

**BVPI Target Setting Pro forma**

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

**EXAMPLE ONLY**

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

**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**

<b>Government Target</b>	
<b>Year</b>	

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