

OPERATIONAL PERFORMANCE REPORT

1 April 2008 – 31 March 2009



Repairs

% of Repairs Completed Within Published Timescales

Category	Within Time Period	Target %	Actual %				Did We Meet The Target?			
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Emergency	4 Hours	100%	100%	100%			Y	Y		
Urgent	48 Hours	98%	98.21%	90%			Y	N		
Routine	7 Days	98%	96.72%	87.69%			N	N		
Non-Routine	28 Days	100%	95.83%	93.69%			N	N		

% of Customers Satisfied with the Repairs Service

Category	No. of Jobs				No. of Cards Sent Out				No. of Cards Returned				% Satisfied				% Dissatisfied				% Not Returned			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Emergency	282	251			194	173			78	70			96.15	98.57			3.85	1.43			59.79	59.54		
Urgent	170	140			98	81			28	44			100	95.45			0	4.55			71.43	45.68		
Routine	387	359			209	194			48	62			100	96.77			0	3.23			77.03	68.04		
Non-Routine	261	245			146	137			30	42			96.67	92.86			3.33	7.14			79.45	69.34		