

CONTACT CENTRE SATISFACTION SURVEY



April 2024 - March 2025

Barnsley Council handle your calls to our 01226 787878 Contact Centre. If you phone 01226 787878 you have the option to rate your call. Between April 2024 to March 2025, Barnsley Council handled 108,168 inbound calls across the five different service areas which include:

- Reporting a new repair
- Chasing up a repair
- Rent enquiries
- Homeseeker letting enquiries
- General enquiries



Number of calls handled & surveys completed

	Reporting a new repair	Chasing up a repair	Rent enquires	Homeseeker letting enquiries	General enquiries
Number of calls handled	37,844	28,104	12,309	13,213	16,698
Number of surveys completed	1,277	654	318	299	491

When reporting a new repair

	Quarterly Satisfaction				Combined Q1 to Q4	Q1 - Q4 Compared to 2023/24
	Q1	Q2	Q3	Q4		
Easy to contact	77%	79%	88%	82%	81%	= 0%
Advisor dealing with enquiry	85%	86%	89%	90%	87%	↑ 1%
Advisor was polite & professional	88%	89%	93%	93%	91%	↑ 2%
Advisor explained next steps	84%	91%	93%	93%	90%	↑ 2%

When chasing up a repair

	Quarterly Satisfaction				Combined Q1 to Q4	Q1 - Q4 Compared to 2023/24
	Q1	Q2	Q3	Q4		
 Easy to contact	64%	64%	71%	76%	 68%	 3%
 Advisor dealing with enquiry	72%	68%	78%	84%	 75%	 1%
 Advisor was polite & professional	81%	78%	85%	87%	 82%	 0%
 Advisor explained next steps	77%	71%	81%	85%	 78%	 4%

When contacting us about your rent

	Quarterly Satisfaction				Combined Q1 to Q4	Q1 - Q4 Compared to 2023/24
	Q1	Q2	Q3	Q4		
 Easy to contact	62%	71%	69%	70%	 68%	 1%
 Advisor dealing with enquiry	76%	80%	77%	79%	 78%	 7%
 Advisor was polite & professional	81%	82%	86%	84%	 83%	 4%
 Advisor explained next steps	74%	83%	80%	81%	 79%	 2%

When contacting us about Homeseeker Enquiry

	Quarterly Satisfaction				Combined Q1 to Q4	Q1 - Q4 Compared to 2023/24
	Q1	Q2	Q3	Q4		
 Easy to contact	72%	64%	71%	79%	 72%	↓ 5%
 Advisor dealing with enquiry	77%	67%	76%	82%	 76%	↓ 1%
 Advisor was polite & professional	84%	72%	86%	91%	 83%	= 0%
 Advisor explained next steps	78%	66%	79%	86%	 78%	↓ 3%

When contacting us about a general enquiry

	Quarterly Satisfaction				Combined Q1 to Q4	Q1 - Q4 Compared to 2023/24
	Q1	Q2	Q3	Q4		
 Easy to contact	49%	65%	62%	61%	 58%	↓ 1%
 Advisor dealing with enquiry	57%	69%	71%	75%	 68%	↑ 5%
 Advisor was polite & professional	68%	74%	81%	82%	 76%	↑ 13%
 Advisor explained next steps	62%	68%	75%	79%	 71%	↑ 4%

What your feedback told us...



To ensure we're giving out the correct advice on any next steps when tenants are contacting us to chase up a repair, we have reviewed and changed the guidance notes that our Customer Service Advisors follow.

We are reviewing staff training and scripts on rents, lettings and general enquiries so that Customer Service Advisors can give the right advice and ensure that the call is dealt with on a 'right first time' basis.



We are reviewing communications that are sent to customers regarding 'planned repairs' so we can keep tenants regularly updated.

To make the most of our 'in-que' messages (the messages that are played while the customer is waiting for the call to be answered), we are reviewing these so we can give more advice to the customer, which may help answer common queries without the need to speak with a Customer Service Advisor.



We are reviewing the permissions that Customer Service Advisors have to our systems, so they can provide more quality information to the customer.

