Appendix 1

Key Customer Service Standards - Performance Monitoring - 2018/19												
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	4104	97%	18,874	76%	79%	3,750	100%	98%			56	100%
Quarter 1 Cumulative	**4,104**	**97%**	**18,874**	**76%**	**79%**	**3,750**	**100%**	**98%**			**56**	**100%**
July to September	3,865	98%	19,486	78%	81%	3,709	100%	99%	813	100%	42	98%
Quarter 2 Cumulative	**7,969**	**98%**	**38,360**	**78%**	**80%**	**7,459**	**100%**	**99%**	**813**	**100%**	**98**	**99%**
October to December												
Quarter 3 Cumulative												
January to March												
Quarter 4 Cumulative												