

# Extra Help Unit

## Key Performance Indicators 2018/2019

<b>EHU Measures</b>	<b>April 2018 to March 2019</b>	<b>April 2017 to March 2018</b>
Complaints	8,755	7,771
Enquiries	1,684	1,154
Ask the Adviser	3,016	2,950
Financial Redress	<b>£3,291,825.27</b>	£2,425,657
<b>EHU KPIs</b>		
Quality: 70% of cases quality checked categorised as green	74%	75%
Quality: 90% of cases quality checked categorised as green or amber	92%	96%
<b>DOMESTIC</b>		
75% of cases closed within 35WD	65%	73%
90% of cases closed within 66WD	85%	89%
85% Tangible Outcome	82%	86%
85% of consumers independently surveyed satisfied or very satisfied with service	87.5%	89%
<b>MICRO-BUSINESS</b>		
75% of cases closed within 35WD	72%	72%
90% of cases closed within 66WD	86%	89%
75% Tangible Outcome	64%	68%
83% of micro businesses independently surveyed satisfied or very satisfied with service	78%	88%