

# Performance Summary Half Year 2011/12

## How to interpret the performance report

Performance is shown as a comparison to the half year target. A tolerance is set for each indicator, allowing performance to be shown as on target even if it is below target by 10 percent.

The following symbols are used.

- ★ The green star shows that performance is better than target
- The blue circle shows that performance is on target, within the tolerance
- ▲ The red triangle warns that performance is below target by more than 10%
  
- ✓ The green tick indicates that the half year figure for 2011/12 is better than the half year figure for 2010/11
- ➡ The black arrow indicates that there is no change between the half year figure for 2010/11 and 2011/12
- ✗ The red cross indicates that the half year figure for 2011/12 is worse than the half year figure for 2010/11

Performance Summary	★	●	▲	✓	➡	✗	n/a
Corporate Services	9	5	4	10	0	6	2*

\*Q2 includes two PIs which cannot be compared against 2010/11 half year figure



Performance Indicator	Service	Year End 10/11	Actual Q1 11/12	Actual Q2 11/12	Half Year 11/12	Target Half Year 11/12	Performance Half Year 11/12	Compared to Half Year 10/11	Target Year End 11/12	Commentary
BV010 % National Non Domestic Rates collected	Treasury	98.54	34.59	61.63	61.63	61.95	●	✓	99	