

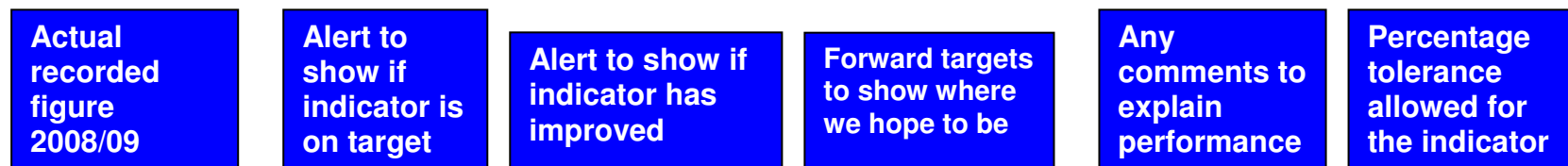
# Performance Indicator Results 2008/09

## 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



|  | Year End 07/08 | Year End 2008/09 | Target Annual 08/09 | Performance 2008/09 | Compared to 07/08 | Target 09/10 | Target 10/11 | Target 11/12 | Commentary | Tolerance |
|--|----------------|------------------|---------------------|---------------------|-------------------|--------------|--------------|--------------|------------|-----------|
| LPI HO5 % of responsive repairs completed within target timescales | 92.99          | 95.76            | 95.00               | ★                   | ✓                 |              |              |              |            | 5         |