

Customer Services (2007-2008)

To provide excellent customer services to the residents of Buckinghamshire

Outcome 1: Contact Centre

Target Description	Last Year		Targets			Improvement Plans
	Target	Actual	2007-2008	2008-2009	2009-2010	
percentage of calls answered in 45 seconds	70%	80%	70%	70%	0%	Customer First Strategy
Abandonment Rate	8%	4%	8%	8%	0%	Customer First Strategy
Average call handling time	359	220	359	359	0	Customer First Strategy
First call resolution	40%	40%	70%	80%	0%	Customer First Strategy Council Aim Targets - Refresh 2006
Overall call quality	85%	85%	85%	85%	0%	Customer First Strategy
Measure of customer satisfaction	75%	75%	75%	75%	0%	Customer First Strategy
percentage of email enquiries responded to within 5 working days	100%	100%	100%	100%	0%	Customer First Strategy
Provide telephone access to our services between 0800hrs and 1800hrs Monday-Friday and on Saturday mornings. (Aim 2c (iv))	Yes	Target will be achieved	Yes	Yes		Council Aim Targets - Refresh 2006

Further Service Plan Information:

Associated Plans:

Accountable Officer
Carl Welham

Strategic Director
Ian Trenholm

Cabinet Member
Frank Downes

Associated Resource Plan: