## 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	indicator has		Forward targets to show where we hope to be			Any comments to explain performance		Percentage tolerance allowed for the indicator	
			•			Target		-	Targe		Commenta	iry	▼ Tolera
	07/08		Annual 08/09	2008/09	07/08	09/10		10/11	11/12	1			nce
LPI HO5 % of responsive repairs completed within target timescales	92.99	95.76	95.00	*	✓								5