




Appendix A: Performance Indicator Results 2008/09

How to interpret the performance report

Performance is shown as a comparison to the annual target. A tolerance is set for each indicator, allowing performance to be shown as on target within a certain percentage. 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 and outside the tolerance

- ✓ The green tick indicates that the annual figure for 2008/09 is better than the annual figure for 2007/08
- The black arrow indicates that there is no change between the annual figures for 2007/08 and 2008/09
- ✗ The red cross indicates that the annual figure for 2008/09 is worse than the annual figure for 2007/08

			Actual recorded figure 2008/09		Alert to show if indicator is on target		Alert to show if indicator has improved	Forward targets to show where we hope to be		Any comments to explain performance		Percentage tolerance allowed for the indicator
Ref	Performance indicator	Service	Year End 2007/08	Year End 2008/09	Target 2008/09	Performance 2008/09	Compared to 2007/08	Target 2009/10	Target 2010/11	Target 2011/12	Commentary on performance	Tolerance
LPI HO5	% of responsive repairs completed within target timescales	Housing	92.99	96.80	95.00	★	✓	98.00	98.00	98.00		5