

APPENDIX 1

SUMMARY - Period 8 (November) 2009/10						
Monthly (November) performance				Estimated Outcome		
	No.	%age ³		No.	%age ³	
Improving or stable.	15	47%	On target	22	76%	On target
Declining	17	53%	Missing target by less than 10%	6	21%	Missing target by less than 10%
No data	3		Missing target by more than 10%	1	3%	Missing target by more than 10%
			No data ²	6		No data ²
Total Number of Indicators reported this period ¹	35		Total Number of Indicators reported this period ¹	35		Total Number of Indicators reported this period ¹
						27 90%
						2 7%
						1 3%
						5

SUMMARY - Period 9/Quarter 3 (December) 2009/10						
Monthly (December) performance				Estimated Outcome		
	No.	%age ³		No.	%age ³	
Improving or stable.	24	47%	On target	28	61%	On target
Declining	27	53%	Missing target by less than 10%	10	22%	Missing target by less than 10%
No data	7		Missing target by more than 10%	8	17%	Missing target by more than 10%
			No data ²	12		No data ²
Total Number of Indicators reported this period ¹	58		Total Number of Indicators reported this period ¹	58		Total Number of Indicators reported this period ¹
						36 78%
						4 9%
						6 13%
						12

SUMMARY - Period 10 (January 2010)						
Monthly (January) performance				Estimated Outcome		
	No.	%age ³		No.	%age ³	
Improving or stable.	11	37%	On target	17	65%	On target
Declining	19	63%	Missing target by less than 10%	7	27%	Missing target by less than 10%
No data	5		Missing target by more than 10%	2	8%	Missing target by more than 10%
			No data ²	9		No data ²
Total Number of Indicators reported this period ¹	35		Total Number of Indicators reported this period ¹	35		Total Number of Indicators reported this period ¹
						23 85%
						3 11%
						1 4%
						8

SUMMARY - Period 11 (February) 2009/10						
Monthly (February) performance				Estimated Outcome		
	No.	%age ³		No.	%age ³	
Improving or stable.	19	63%	On target	18	60%	On target
Declining	11	37%	Missing target by less than 10%	10	33%	Missing target by less than 10%
No data	5		Missing target by more than 10%	2	7%	Missing target by more than 10%
			No data ²	5		No data ²
Total Number of Indicators reported this period ¹	35		Total Number of Indicators reported this period ¹	35		Total Number of Indicators reported this period ¹
						24 80%
						4 13%
						2 7%
						5

SUMMARY - Period 12 (March) 2009/10						
Monthly (March) performance				Estimated Outcome		
	No.	%age ³		No.	%age ³	
Improving or stable.	21	49%	On target	25	61%	On target
Declining	22	51%	Missing target by less than 10%	9	22%	Missing target by less than 10%
No data	13		Missing target by more than 10%	7	17%	Missing target by more than 10%
			No data ²	15		No data ²
Total Number of Indicators reported this period ¹	56		Total Number of Indicators reported this period ¹	56		Total Number of Indicators reported this period ¹
						31 69%
						8 18%
						6 13%
						13

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.