

APPENDIX 1

| SUMMARY - Period 1 (April) 2009/10                                 |           |                   |  |                   |                   |  |                   |     |
|--|-----------|-------------------|--|-------------------|-------------------|--|-------------------|-----|
| Monthly (April) performance  |           |                   |  | Estimated Outturn |                   |  |                   |     |
|  | No.       | %age <sup>3</sup> |  | No.               | %age <sup>3</sup> |  | %age <sup>3</sup> |     |
| Improving or stable.   | 14        | 52%               | On target  | 13                | 50%               | On target  | 30                | 97% |
| Declining  | 13        | 48%               | Missing target by less than 10%                                    | 8                 | 31%               | Missing target by less than 10%                                    | 0                 | 0%  |
| No data  | 7         |                   | Missing target by more than 10%                                    | 5                 | 19%               | Missing target by more than 10%                                    | 1                 | 3%  |
|  |           |                   | No data <sup>2</sup>   | 8                 |                   | No data <sup>2</sup>   | 3                 |     |
| <b>Total Number of Indicators reported this period<sup>1</sup></b> | <b>34</b> |                   | <b>Total Number of Indicators reported this period<sup>1</sup></b> | <b>34</b>         |                   | <b>Total Number of Indicators reported this period<sup>1</sup></b> | <b>34</b>         |     |

| SUMMARY - Period 2 (May) 2009/10                                   |           |                   |  |                   |                   |  |                   |     |
|--|-----------|-------------------|--|-------------------|-------------------|--|-------------------|-----|
| Monthly (May) performance  |           |                   |  | Estimated Outturn |                   |  |                   |     |
|  | No.       | %age <sup>3</sup> |  | No.               | %age <sup>3</sup> |  | %age <sup>3</sup> |     |
| Improving or stable.   | 22        | 81%               | On target  | 19                | 73%               | On target  | 24                | 92% |
| Declining  | 5         | 19%               | Missing target by less than 10%                                    | 6                 | 23%               | Missing target by less than 10%                                    | 1                 | 4%  |
| No data  |           |                   | Missing target by more than 10%                                    | 1                 | 4%                | Missing target by more than 10%                                    | 1                 | 4%  |
|  |           |                   | No data <sup>2</sup>   |                   |                   | No data <sup>2</sup>   |                   |     |
| <b>Total Number of Indicators reported this period<sup>1</sup></b> | <b>27</b> |                   | <b>Total Number of Indicators reported this period<sup>1</sup></b> | <b>26</b>         |                   | <b>Total Number of Indicators reported this period<sup>1</sup></b> | <b>26</b>         |     |

| SUMMARY - Period 3/Quarter1 (June) 2009/10                         |           |                   |  |                   |                   |  |                   |     |
|--|-----------|-------------------|--|-------------------|-------------------|--|-------------------|-----|
| Monthly/Quarterly (June/Q1) performance                            |           |                   |  | Estimated Outturn |                   |  |                   |     |
|  | No.       | %age <sup>3</sup> |  | No.               | %age <sup>3</sup> |  | %age <sup>3</sup> |     |
| Improving or stable.   | 23        | 61%               | On target  | 23                | 61%               | On target  | 31                | 89% |
| Declining  | 15        | 39%               | Missing target by less than 10%                                    | 8                 | 21%               | Missing target by less than 10%                                    | 2                 | 6%  |
| No data  | 7         |                   | Missing target by more than 10%                                    | 7                 | 18%               | Missing target by more than 10%                                    | 2                 | 6%  |
|  |           |                   | No data <sup>2</sup>   | 7                 |                   | No data <sup>2</sup>   | 10                |     |
| <b>Total Number of Indicators reported this period<sup>1</sup></b> | <b>45</b> |                   | <b>Total Number of Indicators reported this period<sup>1</sup></b> | <b>45</b>         |                   | <b>Total Number of Indicators reported this period<sup>1</sup></b> | <b>45</b>         |     |

| SUMMARY - Period 4 (July) 2009/10                                  |           |                   |  |                   |                   |  |                   |     |
|--|-----------|-------------------|--|-------------------|-------------------|--|-------------------|-----|
| Monthly (July) performance   |           |                   |  | Estimated Outturn |                   |  |                   |     |
|  | No.       | %age <sup>3</sup> |  | No.               | %age <sup>3</sup> |  | %age <sup>3</sup> |     |
| Improving or stable.   | 13        | 43%               | On target  | 17                | 63%               | On target  | 25                | 93% |
| Declining  | 17        | 57%               | Missing target by less than 10%                                    | 5                 | 19%               | Missing target by less than 10%                                    | 1                 | 4%  |
| No data  | 4         |                   | Missing target by more than 10%                                    | 5                 | 19%               | Missing target by more than 10%                                    | 1                 | 4%  |
|  |           |                   | No data <sup>2</sup>   | 7                 |                   | No data <sup>2</sup>   | 7                 |     |
| <b>Total Number of Indicators reported this period<sup>1</sup></b> | <b>34</b> |                   | <b>Total Number of Indicators reported this period<sup>1</sup></b> | <b>34</b>         |                   | <b>Total Number of Indicators reported this period<sup>1</sup></b> | <b>34</b>         |     |

Notes

- 1 - This figure shows the total number of indicators reported in Appendix 2 for this period. This will vary as some indicators are reported monthly, some quarterly, some annually (but in different periods - depending on when they become available).
- 2 - Some of the indicators do not have all the performance elements, for instance some do not have targets because they are new indicators this year, others are activity measures (e.g. monthly call volume). These indicators will be included in the 'no data' count where comparisons cannot be made.
- 3 - The percentage figure shown is the percentage of the number of indicators for which relevant data is available this period, not the total number of indicators reported this period.