



Department  
of Health

## Correspondence statistics – 1 January to 31 December 2013:

| Correspondence type   | Number answered | % answered on time* |
|---|-----------------|---------------------|
| Electronic correspondence received through the Department's website | 19,516          | 99%                 |
| Letters signed by ministers   | 17,213          | 95%                 |
| Letters signed by officials on behalf of ministers                  | 13,103          | 99%                 |

\*Whitehall standard of 18 working days (target is 90%)

## Call Centre statistics – 1 January to 31 December 2013:

| Topic  | Performance figure |
|--|--------------------|
| Calls answered during office hours by the Call Centre team | 45,412             |
| % calls answered within 30 seconds (Target is 80%)         | 83%                |
| Abandoned calls (Target is less than 5%)                   | 2,476 (5%)         |

| Topic  | Performance figure |
|--|--------------------|
| Offline policy research cases                        | 326                |
| % answered within three working days (Target is 90%) | 96%                |

| Topic                   | Performance figure |
|-------------------------|--------------------|
| Customer satisfaction 1 | 81%*               |
| Customer satisfaction 2 | 77%**              |

\*% of respondents that are very satisfied, satisfied or neither satisfied nor dissatisfied, with the service – Target 90%

\*\*% of respondents that are very satisfied, or satisfied with the service – Target 75%