

Appendix 1

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	% 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
<b>Target</b>		<b>93%</b>		<b>80%</b>	<b>60%</b>		<b>100%</b>	<b>100%</b>		<b>99%</b>		<b>97%</b>
<b>April to June</b>	4104	97%	18,874	76%	72%	3,750	100%	98%			56	100%
<b>Quarter 1 Cumulative</b>	4,104	97%	18,874	76%	72%	3,750	100%	98%			56	100%
<b>July to September</b>	3,865	98%	19,486	78%	74%	3,709	100%	99%	813	100%	42	98%
<b>Quarter 2 Cumulative</b>	7,969	98%	38,360	78%	73%	7,459	100%	99%	813	100%	98	99%
<b>October to December</b>	3,807	98%	17,131	80%	81%	3,388	100%	99%			54	96%
<b>Quarter 3 Cumulative</b>	11,776	98%	55,491	78%	76%	10,847	100%	99%			152	98%
<b>January to March</b>	3,899	98%	19,755	76%	81%	3,100	100%	98%	No monitoring undertaken due to Covid-19 pandemic (CC closed)		56	88%
<b>Quarter 4 Cumulative</b>	15,675	98%	75,246	78%	77%	13,947	100%	99%			208	96%