

Service Standards performance November 2019



Visitors

Target: 90% of visitors with an appointment are seen within 5 minutes of the agreed time

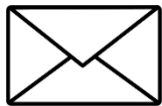
Compliance: 100%



Telephone

Target: 90% of calls answered within 12 rings or returned by the end of the next working day

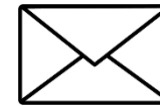
Compliance: 100%



Enquiries

Target: 90% of enquiries are acknowledged within 3 days

Compliance: 100%



**Written
correspondence**

Target: 90% of written correspondence replied to within 10 working days

Compliance: 100%



**Customer
Satisfaction**

Target: Maintain an overall customer satisfaction rate of 90%

Compliance: 94% (Q2)



**National
Customer
Satisfaction**

Target: Maintain an overall national customer satisfaction rate above 7.5 (national average 7.1) on a scale from 1 (not at all satisfied) to 10 (completely satisfied)

Compliance: 8.4 (Nov 2018)