

**CARE AND REPAIR  
 QUARTERLY REVIEW OF KEY PERFORMANCE TARGETS FOR 07/08**

KEY OPERATIONAL TARGETS/OUTPUTS	Budget	TARGET / QUARTER	ACHIEVED QUARTER ONE	ACHIEVED QUARTER TWO	ACHIEVED QUARTER THREE	ACHIEVED QUARTER FOUR	TOTALS
Achieve completion of major works		75	9	20	37	29	95
Carry out Small Repairs		800	224	149	229	180	782
Introduce a mid works category	3,000		150	2,050	712	640	3,552
New clients to receive a Home Safety & Security Check		90%	✓	✓	✓	X	Not Achieved
Generate referrals to supporting agencies		150	41	66	96	52	255
Achieve a high level of customer satisfaction		90%	✓	✓	✓	✓	Achieved