

Key Customer Service Standards - Performance Monitoring - 2020/21

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	727	98%	17,898	82%	70%	3,794	100%	99%			20	70%
Quarter 1 Cumulative	727	98%	17,898	82%	70%	3,794	100%	99%			20	70%
July to September	1,712	97%	21,114	54%	76%	2,795	100%	98%	No monitoring undertaken due to Covid-19 pandemic arrangements		42	98%
Quarter 2 Cumulative	2,439	97%	39,012	69%	73%	6,589	100%	98.5%			62	88%
October to December												
Quarter 3 Cumulative												
January to March												
Quarter 4 Cumulative												