























Appendix A - Corporate Balanced Scorecard 2013-14 Q3

West Devon Borough Council

Community/Customer







Q2	Q3	
		ES: Car parking tickets sold (Yearly comparison)
		ES: Car parking season tickets sold (Yearly comparison)
		ES: Overall Recycling rate %
		ES: Overall waste arising
n/a		ICT & CS: Average Call Answer Time
n/a		ICT & CS: % of enquiries resolved at first point of contact

Financial




Q2	Q3	
		Assets: Employment estates Income (Cumulative)
		PEC: Total income collected: Pre-Apps, Apps, etc
		ES: Car parking Income
		FA: % invoices paid on time
		ICT & CS: Council Tax Collection
		ICT & CS: Non Domestic Rates Collected

Processes





PEC

Q2				
			PEC: % of Applications determined within statutory time frame (Major/Minor/Other)	
				







Environmental Health

Q2	Q3	
n/a		EH: Time taken to process Disabled Facilities Grant (Fast track)
		EH: Avg Time to serve notice or close complaints




ICT & CS

Q2	Q3	
		ICT & CS: Avg End to End time (New Claims)
		ICT & CS: Avg End to End time (Change of circumstances)

Performance

Q2	Q3	
		EH: % of nuisance complaints resolved at informal stage
		ICT & CS: Preventing Homelessness
		CS: Avg days sickness/FTE

Key

	Below target performance
	Narrowly off target, be aware
	On or above target