

**Corporate and Customer Overview and
Scrutiny Business Plan Monitoring
Statements Year End 2006/07**



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Human Resources Business Plan Monitoring Statement




ICT Services Business Plan Monitoring Statement

Customer, Democratic and Legal Services Business Plan Monitoring Statement

Note of Clarification

Key Performance Indicators:

Symbols and Colours are used to provide a quick guide to how Service Units are performing against Key Performance Indicators:

	=	Green KPI	Performance is five percent or more above the target set for this indicator
	=	Blue KPI	Performance is on track and within the five percent tolerance set for this indicator.
	=	Red KPI	Performance is 5% or more below target.

NB. The tolerances for Budget spend are calculated differently to all other indicators, as these need to be more sensitive to changes in performance and this is a plan is best indicator. Red Triangle performance is 2% or more outside of the target (100%). Blue Circle performance is between 2% and 1% outside of the target. Green Star performance is within 1% of Target

For further information on the way in which Performance Symbols are calculated please contact Sarah Dobson (01257 515325) in Policy and Performance.