Appendix 1

Key Customer Service Standards - Performance Monitoring - 2021/2022												
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	**23152**	88%	21,489	65%	81%	6,598	100%	99%			71	96%
Quarter 1 Cumulative	**23,152**	**88%**	**21,489**	**65%**	**81%**	**6,598**	**100%**	**99%**			**71**	**96%**
July to September	22,050	89%	20,153	77%	85%	6,076	100%	99%	No monitoring undertaken due to Covid-19 pandemic arrangements		80	96%
Quarter 2 Cumulative	**45,202**	**89%**	**41,642**	**71%**	**83%**	**12,674**	**100%**	**99.0%**			**151**	**96%**
October to December												
Quarter 3 Cumulative												
January to March									No monitoring undertaken due to Covid-19 pandemic arrangements			
Quarter 4 Cumulative												