

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)	Green	?	Jun-12	0	19
LI.CUS.011a Call Centre Abandonment %	Smaller is Better	Monthly	Red	↓	Dec-12	15.7	4
<i>Remedial Action: Performance is broadly consistent with last year, although call volumes are up by 31%. Abandonment rates are up due to surges in calls in relation to the severe weather and flooding.</i>							
LI.CUS.012 Avoidable Contact (%)	Smaller is Better	Monthly	Blue	↓	Sep-12	17	17
LI.PCIU.001 % satisfaction with complaint handling	Bigger is Better	Monthly	Blue	→	Dec-12	100	95
LI.PCIU.002 % of complaints received that are referred to the ombudsman (LA)	Smaller is Better	Monthly	Green	↕	Dec-12	0	3
LI.PCIU.004 % of complaints that are referred to the ombudsman that are upheld (LA)	Smaller is Better	Monthly	Green	→	Dec-12	0	3
LI.CUS.009 % of issues resolved at first contact (ytd)	Bigger is Better	Monthly	Red	↓	Sep-12	54	68
<i>Remedial Action: Customer Services reporting tools are near completion. A significant area of reporting will measure rejected service tickets by agent. This will provide a framework for coaching and training staff in area where errors are made, which should improve first time service resolution.</i>							

Breakdown of Customer Insight Unit cases

Type	November 2012	In SLA *	YTD	In SLA *
Access to Health Record	0	NaN	1	100 %
Comment	1	100 %	14	79 %
Complaint	16	88 %	67	78 %
Compliment	12	100 %	83	54 %
Concern	6	83 %	25	80 %
Enquiry	9	67 %	38	71 %
Environmental Information Regulations	1	100 %	4	100 %
Freedom of Information	30	97 %	152	84 %
Ombudsman	0	NaN	1	0 %
Service Request	0	NaN	4	75 %
Total	75	91 %	389	75 %

* % of Investigations where the Case Closed Date is before the Case Due Date, or the Case Due Date has not yet passed. See column headed "Within SLA?" below.

