

**Addendum to the Corporate Performance Monitoring – Target Setting for 2018/19  
Report to be presented to the Corporate Performance Panel on 17<sup>th</sup> July 2018 –  
Agenda item 11**

Performance indicator CC4 – telephone satisfaction rates, will be withdrawn from the 2018/19 indicator set for the following reason:

The CIC previously collected customer satisfaction data once a month, but take up from customers has been low. The CIC is now looking at new telephony software which incorporates a customer satisfaction module which will automate this process. Customers will be given the option to take part in the survey before they speak to an advisor, this will result in advisors not being able to decide themselves who to put through to the survey.