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%	72%	3,750	100%	98%			56	100%
Quarter 1 Cumulative	4,104	97%	18,874	76%	72%	3,750	100%	98%			56	100%
July to September	3,865	98%	19,486	78%	74%	3,709	100%	99%	813	100%	42	98%
Quarter 2 Cumulative	7,969	98%	38,360	78%	73%	7,459	100%	99%	813	100%	98	99%
October to December												
Quarter 3 Cumulative												
January to March												
Quarter 4 Cumulative												