Appendix 1

Key Customer Service Standards - Performance Monitoring - 2018/19													
Please note that %ages are rounded up or down to the nearest 1%	Telephone Standards						E-mail Standards			Face to Face Standards		Written Complaints	
Period	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%		97%
April to June	5092	98%	20,713	71%	14214	75%	3,180	100%	100%	No monitoring undertaken		54	98%
Quarter 1 Cumulative	5,092	98%	20,713	71%	14,214	75%	3,180	100%	100%			54	98%
July to September	4,740	98%	21,601	75%	13,203	79%	2,846	100%	100%	894	100%	44	100%
Quarter 2 Cumulative	9,832	98%	42,314	73%	27,417	77%	6,026	100%	100%	894	100%	98	99%
October to December										No monitoring undertaken			
Quarter 3 Cumulative													
January to March													
Quarter 4 Cumulative													