







Performance Summary Half Year 2010/11







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 2010/11 is better than the half year figure for 2009/10
-  The black arrow indicates that there is no change between the half year figure for 2009/10 and 2010/11
-  The red cross indicates that the half year figure for 2010/11 is worse than the half year figure for 2009/10

Performance Summary						
Economy & Development	6	3	1	6	2	2



Performance Indicator	Service	Year End 09/10	Actual Q1 10/11	Actual Q2 10/11	Half Year 10/11	Target Half Year 10/11	Performance Half Year 10/11	Compared to Half Year 09/10	Target Year End 10/11	Commentary
LPI ET1 % of overall impression of the TIC was excellent/good	Economy & Tourism	86	86	91	91	95			95	Once Information Centre found, visitor satisfaction is high due to range of services provided