

**Aiming for top quartile: PIs we want to get to the top over the next 3 years (excludes satisfaction)**

<b>Lead Directorate</b>	<b>PIs in top quartile 2005/6 (actual)</b>	<b>PIs in top quartile 2006/7 (actual but unaudited)</b>	<b>Target for PIs in top quartile 2007/8</b>	<b>Target for PIs in top quartile 2008/9</b>	<b>Target for PIs in top quartile 2009/10 T</b>
Community services	82b (Composting)	82b (Composting)	82b (Composting)	82b (Composting)	82b (Composting)
	217 Pollution Control	217 Pollution Control	217 Pollution Control	217 Pollution Control	217 Pollution Control
		91a kerbside collection 1 recyclate (EDC now 100%)	91a kerbside collection 1 recyclate	91a kerbside collection 1 recyclate	91a kerbside collection 1 recyclate
		91b kerbside collection 2 recyclates (EDC now 100%)	91b kerbside collection 2 recyclates	91b kerbside collection 2 recyclates	91b kerbside collection 2 recyclates
		199d flytipping performance (EDC get best score possible)	199d flytipping performance	199d flytipping performance	199d flytipping performance
		BV166 Checklist of Env Health Best Practice (EDC 100%)	BV166 Checklist of Env Health Best Practice	BV166 Checklist of Env Health Best Practice	BV166 Checklist of Env Health Best Practice
	BV175 Racial incidents resulting in further action (100%)	BV175 Racial incidents resulting in further action (100%)	BV175 Racial incidents resulting in further action	BV175 Racial incidents resulting in further action	BV175 Racial incidents resulting in further action
					199a (litter and detritus)
			218a abandoned vehicles investigated	218a abandoned vehicles investigated	218a abandoned vehicles investigated
		218b abandoned vehicles removed	218b abandoned vehicles removed	218b abandoned vehicles removed	218b abandoned vehicles removed
<b>Total CS</b>	<b>3</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>10</b>

<b>Lead Directorate</b>	<b>PIs in top quartile 2005/6 (actual)</b>	<b>PIs in top quartile 2006/7 (actual but unaudited)</b>	<b>Target for PIs in top quartile 2007/8</b>	<b>Target for PIs in top quartile 2008/9</b>	<b>Target for PIs in top quartile 2009/10</b>
Finance and Corporate Services	BVPI8- Invoices paid on time	BVPI8- Invoices paid on time	BVPI8- Invoices paid on time	BVPI8- Invoices paid on time	BVPI8- Invoices paid on time
		BVPI11c- Top earners who are disabled	BVPI11c- Top earners who are disabled	BVPI11c- Top earners who are disabled	BVPI11c- Top earners who are disabled
			BVPI 12 - Av wrkg days lost due to sickness	BVPI 12 - Av wrkg days lost due to sickness	BVPI 12 - Av wrkg days lost due to sickness
		BVPI 14 - Early retirements as % of workforce	BVPI 14 - Early retirements as % of workforce	BVPI 14 - Early retirements as % of workforce	BVPI 14 - Early retirements as % of workforce
			BVPI 76D -No of prosecutions/sanctions per 1,000 caseload	BVPI 76D -No of prosecutions/sanctions per 1,000 caseload	BVPI 76D -No of prosecutions/sanctions per 1,000 caseload
			BVPI 78 A -New claims turnaround (hopefully)	BVPI 78 A -New claims turnaround (hopefully)	BVPI 78 A -New claims turnaround (hopefully)
	BVPI 78B -Change of circumstances turnaround	BVPI 78B -Change of circumstances turnaround	BVPI 78B -Change of circumstances turnaround	BVPI 78B -Change of circumstances turnaround	BVPI 78B -Change of circumstances turnaround
	BVPI 79a- accuracy of calculation		BVPI 79a- accuracy of calculation	BVPI 79a- accuracy of calculation	BVPI 79a- accuracy of calculation
		Local PI - Turnaround of searches /land charges	Local PI - Turnaround of searches /land charges	Local PI - Turnaround of searches /land charges	
<b>Total CR</b>	<b>3</b>	<b>4</b>	<b>8 (ex local)</b>	<b>8 (ex local)</b>	<b>8 (ex local)</b>

<b>Lead Directorate</b>	<b>PIs in top quartile 2005/6 (actual)</b>	<b>PIs in top quartile 2006/7 (actual but unaudited)</b>	<b>Target for PIs in top quartile 2007/8</b>	<b>Target for PIs in top quartile 2008/9</b>	<b>Target for PIs in top quartile 2009/10</b>	
Regeneration	BVPI64- Private sector dwellings returned to occ/demolished	BVPI64- Private sector dwellings returned to occ/demolished (based on Q3)	BVPI64- Private sector dwellings returned to occ/demolished	BVPI64- Private sector dwellings returned to occ/demolished	BVPI64- Private sector dwellings returned to occ/demolished	
	BVPI183b- Stays in hostels	BVPI183b- Stays in hostels	BVPI183b- Stays in hostels	BVPI183b- Stays in hostels	BVPI183b- Stays in hostels	
		BVPI166a- Rent collected	BVPI166a- Rent collected	BVPI166a- Rent collected	BVPI166a- Rent collected	BVPI166a- Rent collected
			BV166c- Arrears tenants with notices	BV166c- Arrears tenants with notices	BV166c- Arrears tenants with notices	BV166c- Arrears tenants with notices
			BVPI166d- Arrears tenants evicted	BVPI166d- Arrears tenants evicted	BVPI166d- Arrears tenants evicted	BVPI166d- Arrears tenants evicted

<b>Lead Directorate</b>	<b>PIs in top quartile 2005/6 (actual)</b>	<b>PIs in top quartile 2006/7 (actual but unaudited)</b>	<b>Target for PIs in top quartile 2007/8</b>	<b>Target for PIs in top quartile 2008/9</b>	<b>Target for PIs in top quartile 2009/10</b>	
Regeneration ctd	BVPI204 Planning appeals allowed		BVPI204 Planning appeals allowed	BVPI204 Planning appeals allowed	BVPI204 Planning appeals allowed	
	BVPI205- Planning quality checklist compliance	BVPI205- Planning quality checklist compliance	BVPI205- Planning quality checklist compliance	BVPI205- Planning quality checklist compliance	BVPI205- Planning quality checklist compliance	
			BVPI106- New homes on brownfield land	BVPI106- New homes on brownfield land	BVPI106- New homes on brownfield land	BVPI106- New homes on brownfield land
		BVPI219b- % designated conservation areas with a character appraisal	BVPI219b- % designated conservation areas with a character appraisal	BVPI219b- % designated conservation areas with a character appraisal	BVPI219b- % designated conservation areas with a character appraisal	BVPI219b- % designated conservation areas with a character appraisal
				BVPI109a- Major applications in timescale	BVPI109a- Major applications in timescale	BVPI109a- Major applications in timescale
				BVPI109b- Minor applications in timescale	BVPI109b- Minor applications in timescale	BVPI109b- Minor applications in timescale
				BVPI109c- Other applications in timescale	BVPI109c- Other applications in timescale	BVPI109c- Other applications in timescale
<b>Total R</b>	<b>4</b>	<b>5</b>	<b>10</b>	<b>12</b>	<b>12</b>	

<b>Total PIs in top quartile if our work pays off</b>					
	<b>2005/6</b>	<b>2006/7</b>	<b>2007/8</b>	<b>2008/9</b>	<b>2009/10</b>
Total CS	3	4	8	8	8
Total CR	3	8	9	9	10
Total R	4	5	10	12	12
Overall total PIs in top quartile	10	17	27	31	34
Total measurable PIs <sup>1</sup> excluding satisfaction	66	66	66	66	66
% of our PIs in top quartile	<b>15%</b>	<b>26%</b>	<b>41%</b>	<b>47%</b>	<b>52%</b>

This allows us to hit our target of 40% top quartile by March 2008 and 50% top quartile by March 2010 we are setting ourselves in the Corporate Plan; it does assume that we keep the PIs we get to top quartile, in top quartile and don't let them slide back. **This will mean keeping pace with the national trends and outpacing top performers.**

<sup>1</sup> Based on **total number** of PIs with quartile positions available from Audit Commission at year end 2005/6 (not a basket). Assumes no fluctuation in this number (actually highly unlikely, there's always fluctuation and we're supposed to be losing lots of PIs due to the White Paper and move to Comprehensive Area Assessment)