

Performance Indicators across Strategic Place Planning (All Teams)

Performance Indicator	2018 New Targets	2018 %	2019 %	2020 New Targets	2020 %	2021 %	2022 %
Response to written correspondence within 10 working days	90	95	100	95	100	100	100
Telephone calls answered within 6 rings	85	100	91	80	89	82	94
Telephone message returned by the end of the next working day	85	94	88	85	93	*	*
Visitors to reception (with an appointment) seen within 5 minutes of their appointment time	90	100	100	95	**	**	100
Visitors to reception (without an appointment) seen within 10 minutes	85	100	100	90	100	**	***
Overall customer satisfaction	85	85	85	80	83	84	88

* The telephone message returned by the end of the next working day was not used as a mystery shop, we ran an email response exercise instead due to the number of emails increasing due to lockdown and lockdown recovery.

** We were unable to monitor the visitors to reception with or without an appointment due to the service moving to homeworking during March 2020. Visitors with an appointment started again in May 2022 and have been monitored since then.

*** This service is no longer offered.



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