

## SIX MONTHLY PERFORMANCE REPORT 2009 - 10

Key



On or ahead of target  
 Within 10% of target  
 More than 10% outside target

INDICATOR DESCRIPTION	REF	Last Years Performance	TARGET 09/10	Six Monthly Performance		OVERALL	Performance Champion(s)
				1st Six Monthly	2nd Six Monthly		
% of customer complaints resolved within 10 working days at Stage 1	LPI 84	64.4	<b>90.0</b>	82.6	69.8	<b>76.4</b>	Sam Elms
Average number of days to resolve a customer complaint	HM 09	9.6	<b>10.0</b>	8.3	9.7	<b>9.0</b>	Sam Elms
% of customers satisfied/very satisfied with the complaints process (VMS)	LPI 86	57.1	<b>80.0</b>	36.8	37.9	<b>37.9</b>	Gemma Davies
Satisfaction of feedback received by D&VH's on Customer Involvement (VMS)	LPI 88	62.1	<b>70.0</b>	63.9	65.7	<b>64.8</b>	Gemma Davies
Satisfaction with the outcomes of Customer Involvement (VMS)	LPI 90	50.8	<b>70.0</b>	67.5	67.0	<b>67.2</b>	Gemma Davies
Unit Costs for Customer Involvement	LPI 89	21.07	<b>24.5</b>	19.94	20.57	<b>40.51</b>	Sam Elms
% of Customer Panel members who have accessed training via D&VH's	LPI 85	88.25	<b>95</b>	64.0	65.4	<b>64.7</b>	Sam Elms