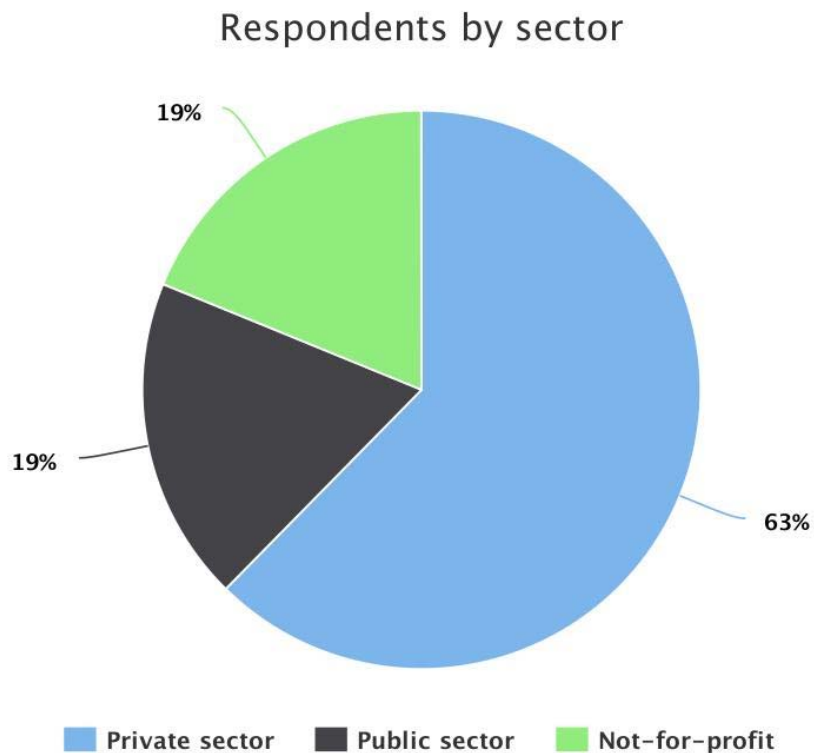


About this report

The 2016 pay and conditions in call and contact centres Incomes Data Research (IDR) survey was conducted between May and September and covers 32 organisations, operating 71 call centres across the UK, employing over 17,000 staff. The median workforce size was 110 staff, with individual companies' call centre headcounts ranging from just 15 staff to more than 7,000 staff.

Profile of respondents	
Number of organisations	32
Total number of call centre employees	17,264
Median call centre workforce size	110
Median agency staff	2
Median temporary staff	1
Trade union recognition	55% of respondents

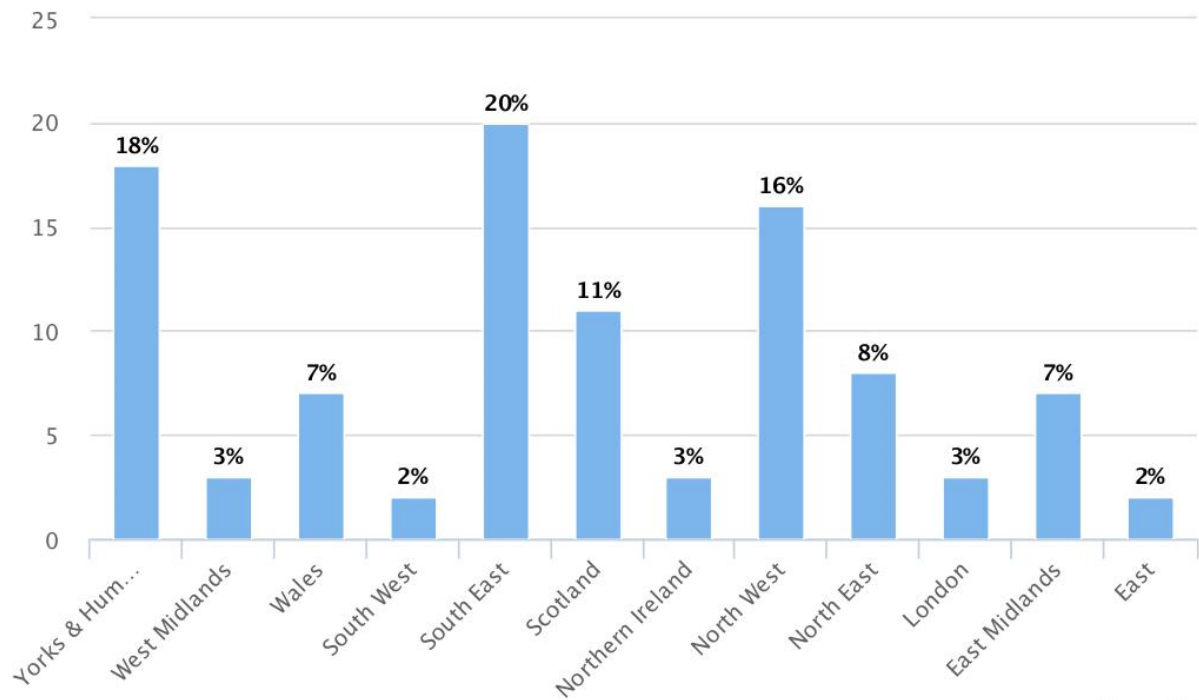
More than three-fifths of respondents operate in the private sector (63%), while the remainder are evenly split between not-for-profit organisations and the public sector.



Source: IDR

The survey received responses from all regions of the United Kingdom. The North West, South East and Yorkshire & Humberside are the most represented regions and Glasgow, Newcastle, Sheffield and Warrington are the most well-represented towns and cities in the sample, with three call centres each.

Call centres by region



Source: IDR

Contributors

Allstate Northern Ireland
Bpha
Blackburn with Darwen Borough Council
BWBSL
BT
City of York Council
Coventry Building Society
Derbyshire Police
DVLA
Dwr Cymru Welsh Water
Eastleigh Borough Council
Eurotunnel
First Choice Homes Oldham
FMG
Geoban UK
Hiscox
Home Group
HSF Health Plan
John Lewis Partnership

Money Advice Trust

Santander UK

Sky UK

South West Trains

Sovereign Housing Association

St Albans City & District Council

United Utilities

VELUX Company

Virgin Atlantic

Virgin Holidays

Vista Retail Support

Whitbread Group

Yorkshire Housing