

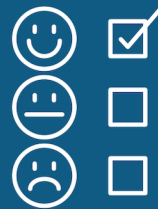
# Contact Centre satisfaction survey results



April 2023-March 2024

Barnsley Council handle your calls to our 01226 787878 Contact Centre. If you phone 01226 787878 you have the option to rate your call at the end of the call. In 2023/24, Barnsley Council handled 113,724 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



# 4,081

surveys completed

## Calls handled and surveys completed

	Reporting a new repair	Chasing up a repair	Rents enquiry	Homeseeker enquiry	General enquiry
Number of calls handled	41,378	23,200	11,429	18,265	19,452
Surveys completed	1,684	747	389	545	716

## Here's what you told us...

You said...	Reporting a new repair	Chasing up a repair	Rents enquiry	Homeseeker enquiry	General enquiry
You're easy to contact on 787878	81%	71%	69%	77%	59%
We're satisfied with the advisor overall	86%	76%	71%	77%	63%

## Here's what you told us continued...

You said...	Reporting a new repair	Chasing up a repair	Rents enquiry	Homeseecker enquiry	General enquiry
We're satisfied the advisor was polite and professional	89%	82%	79%	83%	63%
We're satisfied the advisor explained the next steps of my enquiry	88%	82%	77%	81%	67%

### What your feedback told us:

- In a year when we've completed a major change to our repairs IT system and gone live with a new lettings policy, your satisfaction with our contact centre has remained positive.
- Our advisors perform strongly across all measures when dealing with new repair requests.
- You didn't rate us a highly when we deal with General Enquiries and it looks like this affects your satisfaction with all of the General Enquiry measures.
- We've got great advisors who you consistently tell us are polite and professional.
- We do a pretty consistent job in explaining the next steps – but we need to enhance this, particularly for general enquiries.
- You rated us lower across all measures when chasing up a repair compared to making a new one. We can see from the number of calls you're making that too many of you are chasing up repairs. This is a consistent theme for complaints with 29% of your complaints relating to planned repairs.



## What we and the council are doing as a result of your feedback:

We've updated our repairs handling information to give better guidance for advisors on planned repairs



Contact Centre managers have attended our Customer First training and we're planning on delivering this training across the Contact Centre

We'll continue to review and amend advisor information for General Enquiries to improve your experience



**Customer first**

You'll be at the heart of all we do

We're working with the council to develop our IT systems to improve call handling and keep better records of your transactions with us

Over the next year we'll continue to develop our online services so you'll be able to report and track repairs online



We're working with the council to better manage those repairs which we complete on a programmed basis - we hope to speed up this programme so you're not waiting as long and this should reduce the number of chase ups you have to make to our contact centre and provide better information for advisors to resolve your queries; we'll continue to monitor the number and reasons for chase up calls



We've worked with tenants to improve our communication about planned repairs so you have an up to date picture of what we're doing, when and why we can't do your repair straight away and we'll continue to monitor whether it's making a difference



**BARNSLEY**  
Metropolitan Borough Council



**berneslai**  
homes