



My Ref: FOI/ 4737
Your Ref:
Date: 25th July 2025
Enquiries to: Information Requests
E-Mail: informationrequests@barnsley.gov.uk

Dear Requester,

Re: Request for Information – Freedom of Information Act 2000

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

Can I make a Freedom of Information request for your customer service standards and/or targets that relate to customer contact, provision of accurate information, first contact resolution and customer call backs.

Our SLA's vary from each line of enquiry the Contact Centre handle in line with their priority. For example, urgent Repairs and Highways are a higher priority than Waste or Blue Badge enquiries due to the nature of their queries. Our call handlers have individual targets based on their call types. There are below:

Adults:

	Target for CSA
Average Handling Time	00:03:58
Average Wrap Time	00:02:11
Average Processing Time	00:06:01

Barneslai Homes:

	Target for CSA
Average Handling Time	00:04:24
Average Wrap Time	00:02:09
Average Processing Time	00:06:33

Corporate:

	Target for CSA
Average Handling Time	00:03:54
Average Wrap Time	00:02:07
Average Processing Time	00:06:01

Out of Hours:

	Target for CSA
Average Handling Time	00:02:47
Average Wrap Time	00:01:52
Average Processing Time	00:04:40

In regard to the provision of accurate information and first call resolution, these are measured by monthly call monitoring from each CSA's Supervisor. There is an internal call coaching score sheet where both of these points act as measures and if the employee has failed to achieve either of these, coaching and feedback will be provided. Relating to customer callbacks, there is an option on each line for the customer to receive a callback to save them waiting in a queue. However, if this specific query from the MOP is regarding a follow up call, this would be something completed by the service, not the CC.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC
Information Requests Team
PO Box 634
Barnsley
S70 9GG
email: informationrequests@barnsley.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Customer Services Team
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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