

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



707
Completed
a survey



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



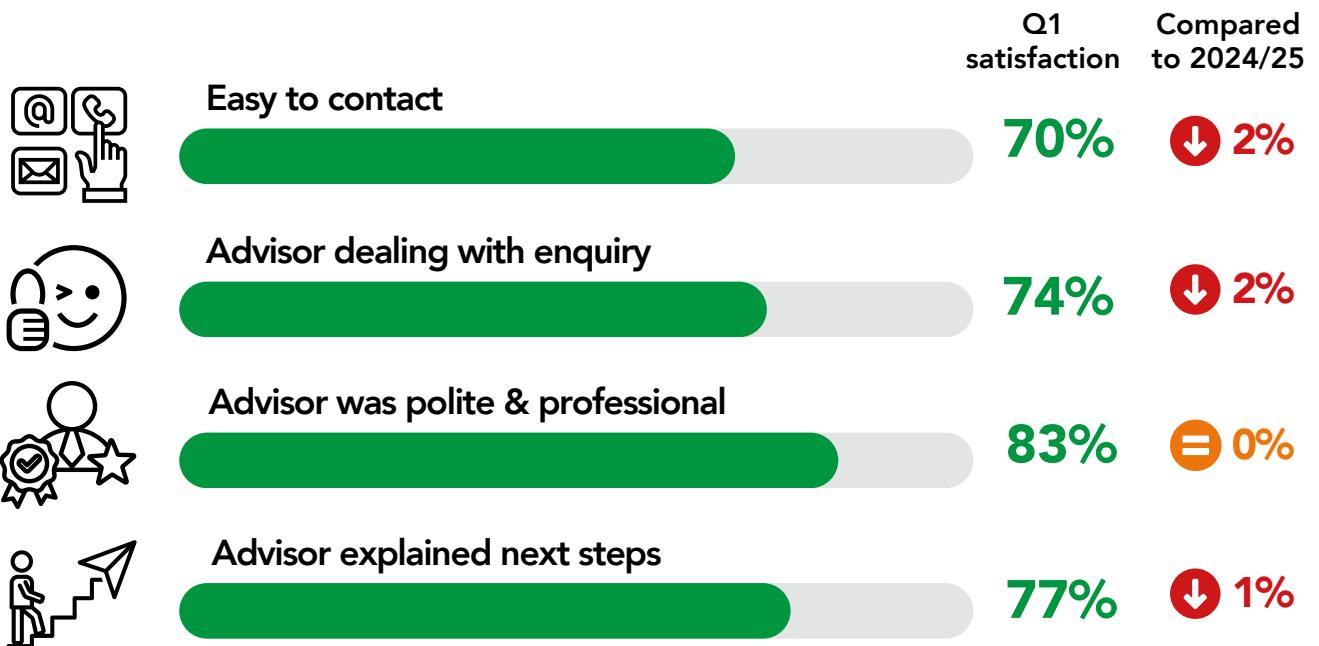
When chasing up a repair



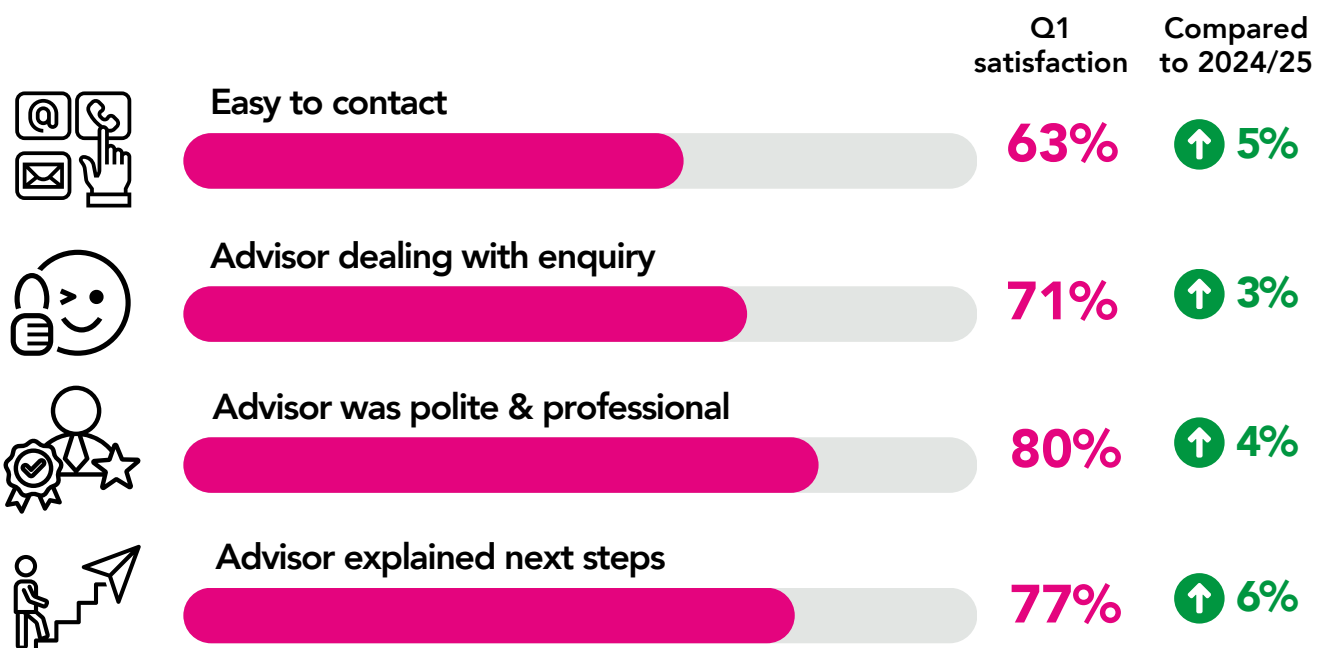
When contacting us about your rent



When contacting us about Homeseeker Enquiry



When contacting us about a general enquiry





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
YOU!**

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

We will monitor results over the next coming months!

