

FALCON DAY CENTRE PERFORMANCE INDICATORS

		2009	WE AIM TO ACHIEVE BY 2010	WE AIM TO ACHIEVE BY 2011	WE AIM TO ACHIEVE BY 2012
CUSTOMER SATISFACTION	INFORMAL COMPLAINTS	0%	0%	0%	0%
	SUGGESTIONS	0%	We would welcome suggestions	We would welcome suggestions	We would welcome suggestions
STAFF QUALIFICATIONS	QUALIFIED STAFF	73%	75%	77%	79%
ABSENCE MANAGEMENT	STAFF ABSENCE	5.60%	3.60%	1.60%	0%
REVIEWS	REVIEWS WITHIN 4-5 WEEKS OF ATTENDING	80%	82%	84%	86%
OCCUPANCY / WAITING LIST		76% 20	78% 18	80% 16	82% 14
TRANSPORT		Approx 1hour	45 min	45 min	45 min
TIMELINESS	CURRENTLY MONITORING THIS PERFORMANCE				