























## Appendix A - Corporate Balanced Scorecard 2014-15 Q1

West Devon Borough Council

### Community/Customer







Q4	Q1	
		<b>ES:</b> Car parking tickets sold (Yearly comparison)
		<b>ES:</b> Car parking season tickets sold (Yearly comparison)
		<b>ES:</b> Overall Recycling rate %
		<b>ES:</b> Overall waste arising
		<b>ICT &amp; CS:</b> Average Call Answer Time
		<b>ICT &amp; CS:</b> % of enquiries resolved at first point of contact

### Financial





Q4	Q1	
	tbc	<b>Assets:</b> Employment estates Income (Cumulative)
	tbc	<b>PEC:</b> Total income collected: Pre-Apps, Apps, etc
	tbc	<b>ES:</b> Car parking Income
	tbc	<b>FA:</b> % invoices paid on time
		<b>ICT &amp; CS:</b> Council Tax Collection
		<b>ICT &amp; CS:</b> Non Domestic Rates Collected
		<b>T18:</b> Programme budget on track

### Processes





#### PEC

Q4				
			<b>PEC:</b> % of Applications determined within statutory time frame (Major/Minor/Other)	
				







#### Environmental Health

Q4	Q1	
		<b>EH:</b> Time taken to process Disabled Facilities Grant (Fast track)
		<b>EH:</b> Avg Time to serve notice or close complaints




#### ICT & CS

Q4	Q1	
		<b>ICT &amp; CS:</b> Avg End to End time (New Claims)
		<b>ICT &amp; CS:</b> Avg End to End time (Change of circumstances)

### Performance

Q4	Q1	
		<b>EH:</b> % of nuisance complaints resolved at informal stage
		<b>CS:</b> Avg days sickness/FTE
		<b>T18:</b> Programme timescales on track

### Key

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