

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	98%	70%	3,794	100%	99%	No monitoring undertaken due to Covid-19 pandemic arrangements		20	70%
Quarter 1 Cumulative	727	98%	17,898	98%	70%	3,794	100%	99%			20	70%
July to September	1,712	97%	21,114	93%	76%	2,795	100%	98%	No monitoring undertaken due to Covid-19 pandemic arrangements		42	98%
Quarter 2 Cumulative	2,439	97%	39,012	96%	73%	6,589	100%	98.5%			62	88%
October to December	1,712	98%	18,270	94%	79%	3,356	100%	99%	No monitoring undertaken due to Covid-19 pandemic arrangements		58	95%
Quarter 3 Cumulative	4,151	98%	57,282	95%	73%	9,945	100%	99%			120	90%
January to March	1,864	99%	21,700	99%	78%	5,154	100%	99%	No monitoring undertaken due to Covid-19 pandemic arrangements		55	98%
Quarter 4 Cumulative	6,015	99%	78,982	97%	76%	15,099	100%	99%			175	94%