

Appendix A - Corporate Balanced Scorecard 2013-14 Q4

West Devon Borough Council

Community/Customer

| Q3 | Q4 | |
|----|----|--|
| | | ES: Car parking tickets sold (Yearly comparison) |
| | | ES: Car parking season tickets sold (Yearly comparison) |
| | | ES: Overall Recycling rate % |
| | | ES: Overall waste arising |
| | | ICT & CS: Average Call Answer Time |
| | | ICT & CS: % of enquiries resolved at first point of contact |

Financial *

| Q3 | Q4 | |
|-----|----|---|
| | | 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 |
| n/a | | T18: Programme budget on track |

*The Financial figures are provisional due to end of year process



Processes

PEC

| Q3 | | | | |
|----|--|--|--|--|
| | | | PEC: % of Applications determined within statutory time frame (Major/Minor/Other) | |
| | | | | |

Environmental Health

| Q3 | Q4 | |
|----|----|---|
| | | EH: Time taken to process Disabled Facilities Grant (Fast track) |
| | | EH: Avg Time to serve notice or close complaints |

ICT & CS

| Q3 | Q4 | |
|----|----|--|
| | | ICT & CS: Avg End to End time (New Claims) |
| | | ICT & CS: Avg End to End time (Change of circumstances) |

Performance

| Q3 | Q4 | |
|-----|----|--|
| | | EH: % of nuisance complaints resolved at informal stage |
| | | ICT & CS: Preventing Homelessness |
| | | CS: Avg days sickness/FTE |
| n/a | | T18: Programme timescales on track |

Key

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