

Darlington Social Services – Home Loans Performance Report 2011/12

Key Performance Indicator

Total Darlington			Adults Darlington			Childrens Darlington		
Success	Total	%	Success	Total	%	Success	Total	%
162	166	97.6%	162	166	97.6%	0	0	#DIV/0!
134	140	95.7%	132	136	97.1%	2	4	50.0%
132	141	93.6%	126	135	93.3%	6	6	100.0%
146	146	100.0%	139	139	100.0%	7	7	100.0%
131	137	95.6%	131	136	96.3%	0	1	0.0%
134	140	95.7%	133	139	95.7%	1	1	100.0%
189	197	95.9%	184	192	95.8%	5	5	100.0%
168	172	97.7%	166	170	97.6%	2	2	100.0%
132	141	93.6%	132	141	93.6%	0	0	#DIV/0!
111	116	95.7%	109	114	95.6%	2	2	100.0%
145	146	99.3%	143	144	99.3%	2	2	100.0%
166	169	98.2%	163	166	98.2%	3	3	100.0%
1750	1811	96.6%	1720	1778	96.7%	30	33	90.9%

In 2011/12 we delivered 1811 pieces of equipment with an overall KPI score of 96.6%, above the 95% target.

The total spend on equipment for the year was £49,024