

## Performance Indicator Summary

2004/2005

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Average
KPI 1a	98.10%	97.30%	95.90%	97.80%	93.21%
KPI 2a	95.40%	77.80%	100.00%	100.00%	93.30%
SPI 1a	99.90%	97.70%	96.70%	99.40%	98.69%
SPI 2a	97.08%	95.03%	95.39%	94.89%	95.61%
SPI 2b	82.30%	86.87%	94.08%	95.44%	89.30%
SPI 3a	95.74%	96.47%	94.08%	94.12%	95.14%
SPI 4a	107.80%	106.03%	108.98%	112.31%	108.76%
SPI 6a	100.00%	100.00%	100.00%	100.00%	100.00%

### Performance Indicator Key

KPI 1a - Percentage of service users who have been supported to establish independent living

KPI 2a - Percentage of service users who moved on in a planned way

SPI 1a - Percentage availability (accommodation based services)

SPI 2a - Percentage utilisation (accommodation based)

SPI 2b - Percentage utilisation (support)

SPI 3a - Percentage staffing levels

SPI 4a - Percentage turnover

SPI 6a - Percentage of service users with a support plan



## Performance Indicator Summary

2005/2006

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Average
KPI 1a	98.90%	98.01%	97.30%	97.80%	94.64%
KPI 2a	83.30%	100.00%	100.00%	100.00%	100.00%
SPI 1a	98.60%	98.90%	99.40%	99.70%	99.22%
SPI 2a	96.36%	95.57%	96.72%	95.98%	96.16%
SPI 2b	93.80%	94.81%	94.08%	95.44%	92.11%
SPI 3a	98.97%	96.91%	98.16%	10000.00%	98.51%
SPI 4a	112.19%	110.42%	114.24%	112.78%	112.40%
SPI 6a	100.00%	100.00%	100.00%	100.00%	100.00%

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KPI 1a - Percentage of service users who have been supported to establish independent living

KPI 2a - Percentage of service users who moved on in a planned way

SPI 1a - Percentage availability (accommodation based services)

SPI 2a - Percentage utilisation (accommodation based)

SPI 2b - Percentage utilisation (support)

SPI 3a - Percentage staffing levels

SPI 4a - Percentage turnover

SPI 6a - Percentage of service users with a support plan



## Performance Indicator Summary

2006/2007

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Average
KPI 1a	96.70%	98.30%	98.10%	98.10%	96.25%
KPI 2a	72.10%	71.90%	50.00%	50.00%	61.53%
SPI 1a	90.18%	94.24%	96.80%	93.40%	93.63%
SPI 2a	92.25%	90.35%	92.36%	88.58%	90.91%
SPI 2b	86.86%	86.62%	81.04%	96.74%	87.53%
SPI 3a	94.90%	96.62%	94.96%	99.07%	96.38%
SPI 4a	104.19%	108.86%	104.35%	105.83%	105.80%
SPI 6a	100.00%	100.00%	100.00%	100.00%	100.00%

### Performance Indicator Key

KPI 1a - Percentage of service users who have been supported to establish independent living

KPI 2a - Percentage of service users who moved on in a planned way

SPI 1a - Percentage availability (accommodation based services)

SPI 2a - Percentage utilisation (accommodation based)

SPI 2b - Percentage utilisation (support)

SPI 3a - Percentage staffing levels

SPI 4a - Percentage turnover

SPI 6a - Percentage of service users with a support plan



## Performance Indicator Summary

2007/2008

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Average
KPI 1a	95.10%	96.80%	99.80%		
KPI 2a	51.60%	88.90%	48.50%		
SPI 1a	82.60%	91.10%	89.00%		
SPI 2a	80.86%	87.07%	86.78%		
SPI 2b	90.03%	78.76%	92.48%		
SPI 3a	92.48%	94.97%	95.44%		
SPI 4a	99.38%	96.06%	99.72%		
SPI 6a	100.00%	100.00%	100.00%		

### Performance Indicator Key

KPI 1a - Percentage of service users who have been supported to establish independent living

KPI 2a - Percentage of service users who moved on in a planned way

SPI 1a - Percentage availability (accommodation based services)

SPI 2a - Percentage utilisation (accommodation based)

SPI 2b - Percentage utilisation (support)

SPI 3a - Percentage staffing levels

SPI 4a - Percentage turnover

SPI 6a - Percentage of service users with a support plan