







Year End Performance Summary 2010/11

How to interpret the performance report

Performance is shown as a comparison to the year end result for the previous year. 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 year end figure for 2010/11 is better than the year end figure for 2009/10
-  The black arrow indicates that there is no change between the year end figure for 2009/10 and 2010/11
-  The red cross indicates that the year end figure for 2010/11 is worse than the year end figure for 2009/10

Performance Summary						
Economy & Development	12	5	1	7	6	5

Cumulative figure for the year to date

Symbol to show if indicator is on target

Symbol to show if indicator is above or below 09/10 figure

Performance Indicator	Service	Year End 09/10	Year End 10/11	Target 10/11	Performance 10/11	Compared 09/10	Target 11/12	Target 11/12	Commentary
LPI ET1 % of overall impression of the TIC was excellent/good	Economy & Tourism	86	91	95			95	95	Once Information Centre found, visitor satisfaction is high due to range of services provided