



Performance Against the Service Standards for Central Government

	Target 2007/08	Total volume of Correspondence	% responses sent in time	Proposed Target 2008/09
<p>Standard 1 Answer all letters quickly and clearly, set a target for answering correspondence and publish performance against this target.</p>	<p>Requests for Information from Records 98% in 3 working days</p> <p>General Correspondence 96% in 10 working days</p>	<p>15,085</p> <p>28,526 e-mails and 4,130 letters</p>	<p>100%</p> <p>100%</p>	<p>98% in 3 working days</p> <p>96% in 10 working days</p>
<p>Standard 2 (a) See customers within 10 minutes of any appointment made at our offices, and (b) Set a target for seeing callers without an appointment and publish performance against this target.</p>	<p>Public service provided without appointment.</p> <p>Target 2007/2008 Average waiting time of 14 minutes.</p> <p>Result 2007/2008 Average waiting time of 8.6 minutes.</p> <p>Proposed Target 2008/2009 Average waiting time of 13 minutes.</p>			
<p>Standard 3 Answer telephone calls quickly and helpfully. Set a target for answering calls to telephone enquiry points and publish performance against this target.</p>	<p>Target 2007/2008 85% of callers to be answered within 30 seconds.</p> <p>Result 2007/2008 63% of callers answered within 30 seconds from some 812,389 calls received.</p> <p>Proposed Target 2008/2009 85% of callers to be answered within 30 seconds.</p>			
<p>Standard 4 Have at least one complaints procedure for the services provided, publicise it (including on the Internet) and send customers information about a procedure if asked</p>	<p>How DVA has met this standard:</p> <ol style="list-style-type: none"> 1. Stated in DVA Customer Services Guides 2. Stated in DVA Statement of Charter Standards 3. Complaints can be made in person, in writing, by telephone, by fax and e-mail 4. DVA Customer Complaints Leaflet <p>Web address for complaints procedure(s) www.dvani.gov.uk</p>			

