

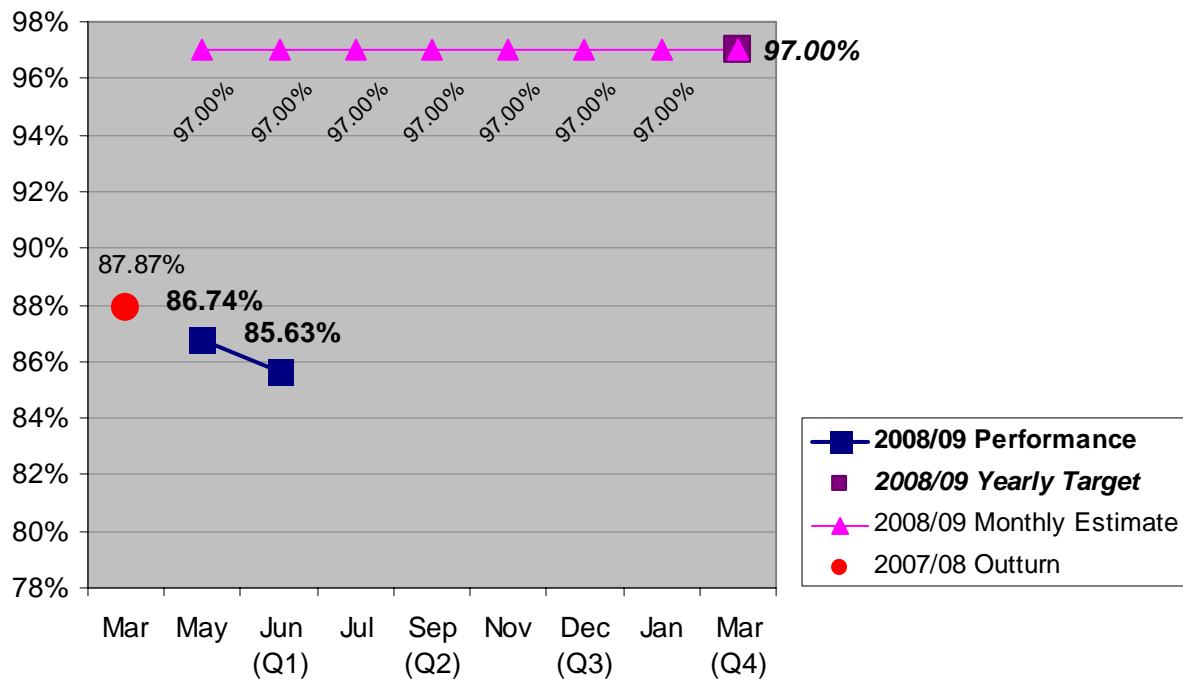
**Tower Hamlets Index  
Performance Charts  
Quarter 1  
2008/09**

Traffic Light

AMBER

Higher Performance is better

### Strategic 101 - Invoices Paid on Time

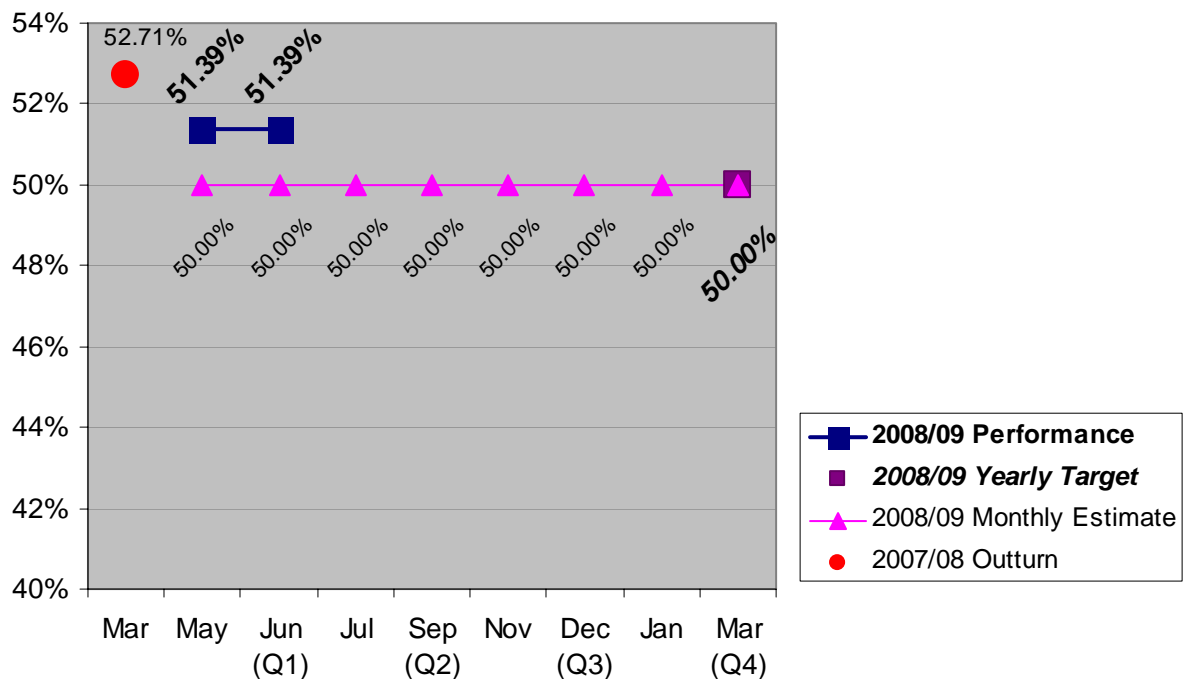


Traffic Light

GREEN

Higher Performance is better

### Strategic 102 - Top 5% earners that are women

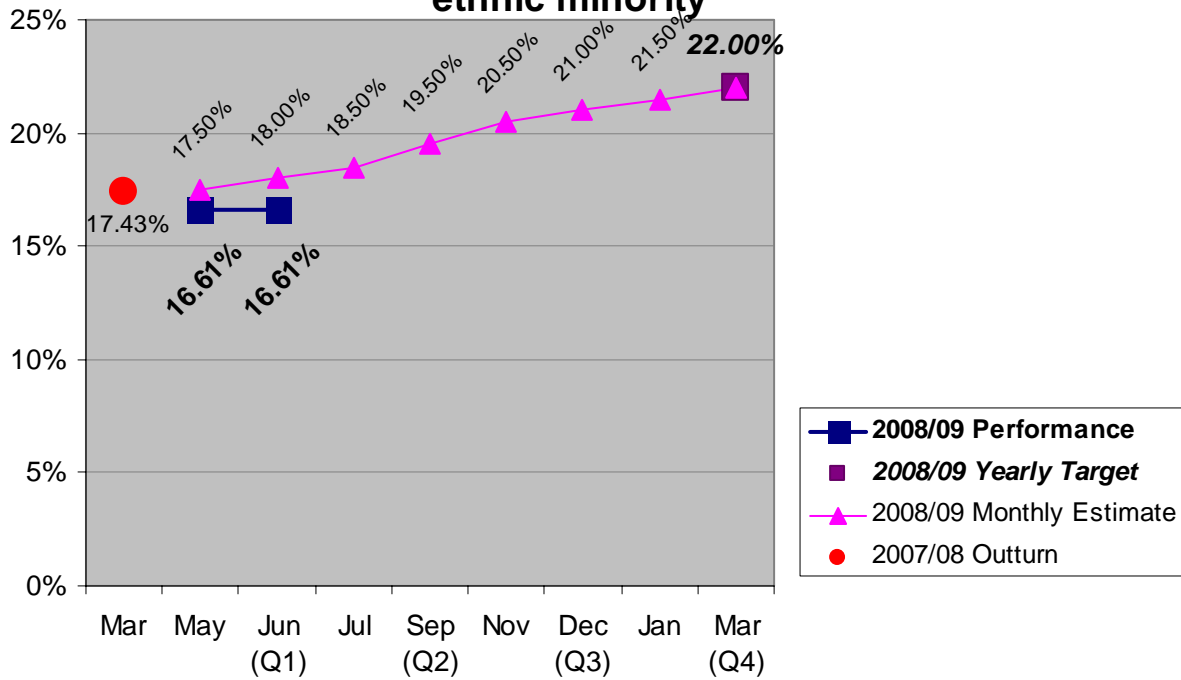


Traffic Light

AMBER

Higher Performance is better

### Strategic 103 - Top 5% earners from an ethnic minority

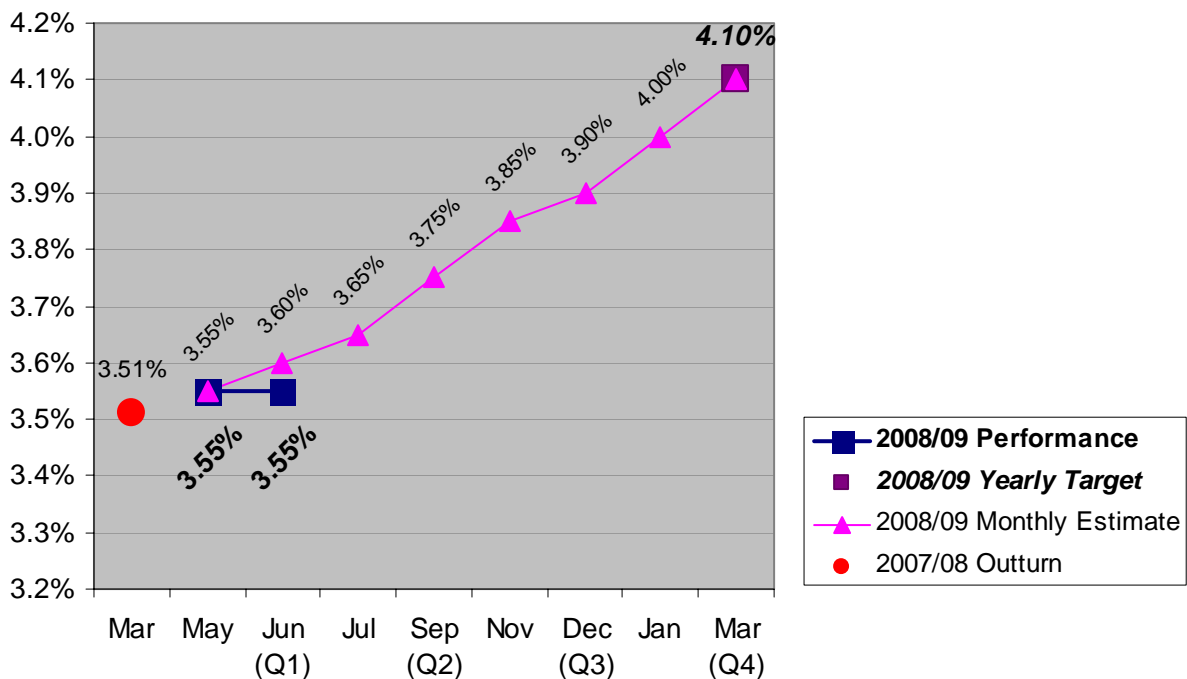


Traffic Light

AMBER

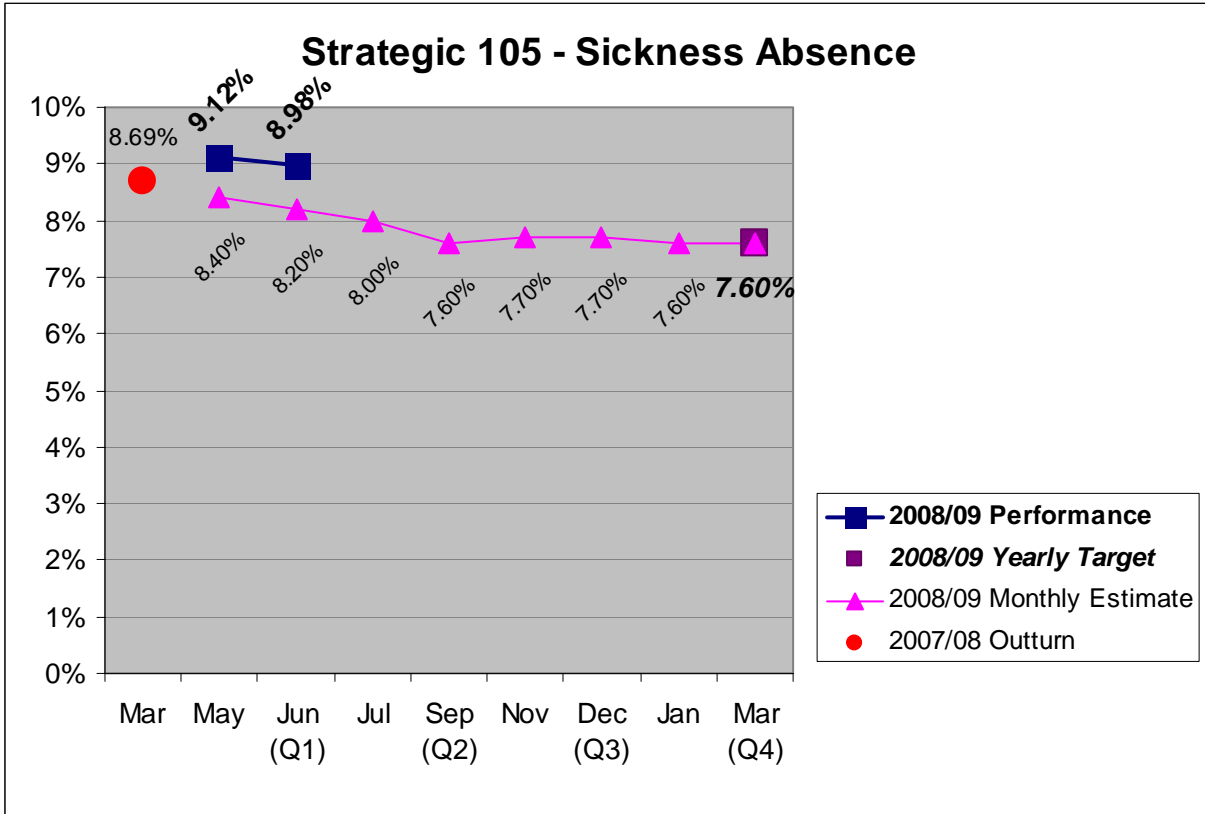
Higher Performance is better

### Strategic 104 - Top 5% earners with a disability



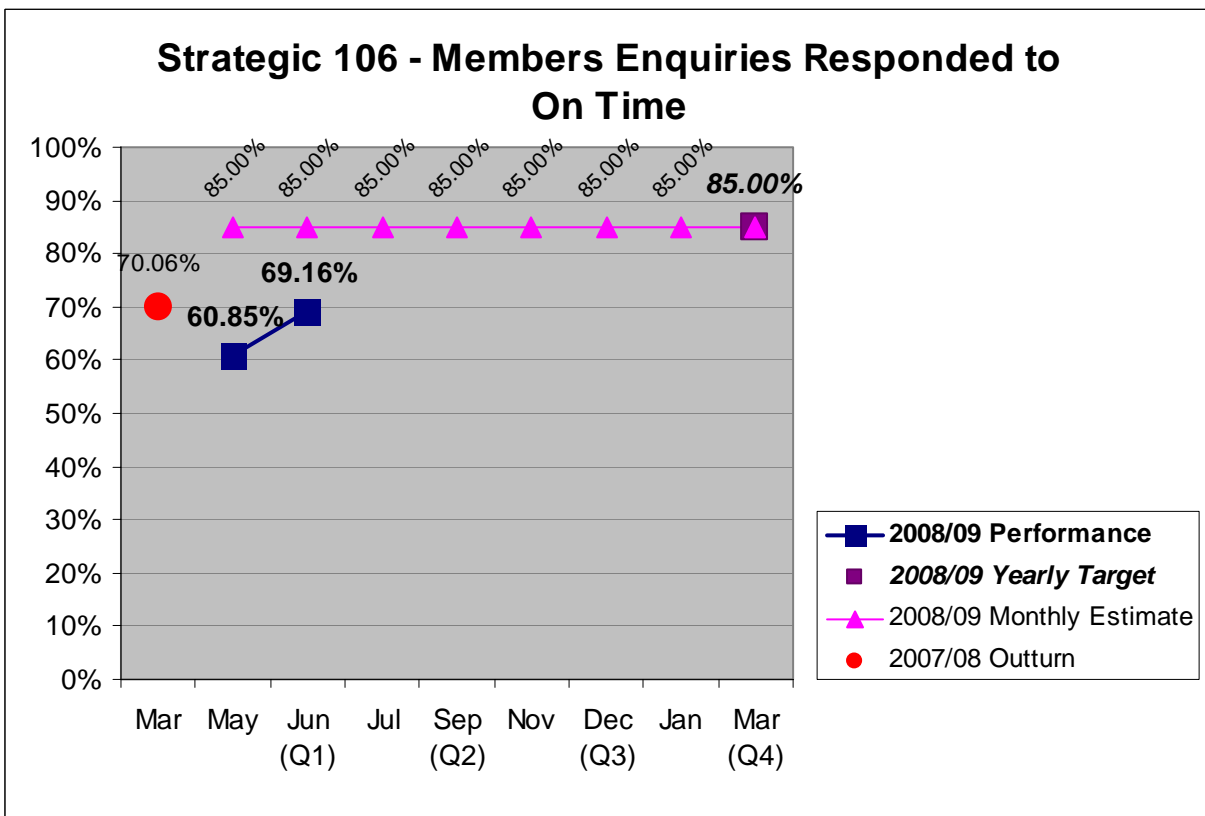
Traffic Light  
**AMBER**

Lower Performance is better



Traffic Light  
**AMBER**

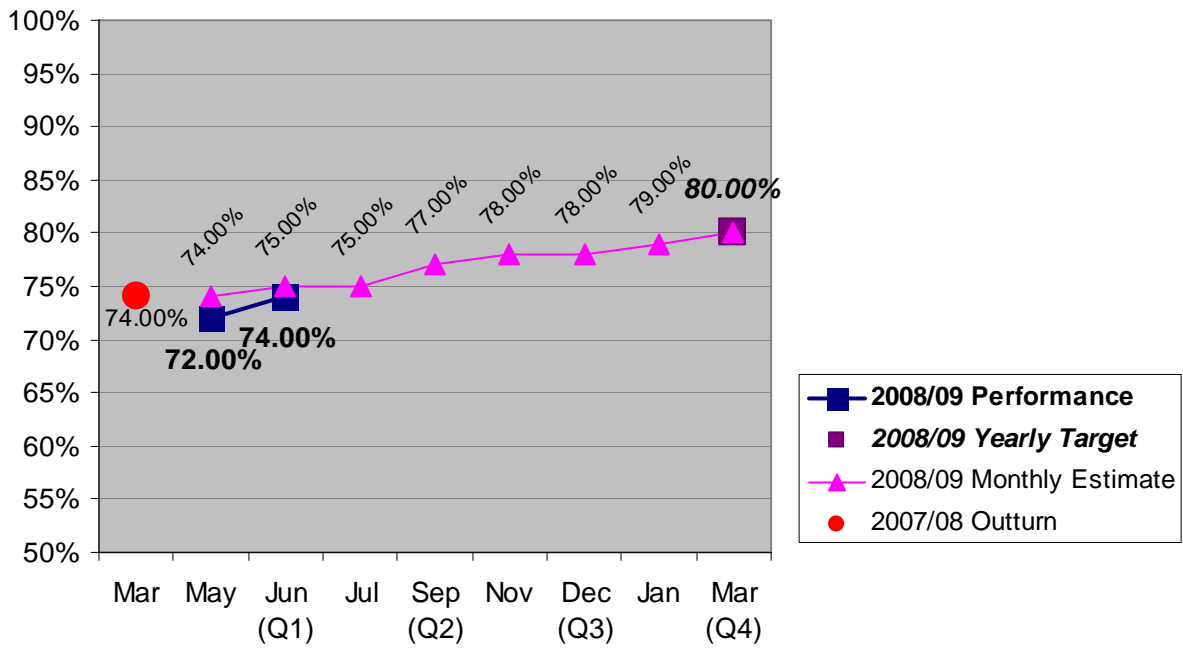
Higher Performance is better



Traffic Light  
**AMBER**

Higher Performance is better

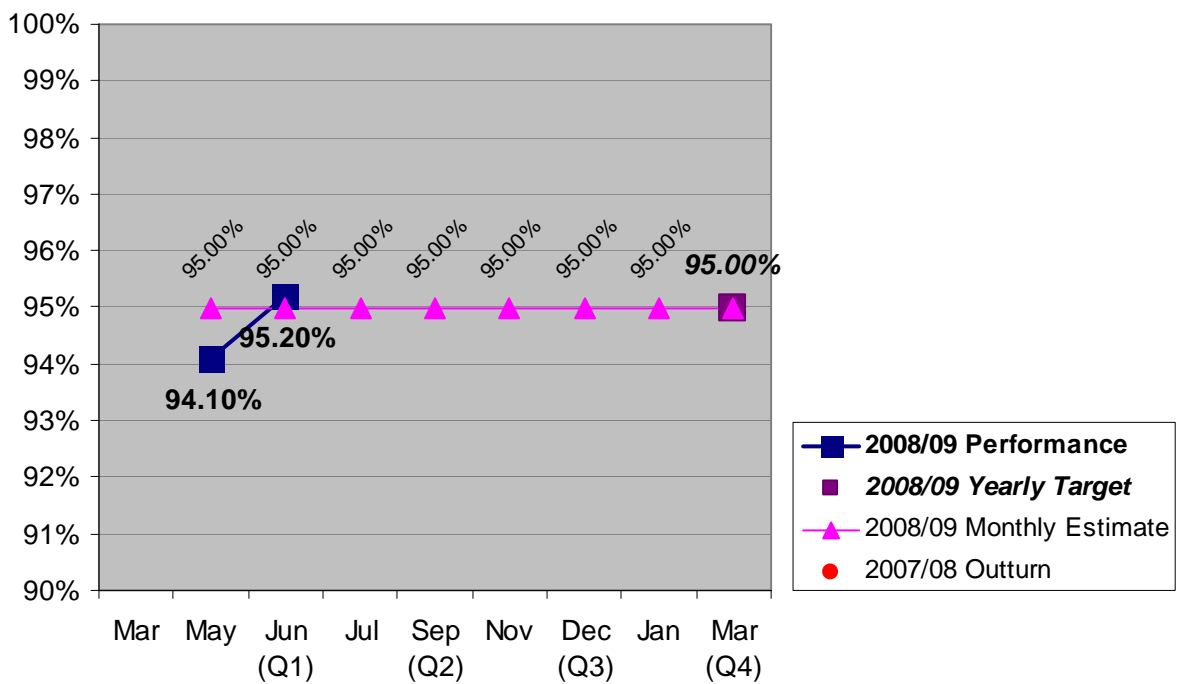
### Strategic 107 - Complaints Responded to on Time



Traffic Light  
**GREEN**

Higher Performance is better

### Strategic 109 - Calls to Hot Lines Answered

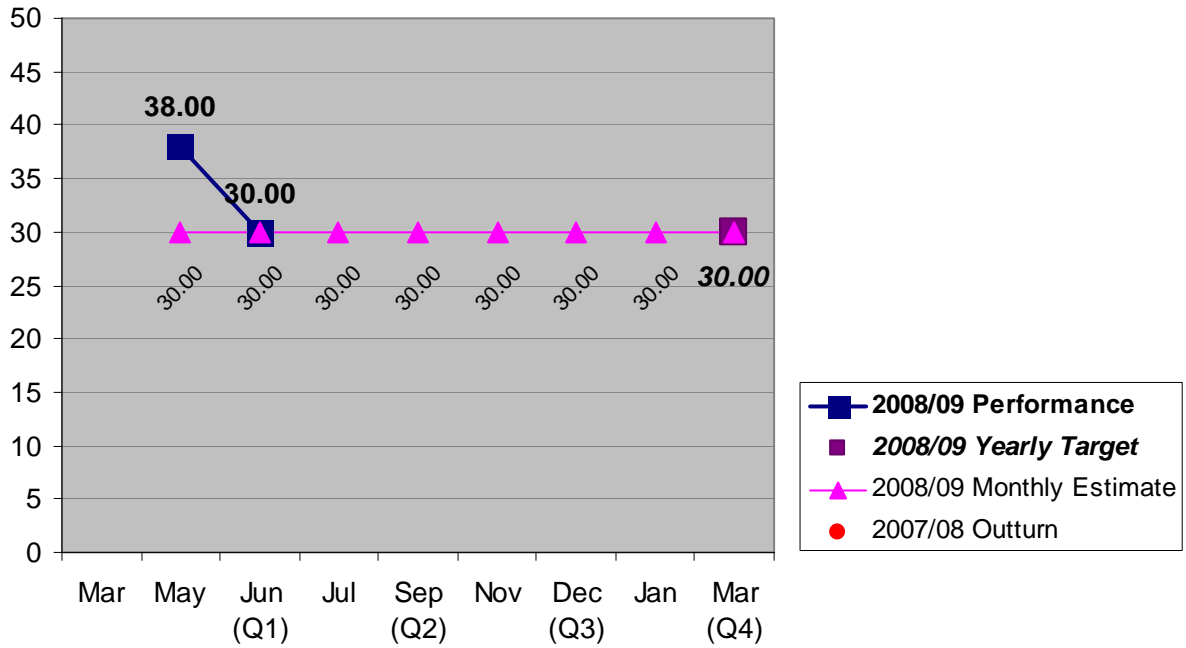


Traffic Light

GREEN

Lower Performance is better

### Strategic 110 - Waiting Time for Calls to Hot Lines to be Answered

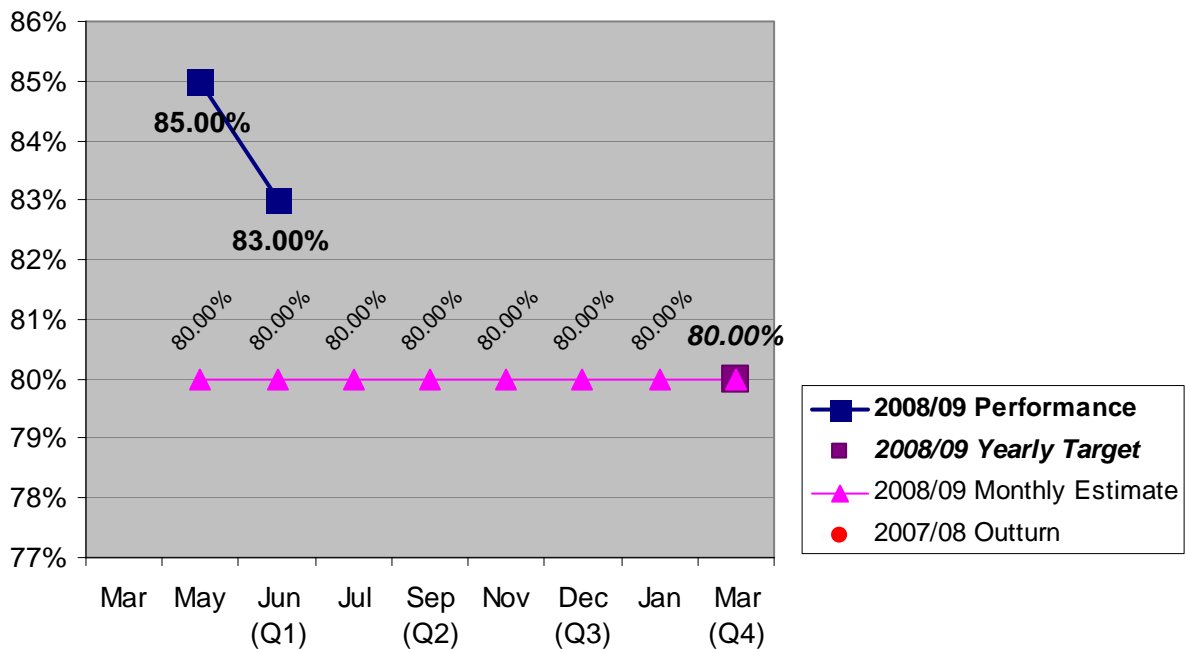


Traffic Light

GREEN

Higher Performance is better

### Strategic 111 - First Contact Resolution of Calls to Hot Lines

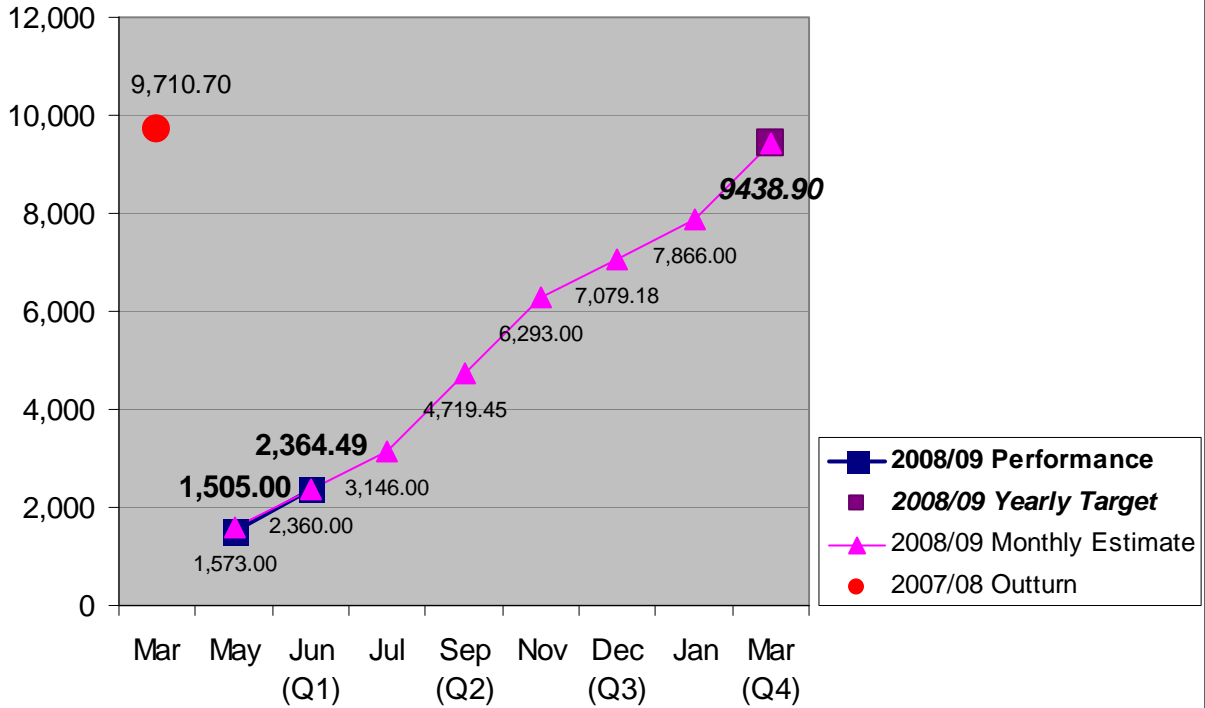


Traffic Light

**GREEN**

Higher Performance is better

### Strategic 202 - Visits to Libraries

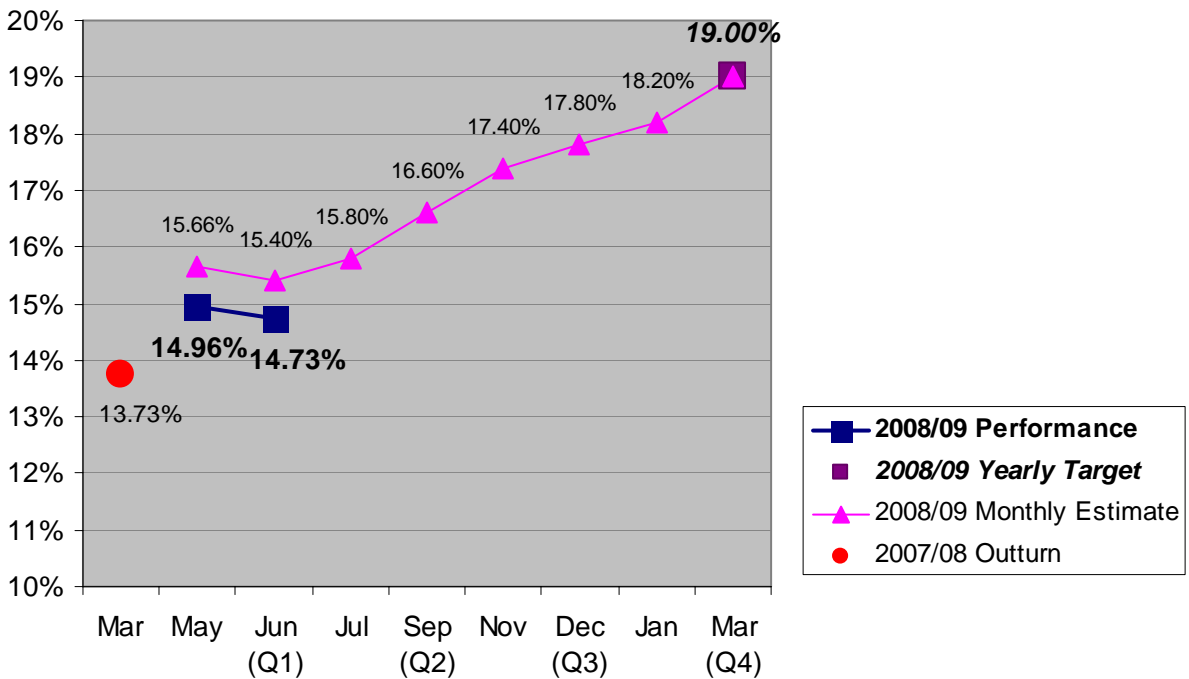


Traffic Light

**AMBER**

Higher Performance is better

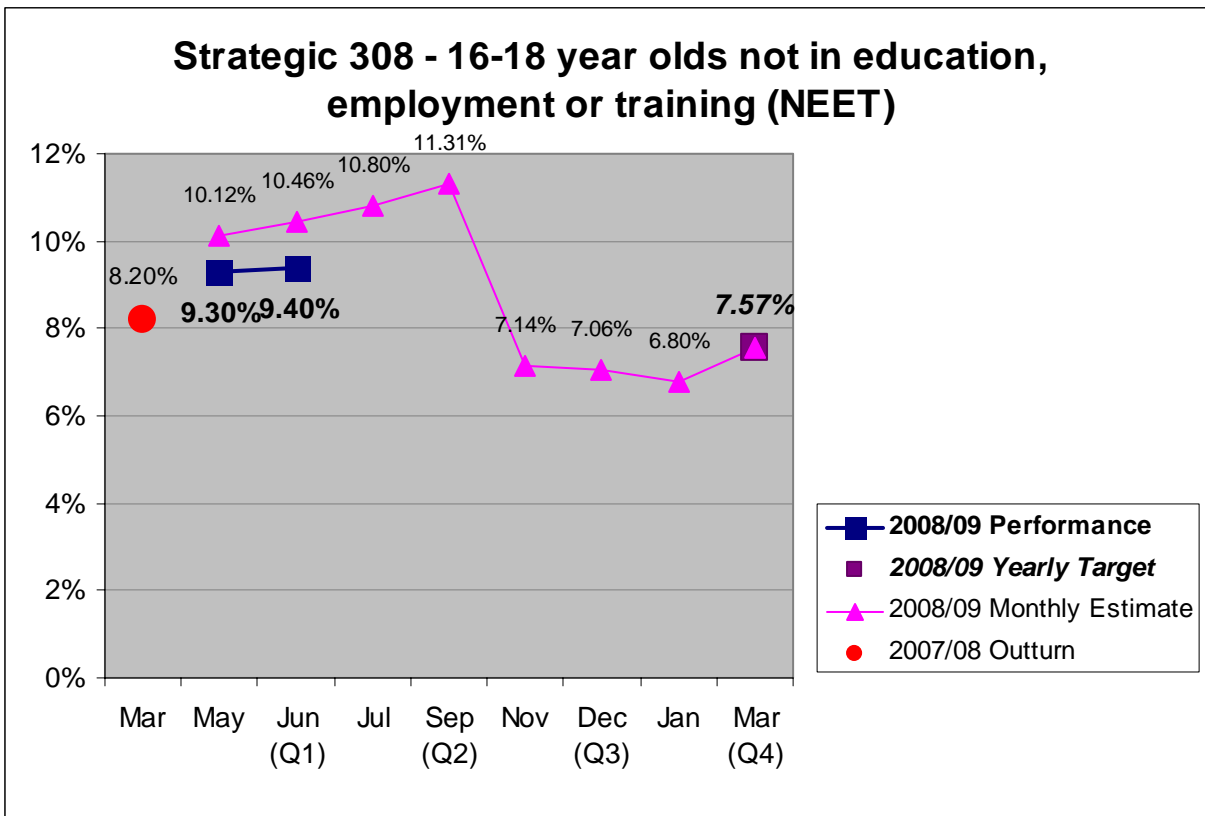
### Strategic 211 - Recycling and composting



Traffic Light

GREEN

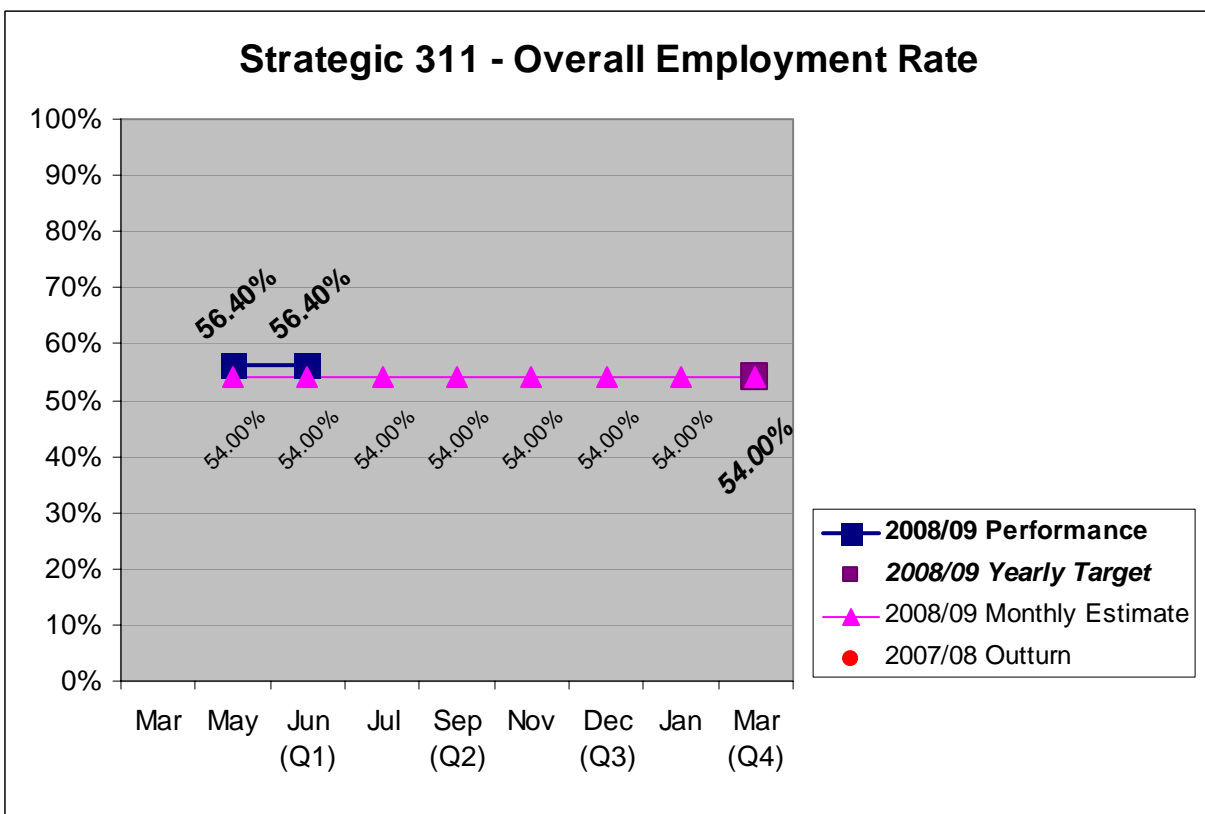
Lower Performance is better



Traffic Light

GREEN

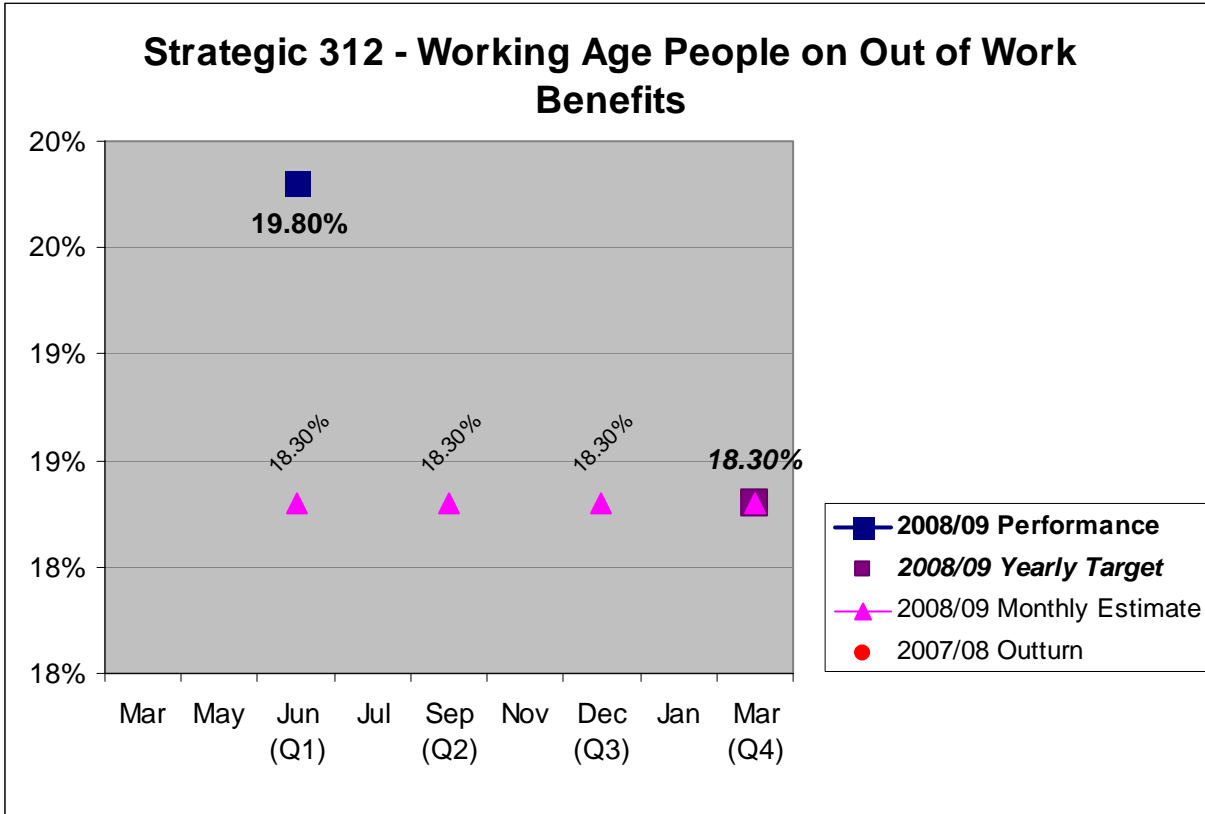
Higher Performance is better





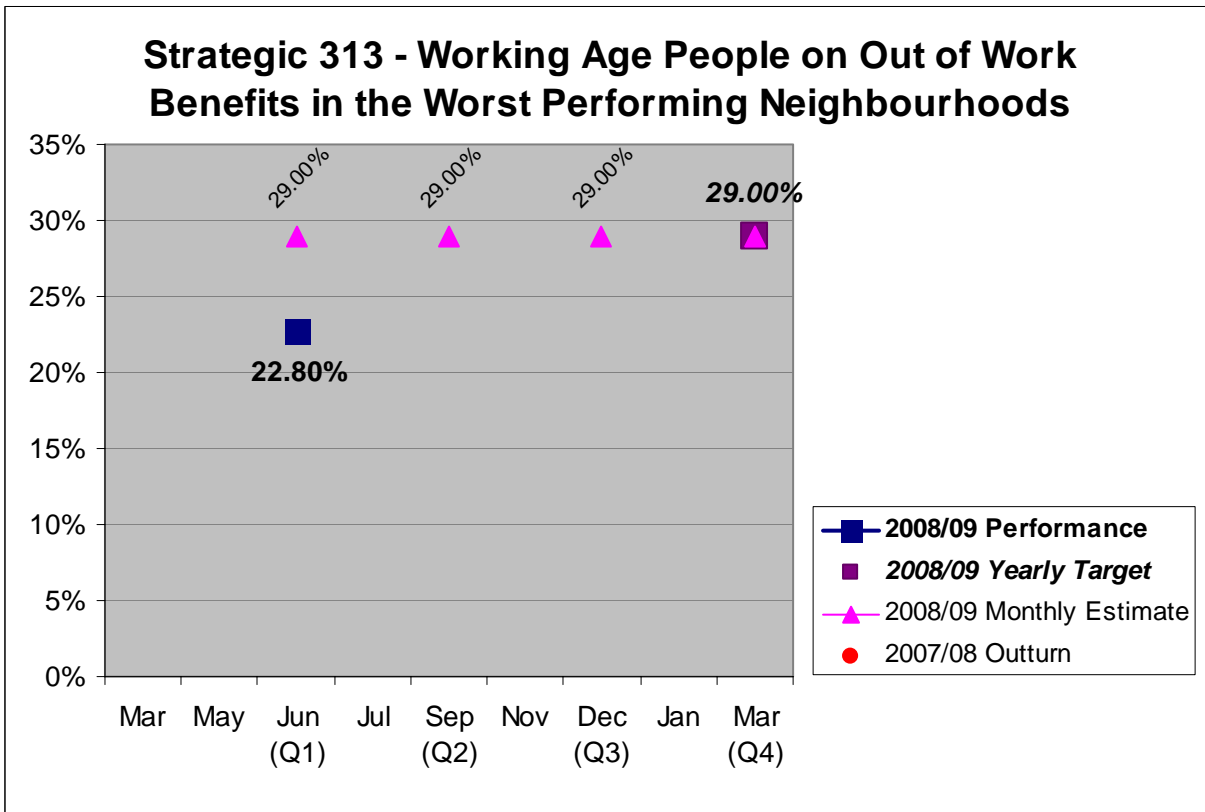
Traffic Light  
**RED**

Lower Performance is better



Traffic Light  
**GREEN**

Lower Performance is better

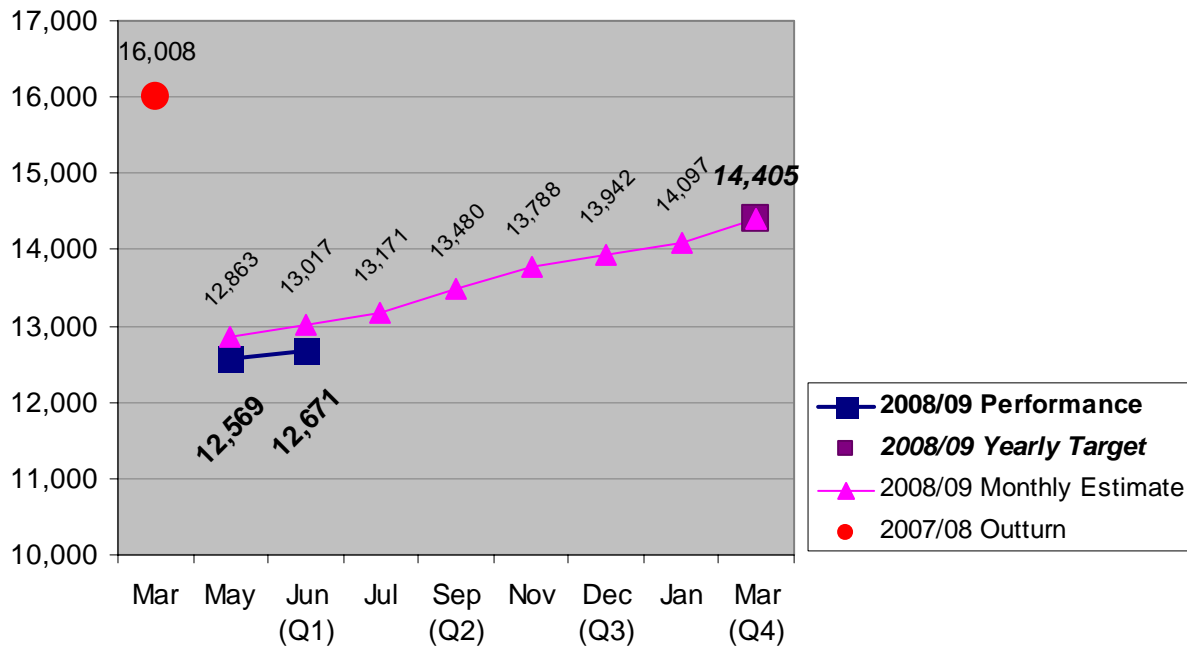


Traffic Light

AMBER

Higher Performance is better

### Strategic 314 - Library Users Under 16

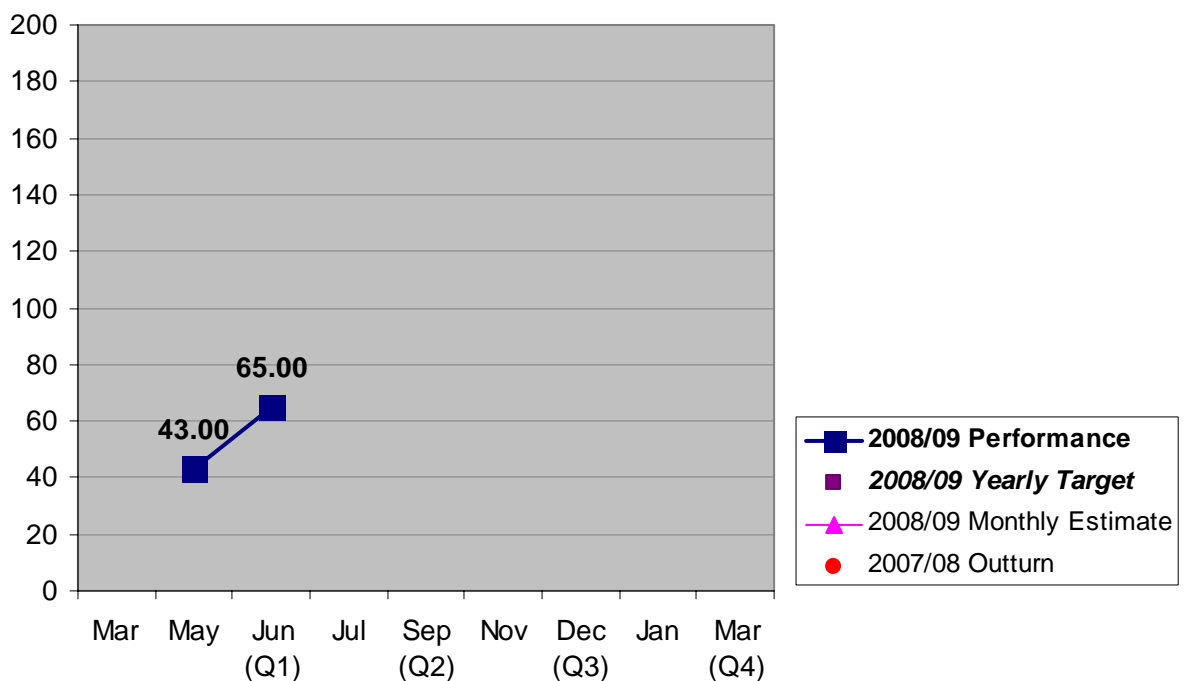


Traffic Light

Target not set

Lower Performance is better

### Strategic 402 - Serious Violent Crimes

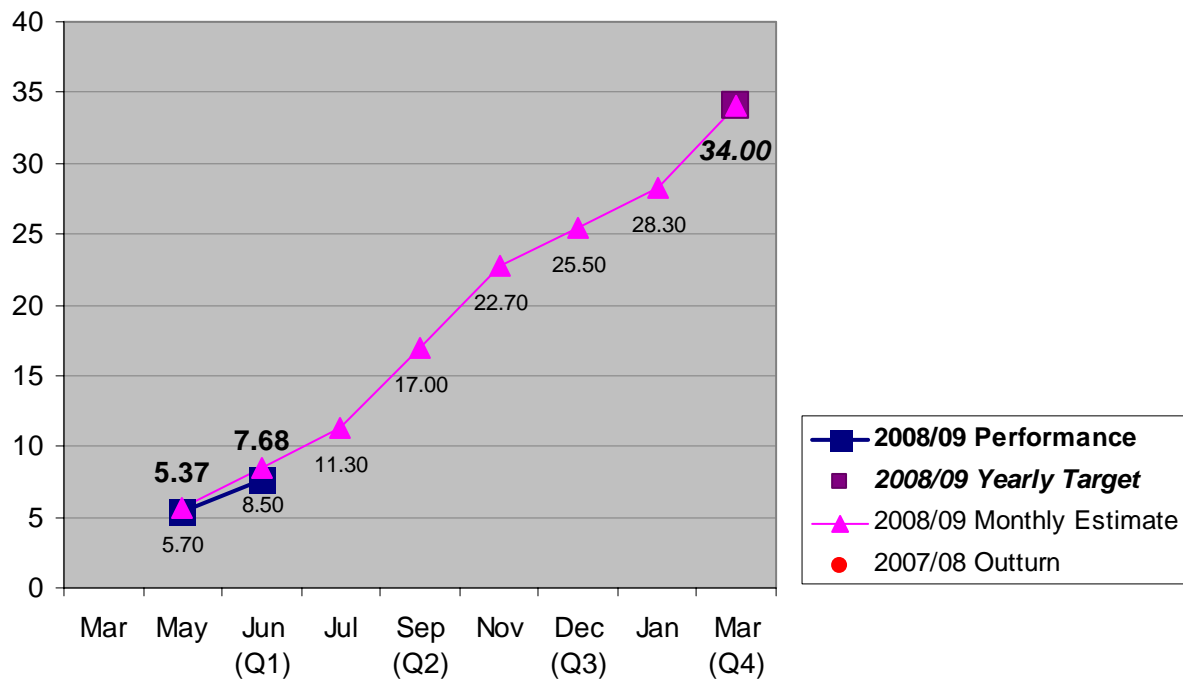


Traffic Light

GREEN

Lower Performance is better

### Strategic 403 - Serious Acquisitive Crimes

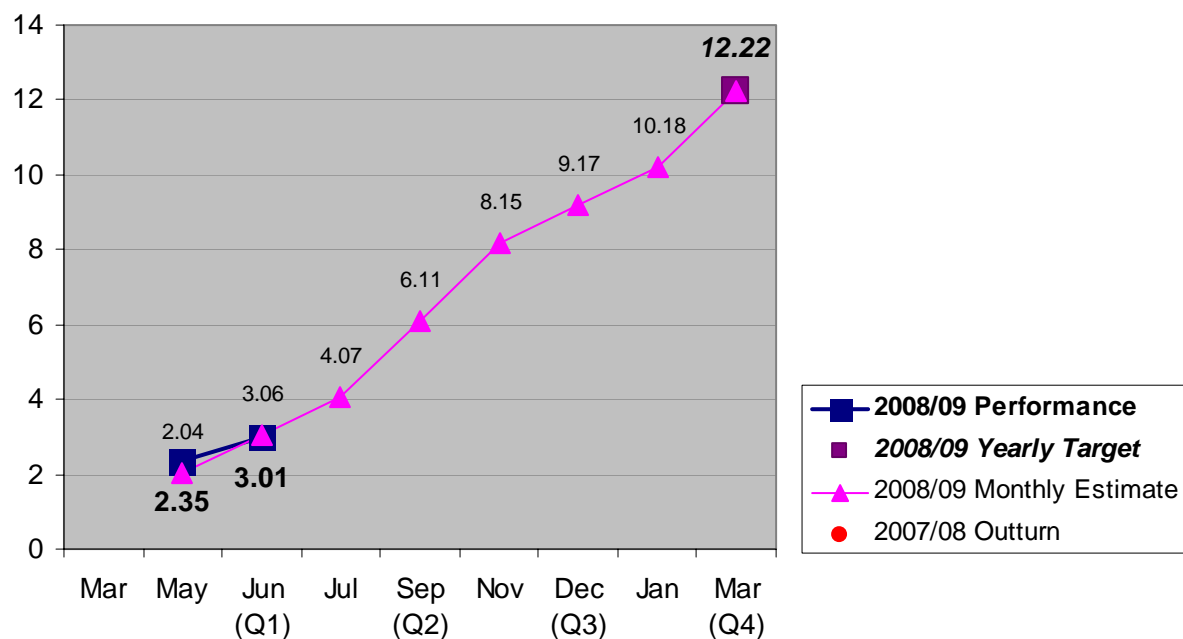


Traffic Light

GREEN

Lower Performance is better

### Strategic 407 - Deliberate primary fires



Lower Performance is better

