

## Standards of Service January to March 2023

We recognise that excellent customer service is integral to the delivery of high quality public services and we are committed to meeting the needs of customers in a professional manner. You can expect the following standards when you contact us:

All targets are 100% unless otherwise stated.

Please note that some of our Service Standards were amended in February 2023 in response to increased demand for our frontline service due to the Cost of Living and Energy crisis.

### Key:

- Within 10% of set target
- Within 15% of set target
- Target not met

### Calling in Person:



If you have an appointment we aim to meet you within 5 minutes of your appointment time.

N/A\*



If you call in person and do not have an appointment a member of staff will meet you within 15 minutes.

N/A\*

\* Office closed in line with government COVID-19 guidelines

### Staff:



We will treat our customers fairly.

98.6%



We aim to answer 85% of calls to our freephone 0800 121 6022 number between 9am & 5pm within 20 seconds.

69.5%



Our staff will act with professionalism.

99.3%



We will answer voicemails left to our freephone number within 72 hours (Monday to Friday)\*\*

85%



Our staff will be polite and friendly.

99.5%

\*\* Amended from 3 hrs to 72 hrs due to increased demand for our 0800 helpline.

### Our Service:



If your enquiry or complaint is about an issue we do not cover we will give you the contact details of the organisation that can help.

55%



We will respond to all correspondence within 3 working days.

N/A\*\*



We will keep you updated on the progress of your complaint.

99.1%



We will provide you with a copy of the response from service providers within 5 working days.

N/A\*\*

\*\* Service Standards removed in February 2023 due to increased volume of contacts and resource issues



Our correspondence is easy to understand.

99.1%

### Feedback & Complaints:



We will acknowledge all formal complaints within 3 days.

100%

94

Net Promoter Score



We will aim to provide a formal response to a complaint within 10 working days.

100%



3 complaints received this year.