

## Performance report 1 April 2010 to 31 December 2010



### Key Performance Indicators

	Target Q1-3 10/11	Actual Q1-3 10/11	Variance against target for Q1-3	Actual Q1-3 09/10
<b>A. OUTPUT</b>				
Telephone enquiries	21,750	23,111	6%	22,130
Telephone customers		16,086		15,308
Email enquiries	6,075	5,883	-3%	5,784
Email customers		4,777		4,653
Letter enquiries	600	511	-15%	580
Visits completed	450	421	-6%	478
Enquiries at outreach events	75	74	-1%	5
Enquiries at LVT		22		0
<b>Total customers</b>	<b>22,500</b>	<b>20,234</b>	<b>-10%</b>	<b>19,272</b>
<b>Total advice enquiries</b>	<b>28,950</b>	<b>30,022</b>	<b>4%</b>	<b>28,977</b>
% from outside London & Southeast	50%	39%	-21%	37%
% days lost	0%	0.0%		0.5%
Website unique visitors	225,000	251,651	12%	178,796
% from outside London & Southeast	50%	33%	-34%	33%
Website visits		420,386		303,194
Booklets downloaded		300,034		128,978
FAQs downloaded		353,474		412,858
FAQ visitors		82,699		70,872
Outreach	17	33	100%	8
of which, outside London & SE		9		2
Attendees reached (est)	330	660	100%	180
<b>B. QUALITY</b>				
Peer rating	90% at grade A	95%		83%
<b>Customer satisfaction surveys</b>		<b>Average rating (out of 5) Q 1-3 10-11</b>	<b>No of surveys returned Q 1-3 10-11</b>	<b>Average rating (out of 5) Q 1-3 09-10</b>
Rating in telephone survey		4.5	1156	4.2
Rating in visits		4.7	330	4.6
Rating for emails		4.3	394	4.4
Rating for outcomes		3.9	429	4.0
Customer complaints		15		8
% upheld		60%		100%
Compliments recd		62		7