Customer Services – Key Performance Indicators							
		Frequency of reporting	Performance (Year to Date)	DoT since last year	Date of Judgement	Actual (Year to Date)	Target (Year To Date)
LI.COP.002 Website take up service % failure rate	Smaller is Better	Monthly (3 month lag)	⭐	?	Jun-12	0	19
LI.CUS.011a Call Centre Abandonment %	Smaller is Better	Monthly	🔺	🔻	Sep-12	11.4	4
Remedial Action: Problems with staffing levels and a determination to not bring in temporary additional capacity in order to keep down costs have been the primary cause of lower performance. *During the first six months a total of 84,203 calls were received and 9,564 calls were abandoned (2011-12: 64,308 received; 4,565 calls abandoned). This demonstrates that although the abandonment rate has fallen compared to target, the productivity of the team has improved. The newly recruited branch supervisors each have a core objective to proactively support the management of the business channels. This will enable real time management decisions to be made to allocate resources across customer services to manage the priority channels in real time. Branch supervisors will also be responsible for approximately 60% of service provision providing additional resources to manage the increased call volumes.*							
LI.CUS.012 Avoidable Contact (%)	Smaller is Better	Monthly	🔵	🔻	Sep-12	17	17
LI.PCIU.001 % satisfaction with complaint handling	Bigger is Better	Monthly	🔵	➡️	Sep-12	100	95
LI.PCIU.002 % of complaints received that are referred to the ombudsman (LA)	Smaller is Better	Monthly	⭐	🔼	Sep-12	0	3
LI.PCIU.004 % of complaints that are referred to the ombudsman that are upheld (LA)	Smaller is Better	Monthly	⭐	➡️	Sep-12	0	3
LI.CUS.009 % of issues resolved at first contact (ytd)	Bigger is Better	Monthly	🔺	🔻	Sep-12	54	68
Remedial Action: *Customer Services reporting tools are near completion. A significant area of reporting will measure rejected service tickets by*							

Customer Services – Key Performance Indicators							
		Frequency of reporting	Performance (Year to Date)	DoT since last year	Date of Judgement	Actual (Year to Date)	Target (Year To Date)
agent. This will provide a framework for coaching and training staff in area where errors are made, which should improve first time service resolution.							