













Appendix A: Corporate Balanced Scorecard West Devon Borough Council

Community/Customer

Target	Q1	Q2	Description
58%			Overall Recycling rate %
81kg			Residual waste per household
1 min			Average Call Answer Time in Customer Services
60%			% of enquiries resolved at first point of contact in Customer Services

Processes





	Major	Minor	Other	Description
Q1				% of Applications determined within time frame Major(Statutory) / Minor / Other
Q2				
Target	60%	65%	80%	Major (Statutory) / Minor / Other

Target	Q1	Q2	Description
24 days			Average End to End time (New Benefit Claims)
11 days			Average End to End time (Change of circumstances)




T18 Programme

Target	Q3	Q4	Description
			T18: Programme timescales on track
			T18: Performance vs. Budget
			T18: No. of Processes live?
			T18: Ratio call/web submissions?

Performance

Target	Q1	Q2	Description
7 days	<i>No data</i>	<i>No data</i>	% of nuisance complaints resolved at informal stage
1.5 days			Average days short term sickness per FTE for entire Council staff
10 days			Complaint response speed (Average of all complaints)

Key

	Below target performance
	Narrowly off target, be aware (c. 10% tolerance of target)
	On or above target