

Customer Services – Key Performance Indicators						
		Frequency of reporting	Rating	Actual	Target	DoT (YTD)
LI.COP.002 Website take up service % failure rate	Smaller is Better	Monthly (3 month lag)		TBC	19	
LI.CUS.011a Call Centre Abandonment %	Smaller is Better	Monthly	Red	14.2	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	Green	0.7	17	▲
LI.PCIU.001 % satisfaction with complaint handling	Bigger is Better	Monthly		Lag in data; outturn due mid June (to be updated at Cabinet)	95	
LI.PCIU.002 % of complaints received that are referred to the ombudsman (LA)	Smaller is Better	Monthly			3	
LI.PCIU.004 % of complaints that are referred to the ombudsman that are upheld (LA)	Smaller is Better	Monthly			3	
LI.CUS.009 % of issues resolved at first contact (ytd)	Bigger is Better	Monthly	Red	64	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>						
Call Centre Pick up time (answered within 15 seconds)	Bigger is Better	Monthly	Red	50.7	55	▼
The percentage of YES answers to the question – did you get the service that you expected to	Bigger is Better	Monthly	Blue	85.2	80	▲
The percentage of respondents who felt they were listened to and understood in front office	Bigger is Better	Monthly	Red	85.4	90	▼
The percentage of respondents who when asked if staff	Bigger is	Monthly	Amber	94	98	▼

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were polite and courteous said yes	Better					