

Appendix A- One Stop Shop Performance Report - April 2011 to March 2012

Performance Summary

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Year End Out-turn
Footfall	Not reported	3955	4391	3980	4399	4488	4365	3954	3275	3968	4186	4655	4147
% Customers seen in target	Not reported	73.5	75.4	76.2	81.4	78.2	77.1	84.7	93.5	86.4	88.4	89.6	85.1

Target Hit	Within 5% of target	>5% below target
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One Stop Shop Performance 05/11 to 07/12

