

Appendix 1

Key Customer Service Standards - Performance Monitoring - 2017/18													
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 & Benefits	% of Calls Answered within 20 Seconds - Revenues & Benefits	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%		97%
April to June	20732	93%	17938	79%	12438	77%	2,157	100%	98%	1,349	99.5%	50	98%
Quarter 1 Cumulative	20,732	93%	17,938	79%	12,438	77%	2,157	100%	98%	1,349	99.5%	50	98%
July to September	17,851	94%	19,497	84%	13,016	80%	2,689	100%	98%	No monitoring undertaken		40	100%
Quarter 2 Cumulative	38,583	93%	37,435	82%	25,454	79%	4,846	100%	98%	No monitoring undertaken		90	99%
October to December	11,505	96%	19,090	80%	11,277	83%	2,173	100%	100%	1,179	100.0%	31	97%
Quarter 3 Cumulative	50,088	94%	56,525	81%	36,731	80%	7,019	100%	99%	2,528	99.8%	121	98%
January to March	2624	98%	23,096	70%	13,581	76%	3,153	100%	98%	No monitoring undertaken		58	98%
Quarter 4 Cumulative	52,712	95%	79,621	78%	50,312	79%	10,172	100%	99%	No monitoring undertaken		179	98%