Appendix 1

Key Customer Service Standards - Performance Monitoring - 2020/21												
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	% of Calls Answered within 20 Seconds - Revenues & Benefits (direct dial)	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	727	98%	17,898	82%	70%	3,794	100%	99%			20	70%
Quarter 1 Cumulative	**727**	**98%**	**17,898**	**82%**	**70%**	**3,794**	**100%**	**99%**			**20**	**70%**
July to September	1,712	97%	21,114	54%	76%	2,795	100%	98%	No monitoring undertaken due to Covid-19 pandemic arrangements		42	98%
Quarter 2 Cumulative	**2,439**	**97%**	**39,012**	**69%**	**73%**	**6,589**	**100%**	**98.5%**			**62**	**88%**
October to December												
Quarter 3 Cumulative												
January to March												
Quarter 4 Cumulative												