

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.

### Staff:



Based on results from latest customer satisfaction survey.

1.  We will treat our customers fairly. 92%
2.  Our staff will be polite and friendly. 96%
3.  Our staff will act with professionalism and integrity. 93%



### By Telephone:

7.  We aim to answer calls to our main enquiry contact numbers, within office opening hours within 10 seconds (on average). 10
- Our staff voicemails will meet our Contactability Policy standard.
8.  Voicemails will confirm that, if a staff member is in the office, you can expect your call returned within 4 working hours: 61%
9.  Voicemails will include the details for an alternative contact. 55%


### Calling in Person:

4.  If you have an appointment we aim to meet you within 5 minutes of your appointment time. 96%
5.  If you call in person and do not have an appointment a member of staff will meet you within 15 minutes. 100%


### In Writing or By Email:

10.  We will respond to 90% of business related external correspondence to our main enquiry handling team within 2 working days. 92%
11.  We will provide a response to all Freedom of Information (FOI) requests within 20 working days. 100%

### Invoice Payment:

6.  We aim to pay 90% of agreed and valid supplier invoices within 10 working days of receipt. 92%

### Feedback and Complaints:

12.  We will respond to formal complaints in 10 working days. None

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### By Telephone:

7.  We aim to answer calls to our main enquiry contact numbers, within office opening hours within 10 seconds (on average). 7
- Our staff voicemails will meet our Contactability Policy standard.
8.  Voicemails will confirm that, if a staff member is in the office, you can expect your call returned within 4 working hours: 61%
9.  Voicemails will include the details for an alternative contact. 55%


### Calling in Person:

4.  If you have an appointment we aim to meet you within 5 minutes of your appointment time. 94%
5.  If you call in person and do not have an appointment a member of staff will meet you within 15 minutes. 100%


### In Writing or By Email:

10.  We will respond to 90% of business related external correspondence to our main enquiry handling team within 2 working days. 94%
11.  We will provide a response to all Freedom of Information (FOI) requests within 20 working days. 100%

### Invoice Payment:

6.  We aim to pay 90% of agreed and valid supplier invoices within 10 working days of receipt. 94%

### Feedback and Complaints:

12.  We will respond to formal complaints in 10 working days. None

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2.  Our staff will be polite and friendly. 96%
3.  Our staff will act with professionalism and integrity. 93%



### By Telephone:

7.  We aim to answer calls to our main enquiry contact numbers, within office opening hours within 10 seconds (on average). 11
- Our staff voicemails will meet our Contactability Policy standard.
8.  Voicemails will confirm that, if a staff member is in the office, you can expect your call returned within 4 working hours: 61%
9.  Voicemails will include the details for an alternative contact. 55%


### Calling in Person:

4.  If you have an appointment we aim to meet you within 5 minutes of your appointment time. 94%
5.  If you call in person and do not have an appointment a member of staff will meet you within 15 minutes. 98%


### In Writing or By Email:

10.  We will respond to 90% of business related external correspondence to our main enquiry handling team within 2 working days. 77%
11.  We will provide a response to all Freedom of Information (FOI) requests within 20 working days. 100%

### Invoice Payment:

6.  We aim to pay 90% of agreed and valid supplier invoices within 10 working days of receipt. 97%

### Feedback and Complaints:

12.  We will respond to formal complaints in 10 working days. None

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## Staff:



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2.  Our staff will be polite and friendly. 96%
3.  Our staff will act with professionalism and integrity. 93%



## By Telephone:

7.  We aim to answer calls to our main enquiry contact numbers, within office opening hours within 10 seconds (on average). 10
- Our staff voicemails will meet our Contactability Policy standard.
8.  Voicemails will confirm that, if a staff member is in the office, you can expect your call returned within 4 working hours: 61%
9.  Voicemails will include the details for an alternative contact. 55%


## Calling in Person:

4.  If you have an appointment we aim to meet you within 5 minutes of your appointment time. 94%
5.  If you call in person and do not have an appointment a member of staff will meet you within 15 minutes. 100%


## In Writing or By Email:

10.  We will respond to 90% of business related external correspondence to our main enquiry handling team within 2 working days. 72%
11.  We will provide a response to all Freedom of Information (FOI) requests within 20 working days. 100%

## Invoice Payment:

6.  We aim to pay 90% of agreed and valid supplier invoices within 10 working days of receipt. 96%

## Feedback and Complaints:

12.  We will respond to formal complaints in 10 working days. None

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2.  Our staff will be polite and friendly. 96%
3.  Our staff will act with professionalism and integrity. 93%



### By Telephone:

7.  We aim to answer calls to our main enquiry contact numbers, within office opening hours within 10 seconds (on average). 9
- Our staff voicemails will meet our Contactability Policy standard.
8.  Voicemails will confirm that, if a staff member is in the office, you can expect your call returned within 4 working hours: 61%
9.  Voicemails will include the details for an alternative contact. 55%


### Calling in Person:

4.  If you have an appointment we aim to meet you within 5 minutes of your appointment time. 96%
5.  If you call in person and do not have an appointment a member of staff will meet you within 15 minutes. 100%


### In Writing or By Email:

10.  We will respond to 90% of business related external correspondence to our main enquiry handling team within 2 working days. 95%
11.  We will provide a response to all Freedom of Information (FOI) requests within 20 working days. 100%

### Invoice Payment:

6.  We aim to pay 90% of agreed and valid supplier invoices within 10 working days of receipt. 94%

### Feedback and Complaints:

12.  We will respond to formal complaints in 10 working days. None

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- Our staff voicemails will meet our Contactability Policy standard.
8.  Voicemails will confirm that, if a staff member is in the office, you can expect your call returned within 4 working hours: 61%
9.  Voicemails will include the details for an alternative contact. 55%


### Calling in Person:

4.  If you have an appointment we aim to meet you within 5 minutes of your appointment time. 96%
5.  If you call in person and do not have an appointment a member of staff will meet you within 15 minutes. 100%


### In Writing or By Email:

10.  We will respond to 90% of business related external correspondence to our main enquiry handling team within 2 working days. 95%
11.  We will provide a response to all Freedom of Information (FOI) requests within 20 working days. 100%

### Invoice Payment:

6.  We aim to pay 90% of agreed and valid supplier invoices within 10 working days of receipt. 96%

### Feedback and Complaints:

12.  We will respond to formal complaints in 10 working days. 0%

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To drive excellence in our Customer Service, all targets are 100% unless otherwise stated.

### Staff:



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2.  Our staff will be polite and friendly. 99%
3.  Our staff will act with professionalism and integrity. 95%



### By Telephone:

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- Our staff voicemails will meet our Contactability Policy standard.
8.  Voicemails will confirm that, if a staff member is in the office, you can expect your call returned within 4 working hours: 80%
9.  Voicemails will include the details for an alternative contact. 82%


### Calling in Person:

4.  If you have an appointment we aim to meet you within 5 minutes of your appointment time. 93%
5.  If you call in person and do not have an appointment a member of staff will meet you within 15 minutes. 100%


### In Writing or By Email:

10.  We will respond to 90% of business related external correspondence to our main enquiry handling team within 2 working days. 96%
11.  We will provide a response to all Freedom of Information (FOI) requests within 20 working days. 100%

### Invoice Payment:

6.  We aim to pay 90% of agreed and valid supplier invoices within 10 working days of receipt. 93%

### Feedback and Complaints:

12.  We will respond to formal complaints in 10 working days. None

#### Key

- Green = Target Met
- Amber = Within 10% of Target
- Red = Target Not Met

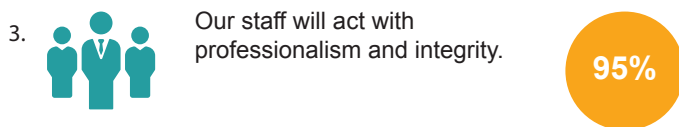
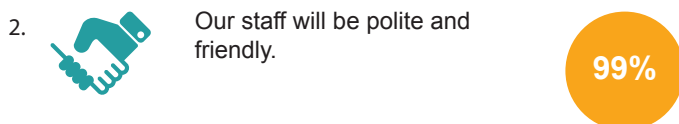
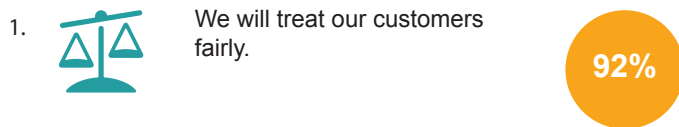


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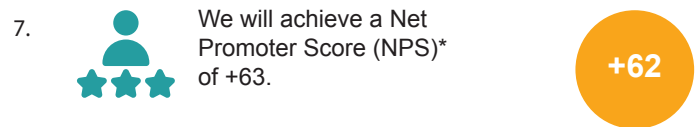
### Staff:

Based on results from latest customer satisfaction survey.

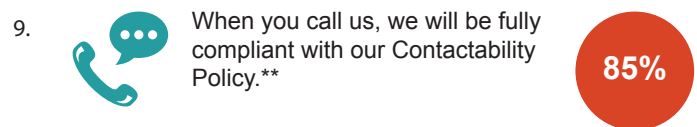
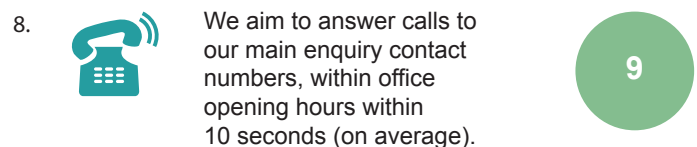


### Customer Service:

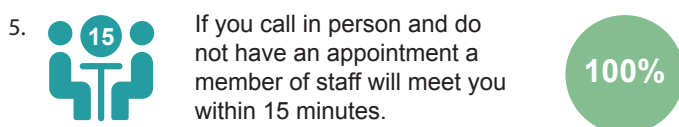
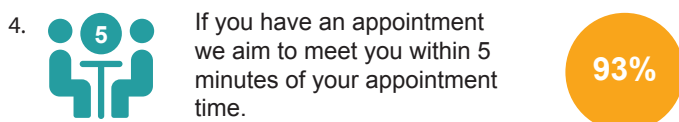
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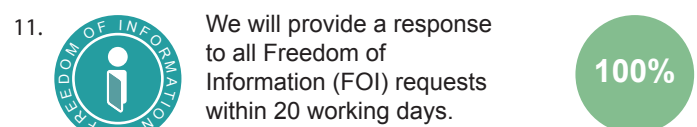
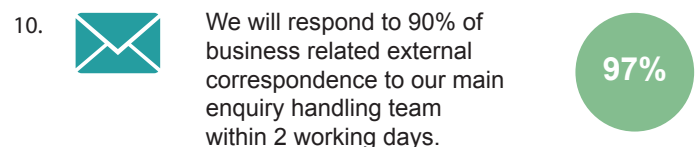
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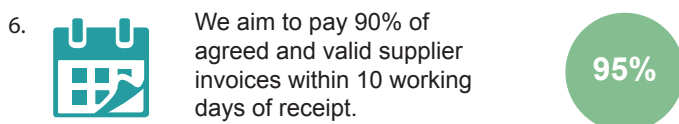
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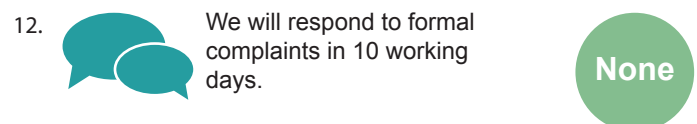
### In Writing or By Email:



### Invoice Payment:



### Feedback and Complaints:



\*The NPS is an industry standard tool to measure customer experience and is calculated on a range between -100 and +100

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#### Key

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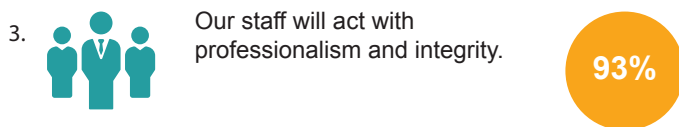
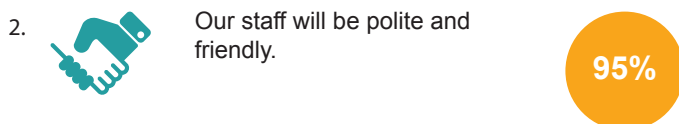
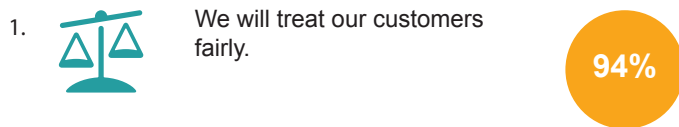


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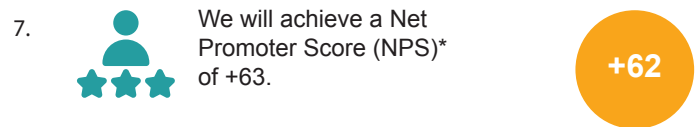
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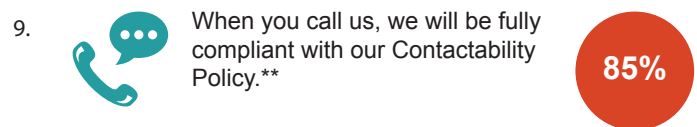
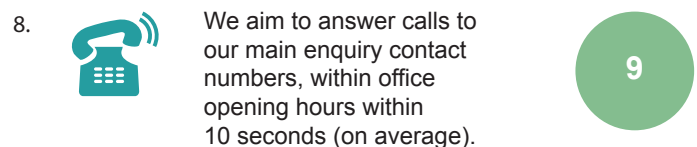


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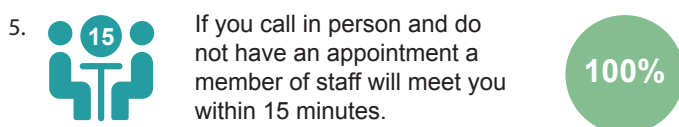
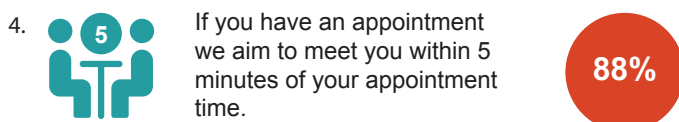
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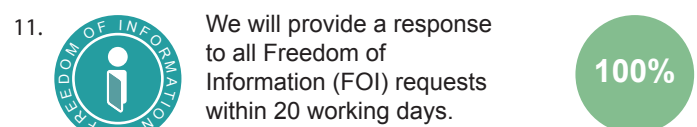
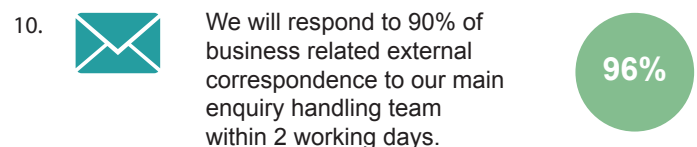
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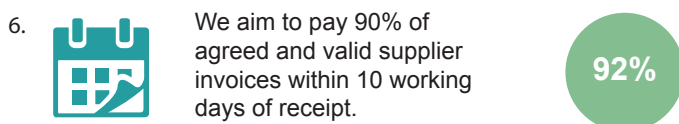
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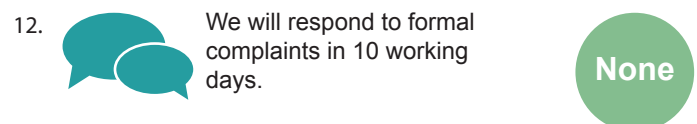
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#### Key

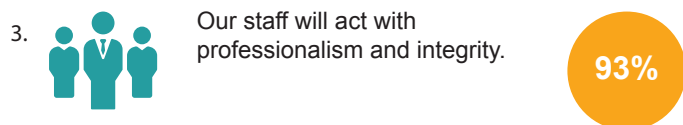
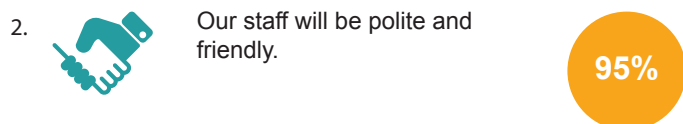
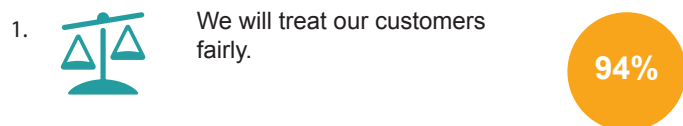
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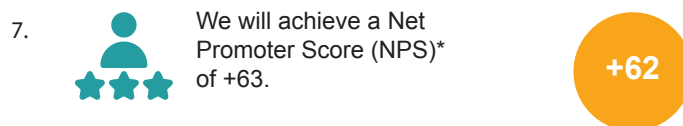
### Staff:

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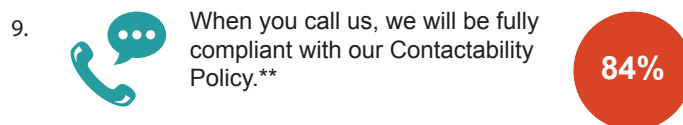
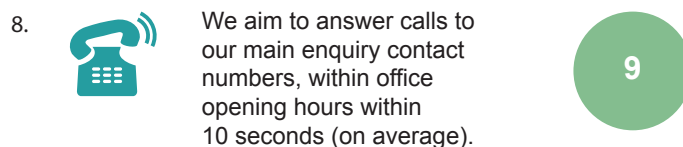


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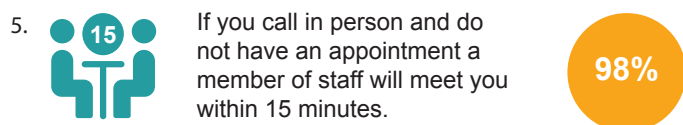
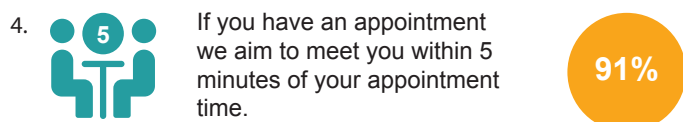
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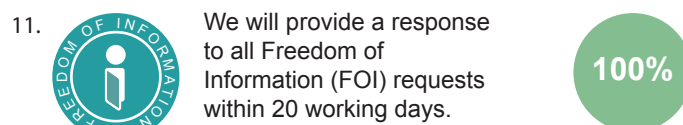
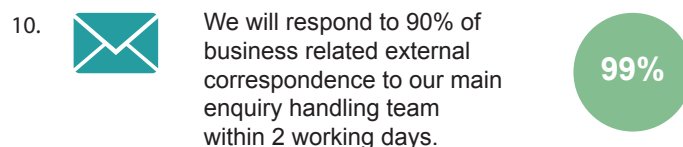
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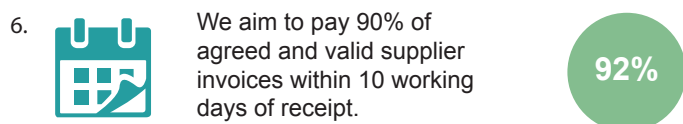
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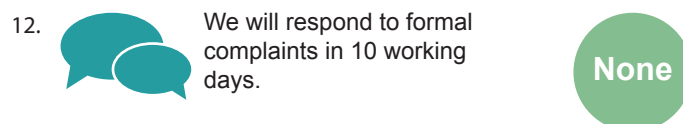
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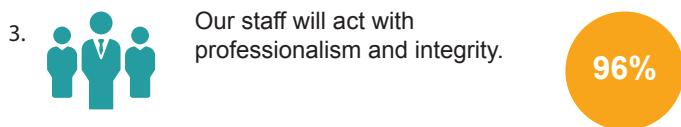
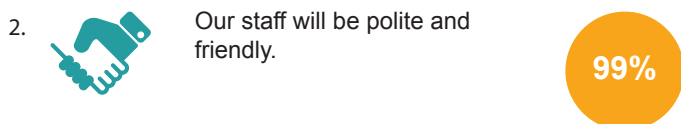
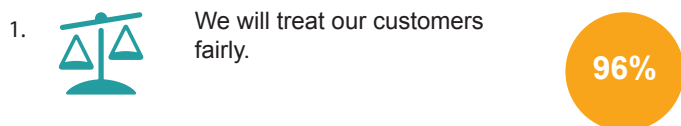
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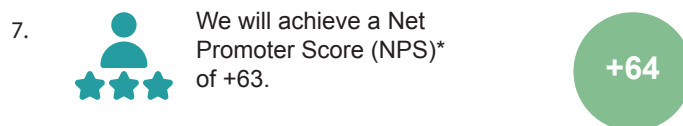
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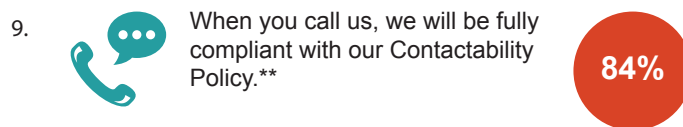
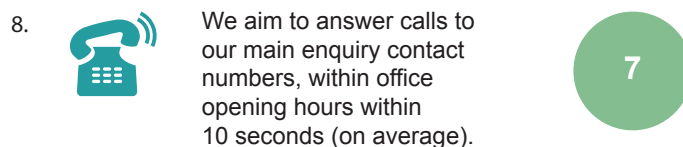


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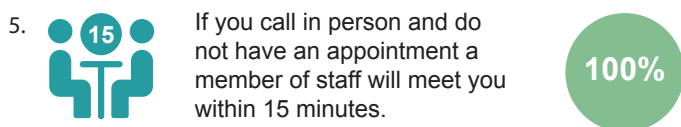
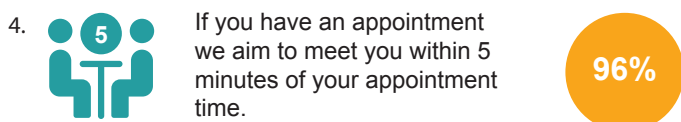
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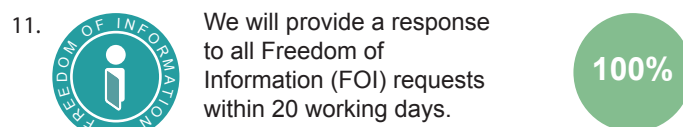
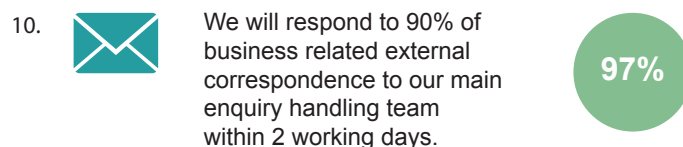
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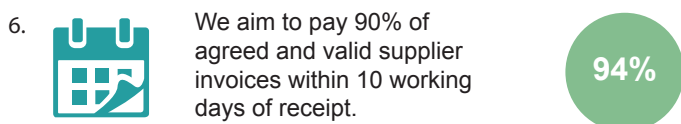
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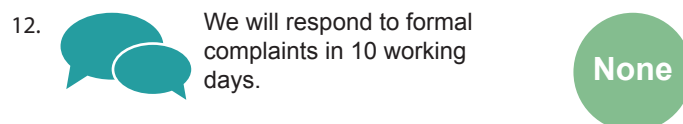
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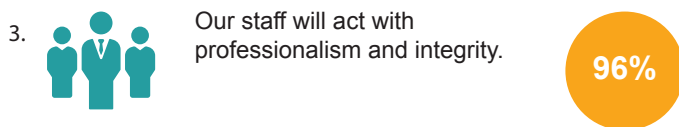
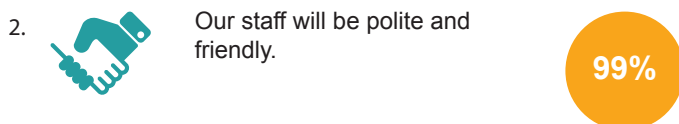
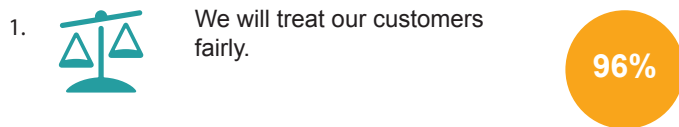
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We recognise that excellent customer service is integral to the delivery of high quality public services and we are committed to meeting the needs of customers in a professional manner. You can expect the following standards when you contact us:

**To drive excellence in our Customer Service, all targets are 100% unless otherwise stated.**

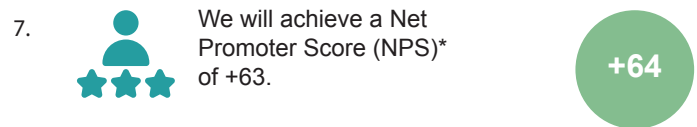
### Staff:

Based on results from latest customer satisfaction survey.

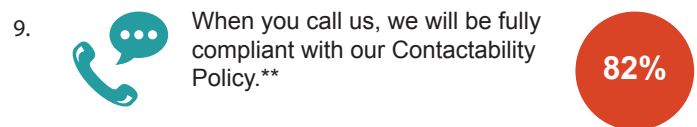
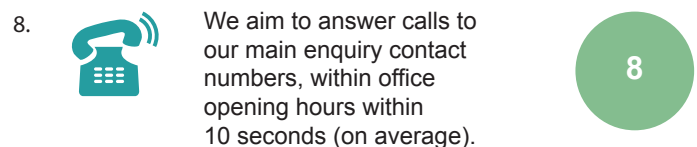


### Customer Service:

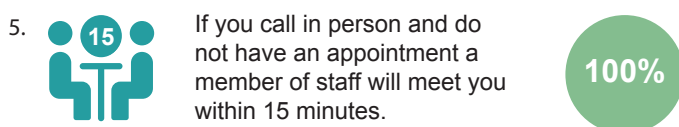
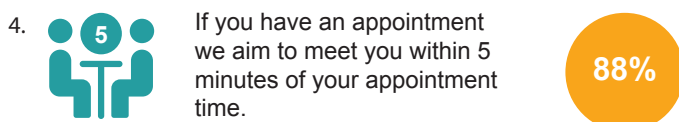
Based on results from latest customer satisfaction survey.



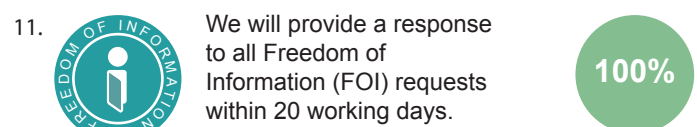
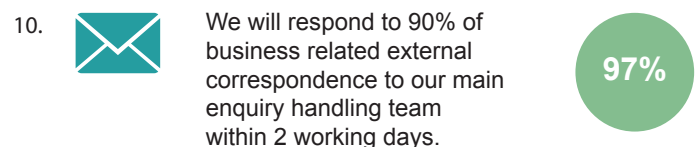
### By Telephone:



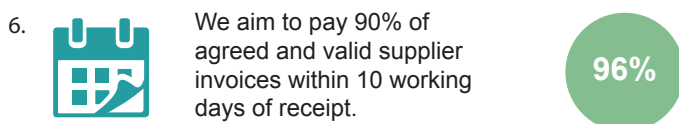
### Calling in Person:



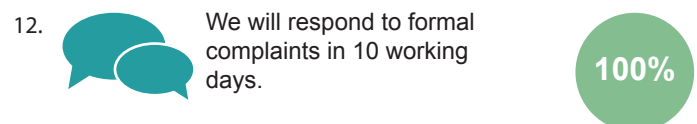
### In Writing or By Email:



### Invoice Payment:



### Feedback and Complaints:



\*The NPS is an industry standard tool to measure customer experience and is calculated on a range between -100 and +100

\*\*Your call will be answered by a member of staff or if it goes to voicemail, the voicemail will contain the staff members name, option to speak to another staff member or to leave a message and we will tell you when we will call you back.

#### Key

● Green = Target Met  
● Amber = Within 10% of Target  
● Red = Target Not Met