

CONTACT CENTRE SATISFACTION SURVEY



April 2025 - September 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 September 2025, Barnsley Council handled 56,021 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	17,962	12,800	6,651	8,176	10,432
Number of surveys completed	508	280	166	201	318








When reporting a new repair

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









When chasing up a repair

		Quarterly Satisfaction		Combined April to Sept 2025	Compared to 2024/25
		April to June 2025	July to Sept 2025		
	Easy to contact	70%	83%		↑ 9%
	Advisor dealing with enquiry	78%	87%		↑ 7%
	Advisor was polite & professional	83%	89%		↑ 4%
	Advisor explained next steps	79%	86%		↑ 5%









When contacting us about your rent

		Quarterly Satisfaction		Combined April to Sept 2025	Compared to 2024/25
		April to June 2025	July to Sept 2025		
	Easy to contact	81%	69%		↑ 8%
	Advisor dealing with enquiry	88%	77%		↑ 5%
	Advisor was polite & professional	91%	84%		↑ 5%
	Advisor explained next steps	92%	79%		↑ 7%

When contacting us about Homeseeker Enquiry

		Quarterly Satisfaction		Combined April to Sept 2025	Compared to 2024/25
		April to June 2025	July to Sept 2025		
	Easy to contact	70%	70%		↓ 2%
	Advisor dealing with enquiry	74%	68%		↓ 5%
	Advisor was polite & professional	83%	73%		↓ 5%
	Advisor explained next steps	77%	70%		↓ 4%

When contacting us about a general enquiry

		Quarterly Satisfaction		Combined April to Sept 2025	Compared to 2024/25
		April to June 2025	July to Sept 2025		
	Easy to contact	63%	64%		↑ 5%
	Advisor dealing with enquiry	71%	69%		↑ 2%
	Advisor was polite & professional	80%	74%		= 0%
	Advisor explained next steps	77%	72%		↑ 3%