

Key Customer Service Standards - Performance Monitoring - 2016/17

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%		99.0%		96%
April to June	20,444	95%	19,271	75%	14,398	70%	2,714	100%	98%	No monitoring undertaken		32	100%
Quarter 1 Cumulative	20,444	95%	19,271	75%	14,398	70%	2,714	100%	98%	0	0.0%	32	100%
July to September	18,519	93%	19,408	79%	12,331	76%	2,884	100%	99%	1,334	99.6%	34	100%
Quarter 2 Cumulative	38,963	94%	38,679	77%	26,729	73%	5,598	100%	99%	1,334	99.6%	66	100%
October to December	16,783	94%	16,541	84%	10,882	80%	2,551	100%	96%	No monitoring undertaken		29	97%
Quarter 3 Cumulative	55,746	94%	55,220	79%	37,611	75%	8,149	100%	98%			95	99%
January to March	21,077	91%	20,006	81%	13,088	80%	2,894	100%	98%	No monitoring undertaken		81	99%
Quarter 4 Cumulative	76,823	93%	75,226	80%	50,699	77%	11,043	100%	98%	1,334	99.6%	176	99%

Appendix 1