







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.

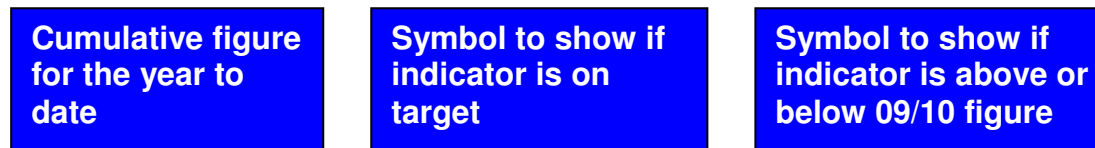
The following symbols are used.



-  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 half year figure for 2010/11 and 2009/10
-  The red cross indicates that the year end figure for 2010/11 is worse than the year end figure for 2009/10

Performance Summary							n/a
Corporate Services	11	7	5	9	1	11	2*

*Includes two PIs which cannot be compared against 2009/10 year end figure



Performance Indicator	Service	Year End 09/10	Year End 10/11	Target 10/11	Performance 10/11	Compared to 09/10	Target 11/12	Target 12/13	Commentary
BV010 % National Non Domestic Rates collected	Treasury	98.05	98.54	98.5			99	99	