

Contact centre satisfaction survey



April 2025 - March 2026

Barnsley Council handle calls to our contact centre and if you phone 01226 787878 you have the option to rate your call. From April 2025 to March 2026, Barnsley Council handled 84,583 inbound calls across five different service areas, including:

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



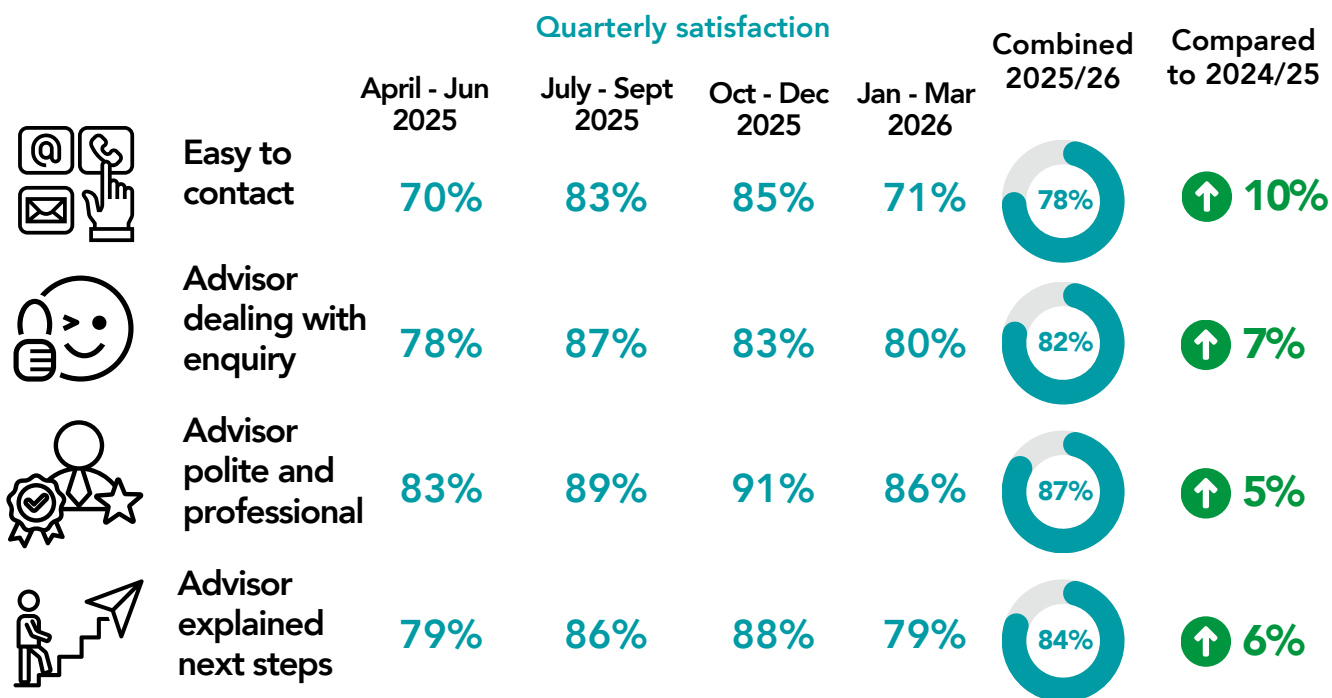
Number of calls handled and surveys completed

	Reporting a new repair	Chasing up a repair	Rent enquires	Homeseeker letting enquiries	General enquiries
Number of calls handled	39,476	26,236	11,947	16,608	20,696
Number of surveys completed	993	502	296	380	601

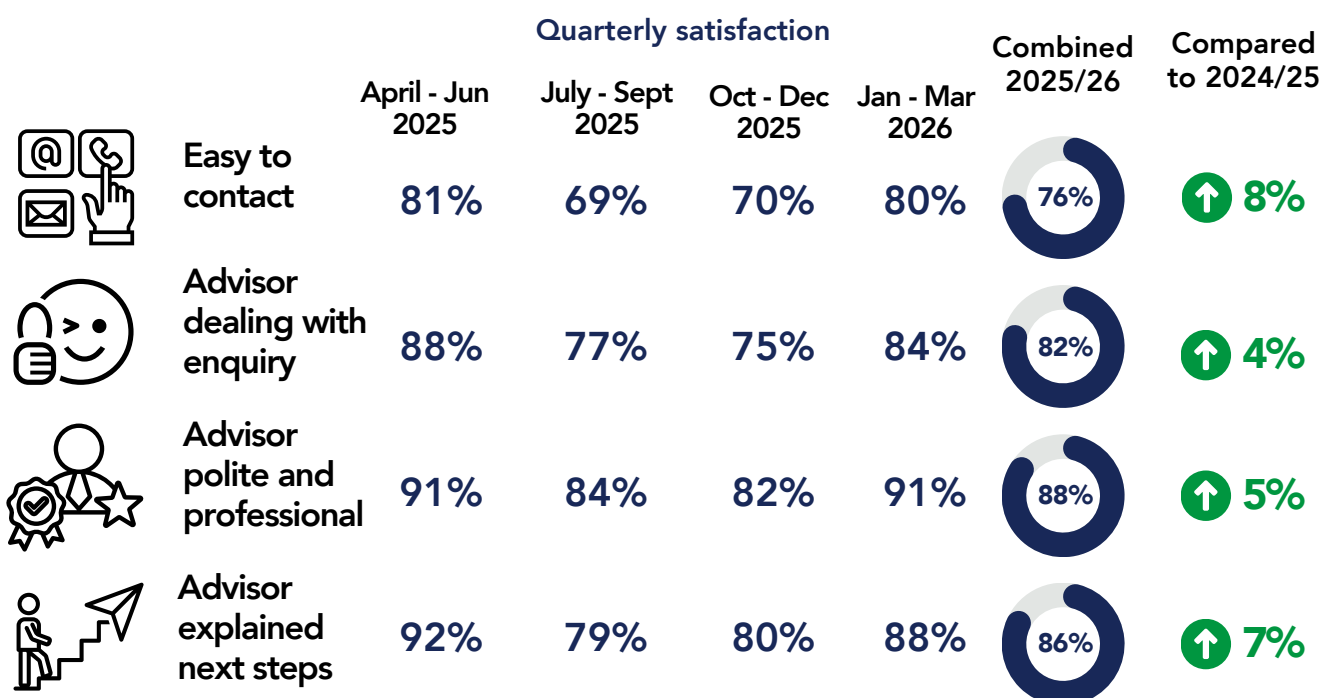
When reporting a new repair

		Quarterly satisfaction				Combined 2025/26	Compared to 2024/25
		April - Jun 2025	July - Sept 2025	Oct - Dec 2025	Jan - Mar 2026		
	Easy to contact	83%	88%	85%	84%	85%	↑ 4%
	Advisor dealing with enquiry	90%	92%	90%	91%	91%	↑ 4%
	Advisor polite and professional	92%	93%	92%	90%	92%	↑ 1%
	Advisor explained next steps	90%	93%	91%	92%	92%	↑ 2%

When chasing up a repair



When contacting us about your rent



When contacting us about Homeseeker enquiries

		Quarterly satisfaction				Combined 2025/26	Compared to 2024/25
		April - Jun 2025	July - Sept 2025	Oct - Dec 2025	Jan - Mar 2026		
	Easy to contact	70%	70%	68%	70%	 69%	↓ 3%
	Advisor dealing with enquiry	74%	68%	70%	71%	 71%	↓ 5%
	Advisor polite and professional	83%	73%	80%	76%	 78%	↓ 5%
	Advisor explained next steps	77%	70%	73%	75%	 74%	↓ 4%

When contacting us about a general enquiry

		Quarterly satisfaction				Combined 2025/26	Compared to 2024/25
		April - Jun 2025	July - Sept 2025	Oct - Dec 2025	Jan - Mar 2026		
	Easy to contact	63%	64%	70%	68%	 66%	↑ 8%
	Advisor dealing with enquiry	71%	69%	72%	70%	 70%	↑ 2%
	Advisor polite and professional	80%	74%	79%	77%	 77%	↑ 1%
	Advisor explained next steps	77%	72%	75%	71%	 74%	↑ 3%

Turning your feedback into action



We've removed the queue welcome message on transferred calls, so customers get through faster.



Our call handlers now have more access to the repairs system, so they can give tenants the latest updates.



We've reviewed the chase-up process for our contact centre team, so customers receive clearer information and advice.



We've reviewed the income enquiry training so that call handlers can give the right advice to tenants.



We've added a rent payment option on the income phonenumber, so customers can be routed straight through.



We now have a dedicated team ready to help with repair enquiries so they can give specialist advice to tenants.



We've replaced our manual floorwalking process with a simple digital way to manage calls, helping us respond more quickly.



Call handlers record every income-related contact with tenants, even if it's just a quick balance check, so we can give accurate information, avoid missed details, and resolve queries faster.



We've split repairs into two types: quick fixes and jobs that need an inspection first, so when customers call to report a repair we can explain what to expect at the visit.



To improve our service at peak times, we've recruited an extra out-of-hours call handler, helping us manage higher call volumes between 5pm and 10pm and support customers more quickly.



We introduced a damp and mould phonenumber, so our expert call handlers are ready to give tenants fast, effective help and advice. We've also trained additional colleagues to help us resolve calls correctly the first time.



We've restructured the team so tenants receive faster, more effective support from the right specialist.



We've reviewed our rent scripts and in-queue messages to make sure we provide tenants with clear, accurate advice.



We've streamlined telephony wrap codes so call handlers can help the next customer sooner.



We've reviewed out-of-hours procedures to better support emergency accommodation or homes that need to be secured with shutters, providing faster help for customers.



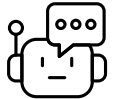
We've streamlined our welcome message so you reach the right department queue faster, reducing your wait time.



We've successfully filled all vacant positions, so we can answer more calls, cut wait times and reduce abandoned calls.



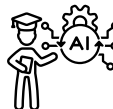
We now have a central online platform with the latest guidance so call advisors can support customers quickly and accurately.



We've introduced automated bots to help advisors find accurate info fast, so customers get quicker answers.



We've introduced a new digital system to monitor call handlers' customer service skills. Alongside our manual process, this enables us to review more calls and improve the customer experience and satisfaction.



We've moved colleague training to an AI-supported online platform, so call handlers can find the latest information and resolve queries faster.

THANK
YOU!

...for taking the time to give us your feedback!
We will monitor results over the next coming months!