# Appendix D - Corporate Balanced Scorecard 2013-14 Q3

South Hams District Council

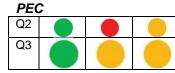
### **Community/Customer**



#### Processes

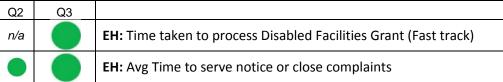
Q2	Q3		
		ES: Car parking tickets sold (Yearly comparison)	
		ES: Car parking season tickets sold (Yearly comparison)	
		ES: Overall Recycling rate %	
		ES: Overall waste arising	
n/a		ICT & CS: Average Call Answer Time	
n/a		ICT & CS: % of enquiries resolved at first point of contact	

## Financial



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

#### Environmental Health



### ICT & CS

101 1					
Q2	Q3				
	ICT & CS: Avg End to End time (New Claims)				
		ICT & CS: Avg End to End time (Change of circumstances)			

Q2	Q2 Q3			Performance		
		Assets: Employment estates Income (Cumulative)	 			
		PEC: Total income collected: Pre-Apps, Apps etc	Q2	Q3		
		ES: Car Parking income (Cumulative)			EH: % of nuisance complaints resolved at informal stage	
		ES: Trade Waste: Projected Net Income			ICT & CS: Preventing Homelessness	
		FA: % invoices paid on time			Assets: Employment Estate Occupancy Level	
					CS: Avg days short term sickness/FTE	
		ICT & CS: Non-domestic Rates Collected		Кеу		
		ICT & CS: Council Tax Collection				
		PEC: Income Collected – Land Charges		Below	v target performance	
		AS: Dartmouth Ferry Income Cumulative		Narrowly off target, be aware   On or above target		