

Mystyer Shopper Survey scores

2013 - 14 Period

	1	2	3	4	5	6	7	8	9	10	11	12	13
Target	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%
Correspondence	n/a	79.5%	73.6%	75.2%	79.5%	79.5%	77.6%	81.8%	78.0%	77.8%	75.1%	76.9%	77.0%
Telephony	n/a	89.8%	84.8%	87.7%	87.8%	83.6%	92.0%	96.8%	96.4%	96.2%	97.1%	97.1%	97.7%
Periodic average for Tele&Corr	85%*	84.6%	79.2%	81.4%	83.7%	81.5%	85.0%	89.2%	86.3%	86.5%	86.1%	86.3%	87.4%

2014-15 Period

	1	2	3	4	5	6	7	8	9	10	11	12	13
Target	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%
Correspondence	79.5%	80.2%	83.0%	81.5%	77.5%	69.0%	65.9%	72.5%	72.0%	76.6%	76.7%	77.7%	72.6%
Telephony	95.0%	n/a**	96.5%	94.8%	93.3%	95.3%	96.3%	96.7%	96.9%	94.9%	91.4%	96.4%	95.0%
Periodic average for Tele&Corr	87.3%	80.2%	90.8%	89.0%	85.4%	82.1%	81.1%	84.6%	84.6%	85.7%	84.1%	87.0%	86.0%

2015-16 Period

	1	2	3	4	5	6	7
Target	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%
Correspondence	77.2%	78.3%	82.2%	79.8%	82.1%	76.0%	80.0%
Telephony	93.9%	96.1%	95.9%	93.5%	92.8%	83.1%	94.8%
Periodic average for Tele&Corr	85.5%	87.2%	86.2%	86.7%	87.5%	83.1%	87.4%

*Period 1 2013-14 detail of scores not available, only total.

**Period 2 2014-15 telephony scores were not provided owing to strike action by staff.

***Sample size per period: 50 for correspondence, 220 for telephony.