# CONTACT CENTRE SATISFACTION SURVEY



**April 2025 - June 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 to June 2025, Barnsley Council handled 26,482 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	8,313	6,195	3,658	3,760	4,556
Number of surveys completed	250	130	90	101	136
Response rate	3%	2%	2%	3%	3%

#### When reporting a new repair

_	Q1 satisfaction	Compared to 2024/25
Easy to contact	83%	<b>1</b> 2%
Advisor dealing with enquiry	90%	<b>1</b> 3%
Advisor was polite & professional	92%	1%
Advisor explained next steps	90%	<b>6</b> 0%

#### When chasing up a repair

	Easy to contact	Q1 satisfaction	Compared to 2024/25
	Easy to contact	70%	<b>2</b> %
()-\(\)	Advisor dealing with enquiry	<b>70</b> 0/	3%
		78%	<b>5</b> 70
	Advisor was polite & professional	83%	<b>1</b> %
		3070	
	Advisor explained next steps	79%	1%

### When contacting us about your rent

	Easy to contact	Q1 satisfaction	Compared to 2024/25
	Easy to contact	81%	<b>13</b> %
	Advisor dealing with enquiry		
		88%	10%
Q	Advisor was polite & professional	040/	<b>1</b> 8%
		91%	0 70
	Advisor explained next steps	92%	<b>13</b> %
ľЪС		7270	

#### When contacting us about Homeseeker Enquiry

	Q1 satisfaction	Compared to 2024/25
Easy to contact	70%	<b>2</b> %
Advisor dealing with enquiry	74%	<b>2</b> %
Advisor was polite & professional	83%	<b>a</b> 0%
Advisor explained next steps	77%	<b>1</b> %

#### When contacting us about a general enquiry

		Q1 satisfaction	Compared to 2024/25
<u>@</u>	Easy to contact	63%	<b>1</b> 5%
		03 70	<b>1</b> 370
	Advisor dealing with enquiry	740/	20/
		/1%	<b>1</b> 3%
0	Advisor was polite & professional		<b>A</b> 40/
		80%	<b>1</b> 4%
4W	Advisor explained next steps		
	Advisor explained flext steps	77%	<b>1</b> 6%
האח			
	Advisor was polite & professional  Advisor explained next steps	80%	<b>1</b> 4%



## Turning your feedback into action...





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

Better advice on Homeseeker & general enquiries - We are reviewing staff training and scripts on lettings and general enquiries, so our call handlers can give you clear, accurate advice and resolve your enquiry quickly, the first time you call!



THANK ...for taking the time to give us your feedback!

We will monitor results over the next coming months!

