

MONTROSE 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	SVQ3	72%	74%	76%	78%
	SVQ4	9%	11%	13%	15%
	HNC	27%	29%	31%	33%
ABSENCE MANAGEMENT	STAFF ABSENCE	4.85%	2.85%	0%	0%
REVIEWS	REVIEWS WITHIN 4-5 WEEKS OF ATTENDING	75%	77%	79%	81%
OCCUPANCY / WAITING LIST		83%	85%	87%	89%
		7	5	3	1
TRANSPORT		50min	45 min	45 min	45 min
TIMELINESS	WILL MONITOR AND REPORT				