Key Customer Service Standards - Performance Monitoring - 2019/20													
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	No. of Incoming Calls - Revenues & Benefits (direct dial)	% of Calls Answered within 20 Seconds - Revenues & Benefits (direct dial)	No.of Emails	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days		% Served at the Enquiry Desk in less than 20 minutes		Working Days
Target		93%		80%		60%		100%	100%		99%		97%
April to June	4104	97%	18,874	76%	13,713	79%	3,750	100%	98%			56	100%
Quarter 1 Cumulative	4,104	97%	18,874	76%	13,713	79%	3,750	100%	98%			56	100%
July to September	3,865	98%	19,486	78%	12,073	81%	3,709	100%	99%	813	100%	42	98%
Quarter 2 Cumulative	7,969	98%	38,360	78%	25,786	80%	7,459	100%	99%	813	100%	98	99%
October to December													
Quarter 3 Cumulative													
January to March													
Quarter 4 Cumulative													