

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	No. of Incoming Calls - Revenues	% of Calls Answered within 20 Seconds - Revenues	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	5092	98%	20,713	71%	14,214	75%	3,180	100%	100%	No monitoring undertaken		54	100%
Quarter 1 Cumulative	5,092	98%	20,713	71%	14,214	75%	3,180	100%	100%			54	100%
July to September	4,740	98%	20,895	75%	13,203	79%	2,846	100%	99%	890	100%	44	100%
Quarter 2 Cumulative	9,832	98%	41,608	73%	27,417	77%	6,026	100%	100%	890	100%	98	100%
October to December	6,442	96%	18,181	85%	8,237	82%	2,355	100%	99%	No monitoring undertaken		42	100%
Quarter 3 Cumulative	16,274	97%	59,789	77%	35,654	79%	8,381	100%	99%			140	100%
January to March	9,303	96%	21,204	80%	12924	77%	2,443	100%	99%	813	100%	53	96%
Quarter 4 Cumulative	25,577	97%	80,993	78%	48,578	78%	10,824	100%	99%	1,703	100%	193	99%