

## BVPIs

DOE OBJ	PR	SI	CRITICAL ACTION	WHO	WHEN	INTENDED OUTCOME	ACH	EVIDENCE/REASON
QS1	1	Y	<b>BV2a Level of Equality Standard</b>	JB	March 2007	Employment and Services are being carried out in a fair and equitable way, addressing accessibility/impact issues	06/07 Result Level 2	Achieved target level.  new target for 2007/8 is Level 3
QS1	1	Y	<b>BV 3 % of citizens satisfied with the overall service provided</b> Improve performance from 51% to 72%	JB	March 2007	Ensure that Council customers have an improved level of service	06/07 Result 56%	Original target was overly optimistic –nationally, satisfaction has dropped top quartile 60%, so our result is good  New target – 60% by 2009/10
QS1	1	Y	<b>BV 4 % of complainants satisfied with the handling of their complaint</b> Improve result from 28% to 50%	JB	March 2007	Ensure that Council customers have an improved level of service	06/07 Result 44%	Excellent result, top quartile, although below target, again not realistically set

## Local PIs

DOE OBJ	PR	SI	CRITICAL ACTION	WHO	WHEN	INTENDED OUTCOME	ACH	EVIDENCE/REASON
QS1	1		Ombudsman complaints upheld	JB	March 2007	ensure that customers obtain a high quality of service from the unit	N/a Mar 07	
QS1	1		<b>CDU 5 % of BVPIs in top quartile</b> Improve performance from 30% to 45%	JB	March 2007	To ensure the council improves on its performance on national indicators	16% at year end 06/07	Overall improvement is good, but need more improvement on top quartile positions – have now agreed a number of specific PI's which we aim to get into top quartile, target set at 52% by 09/10

DOE OBJ	PR	SI	CRITICAL ACTION	WHO	WHEN	INTENDED OUTCOME	ACH	EVIDENCE/REASON
QS1	1		<b>CDU 6 % of BVPIs in bottom quartile</b> Improve performance from 33% to 25%	JB	March 2007	To ensure the council improves on its performance on national indicators	23% 06/ 07	Although target achieved, more work needs to be done – see above. Target to be revised
SFE1,SFE 2	2		Achieve sickness levels of 8 days or less across the whole team	JB	March 2008	To improve the well being of staff and increase the units capacity to achieve		Rate up to August 07 is 11.95 days for the Unit. Long term sickness has contributed.
QS1, SFE2	1,2		Carry out staff appraisal interviews on an annual basis including 6 monthly refreshers	JB,MD, MR	April 2008	Ensure staff development and support		Achieved to date