

SUMMARY - Period 1 (April) 20010/11

Monthly (April) performance					
	No.	%age³		No.	%age³
Improving or stable.	n/a		On target	19	56%
Declining	n/a		Missing target by less than 10%	6	18%
No data	n/a		Missing target by more than 10%	9	26%
			No data²	6	
Total Number of Indicators reported this period¹	0		Total Number of Indicators reported this period¹	40	

Notes

- 1 - This figure shows the total number of indicators reported in Appendix 2 for this period. This will vary 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 are activity measures (e.g. monthly call volume). These indicators will be included in the 'no data' category
- 3 - The percentage figure shown is the percentage of the number of indicators for which relevant data is available the total number of indicators reported this period.

APPENDIX 1

Estimated Outturn		
	No.	%age ³
On target	31	89%
Missing target by less than 10%	4	11%
Missing target by more than 10%	0	0%
No data ²	5	
Total Number of Indicators reported this period¹	40	

y as some indicators are reported monthly,

!).

targets because they are new indicators this year, others

ount where comparisons cannot be made.

is available this period, not