

Performance Indicator	What we measure	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Target CS1 Contact Centre calls answered within 20 seconds (%)	In-Month performance	90.51	92.67	91.2	89.17	83.34	79.77	81.93	80.45	66.57	63.04	69.2	29.61
	Year to date target	20	22.5	25	27.5	30	32.5	35	37.5	40	42.5	45	46.5
	Year to date actual	90.51	91.48	91.38	90.79	89.37	88.03	87.20	86.32	84.32	81.91	80.7	74.81
Target CS2 Contact Centre calls handled (%)	In-Month performance	99.39	99.31	99.71	99.57	98.77	97.25	98.08	97.56	92.26	95.26	96.09	84.01
	Year to date target	50	52.5	55	57.5	60	62.5	65	67.5	70	72.5	75	80
	Year to date actual	99.39	99.35	99.47	99.49	99.35	99	98.87	98.7	97.77	97.72	97.57	96.44
Target CS3 Customer queries resolved at first point of contact (%)	In-Month performance	94.4	94.8	95.5	94.7	94.9	98.8	98.8	99.6	98.8	99.3	98.8	99.3
	Year to date target	85	85	85	85	85	85	85	85	85	85	85	85
	Year to date actual	94.4	94.6	94.9	94.85	94.86	95.5	95.9	96.48	96.6	97	97.1	97.3
Target CS4 Customers satisfied by our service (%)		This is measured as an annual exercise during February only											
	Year to date target												90%
	Year to date actual												75%