

CONTACT CENTRE SATISFACTION SURVEY



April 2025 - December 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 2025 to December 2025, Barnsley Council handled 84,583 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



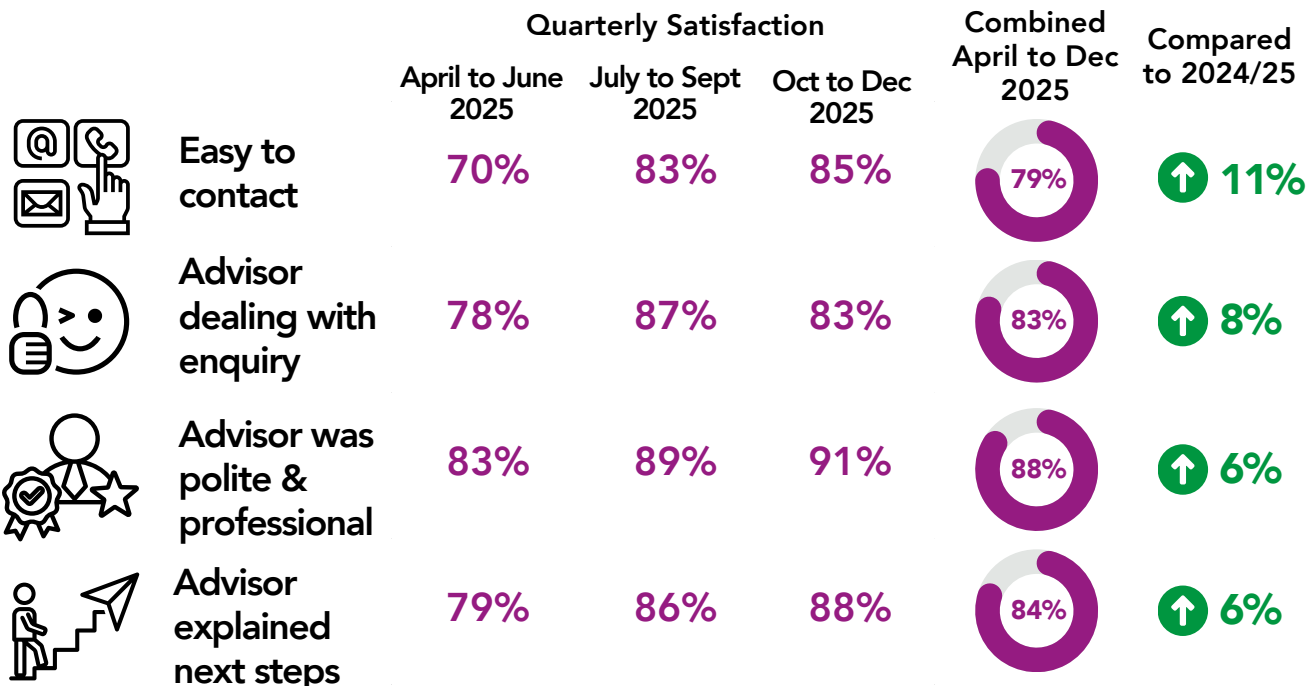
Number of calls handled & surveys completed

	Reporting a new repair	Chasing up a repair	Rent enquires	Homeseeker letting enquiries	General enquiries
Number of calls handled	28,649	19,340	9,234	12,090	15,270
Number of surveys completed	786	405	217	296	461

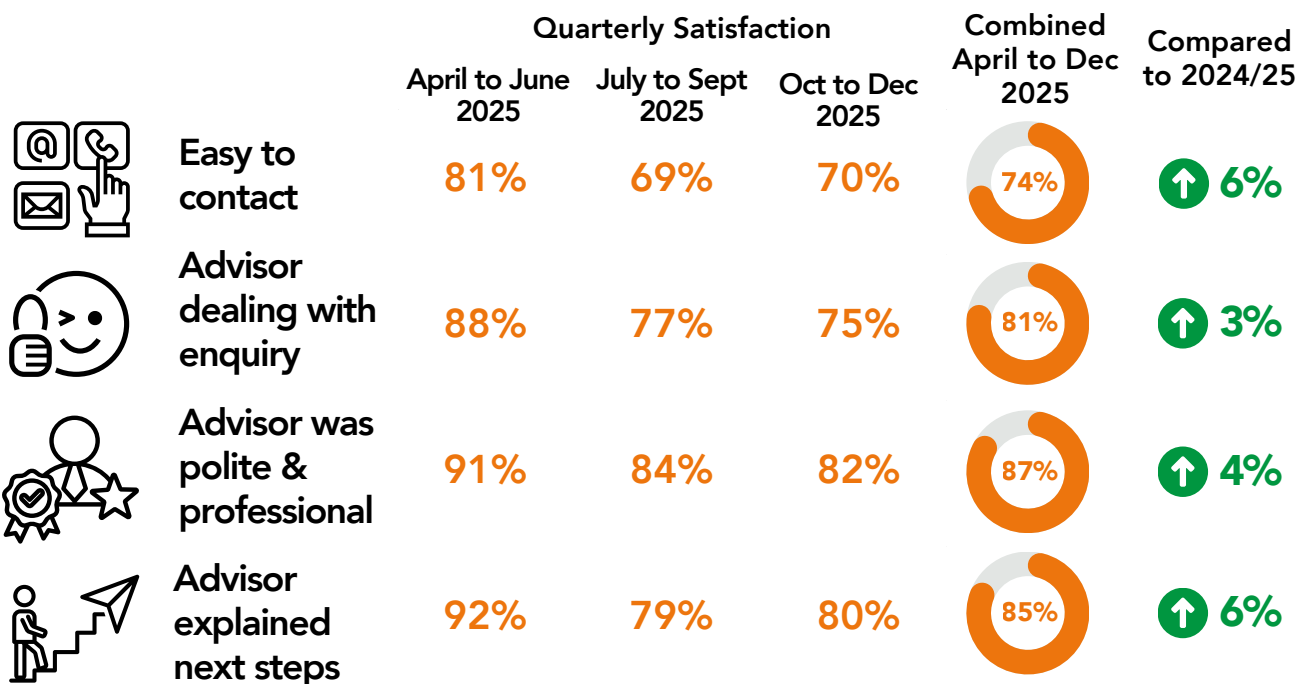
When reporting a new repair

	Quarterly Satisfaction			Combined April to Dec 2025	Compared to 2024/25
	April to June 2025	July to Sept 2025	Oct to Dec 2025		
Easy to contact	83%	88%	85%	85%	4%
Advisor dealing with enquiry	90%	92%	90%	91%	4%
Advisor was polite & professional	92%	93%	92%	93%	2%
Advisor explained next steps	90%	93%	91%	92%	2%









When chasing up a repair









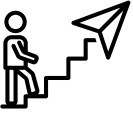

When contacting us about your rent



When contacting us about Homeseeker Enquiry

		Quarterly Satisfaction			Combined April to Dec 2025	Compared to 2024/25
		April to June 2025	July to Sept 2025	Oct to Dec 2025		
	Easy to contact	70%	70%	68%		↓ 3%
	Advisor dealing with enquiry	74%	68%	70%		↓ 5%
	Advisor was polite & professional	83%	73%	80%		↓ 4%
	Advisor explained next steps	77%	70%	73%		↓ 5%

When contacting us about a general enquiry

		Quarterly Satisfaction			Combined April to Dec 2025	Compared to 2024/25
		April to June 2025	July to Sept 2025	Oct to Dec 2025		
	Easy to contact	63%	64%	70%		↑ 7%
	Advisor dealing with enquiry	71%	69%	72%		↑ 3%
	Advisor was polite & professional	80%	74%	79%		↑ 1%
	Advisor explained next steps	77%	72%	75%		↑ 3%

What your feedback told us...



Faster Call Transfers: When calls are transferred to a Berneslai Homes specialist team, they will no longer hear an 'in-queue' message. This means less waiting time.



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



Better Training: We've improved our training, so call handlers have the right guidance and support when they need it.



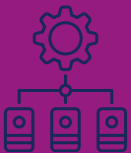
Quicker Payments: We've added a new option on the Rents enquiries line, so tenants can access our automated payment service straight away.



Better advice on rent enquiries – We've reviewed our scripts and in queue messages, so we can give tenants clear and accurate advice.



Quality Checks: We regularly check a sample of calls each month to make sure tenants are getting the best service.



Smoother Call Experience: We've introduced a new digital system to manage call queues, so tenants can be connected to the right person more quickly and efficiently.



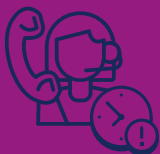
Improved Repairs Information: Our call handlers now have more access to the repairs system, so they can give tenants the latest updates.



Introduced a damp and mould phone line – so our expert call handlers are ready to give tenants fast, effective help and advice.



Team restructure: Our new approach means tenants get faster, more effective support from the right specialist.



More support during peak times: We've taken action to improve our service during peak times by recruiting an additional out-of-hours call handler. This ensures we can manage the increased call volume between 5pm and 10pm more effectively and provide quicker support to customers.

