

JOHNSTONE 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	100%	0	0	0
	SUGGESTIONS	0	We would welcome suggestions	We would welcome suggestions	We would welcome suggestions
STAFF QUALIFICATIONS	QUALIFIED STAFF AT FEB 09	90%	92%	94%	96%
ABSENCE MANAGEMENT	STAFF ABSENCE APRIL 08 - MARCH 09	11.95%	9.95%	7.95%	6%
REVIEWS	REVIEWS WITHIN 4-5 WEEKS OF ATTENDING	WITHIN TIMESCALE	KEEP WITHIN TIMESCALE	KEEP WITHIN TIMESCALE	KEEP WITHIN TIMESCALE
OCCUPANCY / WAITING LIST		87%	89%	91%	93%
		27	25	23	21
TRANSPORT		45 min	45 min	45 min	45 min
TIMELINESS	CURRENTLY MONITORING THIS PERFORMANCE				