

A reproduced extract from the IBC Partnership Performance Monitoring Information for OCC

<b>OCC - Customer Services</b>								
<u>Quarterly Performance Results October 15 - March 2016</u>								
Ref	Function	Performance Monitor	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
	Cust Serv	Telephone calls received	3,552	3,489	2,395	2,682	2,527	2,498
CS1	Cust Serv	Telephone queries resolved at first point of contact with CIC	36.40%	37.30%	32.50%	34.90%	35.70%	30.60%
CS2	Cust Serv	On-line queries responded to by the IBC within 5 days	55.00%	47.30%	56.50%	51.60%	80.80%	84.40%
		On line queries resolved within 5 days	50%	45%	47%	41%	73%	71%
		Average working days to resolve on line queries	6	5	5	4	3	5

Note: Target for resolving is 10 working days