

CONTACT CENTRE SATISFACTION SURVEY



April to September 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. Between April to September 2024, Barnsley Council handled 53,174 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	17549	14210	5950	6787	8678
Number of surveys completed	721	384	163	171	285













When reporting a new repair

	Quarter 1 satisfaction	Quarter 2 satisfaction	Combined Q1 & Q2	Compared to 23/24
Easy to contact	77%	79%	78%	↓ 3%
Advisor dealing with enquiry	84%	86%	85%	↓ 1%
Advisor was polite & professional	88%	89%	89%	= 0%
Advisor explained next steps	84%	89%	87%	↓ 1%









When chasing up a repair

	Quarter 1 satisfaction	Quarter 2 satisfaction	Combined Q1 & Q2	Compared to 23/24
 Easy to contact	64%	64%	 64%	 7%
 Advisor dealing with enquiry	72%	68%	 71%	 5%
 Advisor was polite & professional	81%	78%	 80%	 2%
 Advisor explained next steps	77%	71%	 74%	 7%









When contacting us about your rent

	Quarter 1 satisfaction	Quarter 2 satisfaction	Combined Q1 & Q2	Compared to 23/24
 Easy to contact	61%	71%	 66%	 3%
 Advisor dealing with enquiry	76%	80%	 78%	 7%
 Advisor was polite & professional	81%	82%	 81%	 2%
 Advisor explained next steps	74%	85%	 80%	 3%

When contacting us about Homeseeker Enquiry

	Quarter 1 satisfaction	Quarter 2 satisfaction	Combined Q1 & Q2	Compared to 23/24
	74%	58%		↓ 12%
	77%	67%		↓ 5%
	84%	72%		↓ 6%
	78%	66%		↓ 9%

When contacting us about a general enquiry

	Quarter 1 satisfaction	Quarter 2 satisfaction	Combined Q1 & Q2	Compared to 23/24
	48%	60%		↓ 6%
	57%	69%		↓ 1%
	67%	74%		↑ 7%
	61%	68%		↓ 3%



What your feedback told us...



We are looking at how we can reduce the call wait times when calls are being transferred to the back office specialist teams.

We are reviewing our IT systems and the level of permissions available to call handlers to ensure they have access to all information needed to deal with the enquiries.



We continue to review and amend advisors information for General Enquiries to improve the customer experience.

We are reviewing the communication that we send to tenants about planned works and the information available to call handlers so that they are able to give updates during calls.



We are monitoring calls and call recordings for training purposes.

