

Housing and Community Services Success Areas - Quarter 1 2016

Appendix B

The figures and results in this document are fictional and have been created for display purposes only.



77%

75% target visits completed



82%

75% target action plans completed with vulnerable customers



65%

58% target tenancies sustained



15

12 target referrals to support agencies



87.9%

82% target customer satisfaction



658

653 target customers making use of Telecare and Telehealth products



45%

45% target tenancies sustained



Behind target (40%) On target (50%) Exceeding target (10%)

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89%

76% target all actions completed



76%

74% target National Forest Indicator



63.2%

60% target balanced financial budget



14

12 target engagement events for staff



Gold

Gold target Investors in People Standard achieved