

**VICTORIA HOUSE**  
**QUARTERLY REVIEW OF KEY PERFORMANCE TARGETS FOR 07/08**

KEY OPERATIONAL TARGETS/OUTPUTS	TARGET / QUARTER	ACHIEVED QUARTER ONE	ACHIEVED QUARTER TWO	ACHIEVED QUARTER THREE	ACHIEVED QUARTER FOUR	TOTALS
Annual H&S Risk Assessment	4					Not Achieved
100% completion of benefit related forms	1 / 2 / 3 / 4	√	√	√	√	Achieved
Meet annual Care Commission standards and meet HMO Licence standards	2nd		√			Achieved
Achieve 2 hours of housing support per room per day	1 / 2 / 3 / 4	√ 2.45 hours achieved per room per day	√ 2.32 hours achieved per room per day	√ 3.46 hours achieved per room per day	√ 2.75 hours achieved per room per day	Not Achieved
100% resident resettlement plan transfer to other RSLs (only cases requiring ongoing support)	1 / 2 / 3 / 4	√ ( 8 plans transferred )	√ ( 10 plans transferred )	√ ( 9 plans transferred )	√ ( 9 plans transferred )	Achieved