

Appendix 1

Key Customer Service Standards - Performance Monitoring - 2015/16													
Period	Telephone Standards						E-mail Standards		Face to Face Standards		Written Complaints		
	No. of Incoming Calls	% of Calls Answered within 20 Seconds	No. of Incoming Calls - Contact Centres	% of Calls Answered within 20 Seconds - Contact Centres	No. of Incoming Calls - Revenues	% of Calls Answered within 20 Seconds - Revenues	No. of Emails	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days	No. of Customers (Sample)	% Served at the Enquiry Desk in less than 20 minutes	No. of Complaints Received (Stage Two)	% Responded to within 15 Working Days
Target		93%		80%		60%		100%	100%		99%		95%
April to June	12,038	94%	14,475	46%	14,402	70%	2,281	100%	100%	No monitoring undertaken	No monitoring undertaken	31	94%
Quarter 1 Cumulative	12,038	94%	14,475	46%	14,402	70%	2,281	100%	100%			31	94%
July to September	18,839	93%	14,811	44%	12,376	73%	2,079	100%	100%	1,260	100%	30	100%
Quarter 2 Cumulative	30,877	94%	29,286	45%	26,778	72%	4,360	100%	100%	1,260	100%	61	97%
October to December													
Quarter 3 Cumulative													
January to March													
Quarter 4 Cumulative													