

BVPI Target Setting Pro forma

Please complete & return this form to the IDU no later than 31/01/03

EXAMPLE ONLY

BVPI Number	3
BVPI Type	Corporate
Description	Percentage of residents satisfied overall with the service provided by Council
Measurement	%
Year Next Reported	2003/04
Lead Service	Personnel
Nominated Officer	Bruce Hill
Phone number	6020
Target	Signed
Year	Date
Written Justification for Target	

Tonbridge and Malling Borough Council Data

Year	TITLE (PI Number)	TARGET	ESTIMATE	ACTUAL
1999/00		x	x	x
2000/01	BVPI 3	x	x	81.50%
2001/02		x	x	x
2002/03		x	x	x

Comparisons with Kent and Cipfa Authorities

Comparative performance Kent Districts	
2000/01	
Authority	Quartile
Tonbridge & Malling	
Gravesham	
Swale	
Canterbury	
East Kent	
Medway	
North Kent	
South East Kent	
West Kent	

Comparative performance CIPFA	
2000/01	
Authority	Quartile

Government Targets and Quartile Comparisons

Government Target	
Year	

2000/01	KENT	CIPFA	National (All)
Top Quartile	71%		
Median			
Bottom Quartile			
TMBC	81.5%	81.5%	81.5%