

















West Devon Corporate Balanced Scorecard







Community/Customer





Q2	Q3	
		Overall waste recycling rate %
		Residual waste per household
		CST: Average Call Answer Time
		CST: % of enquiries resolved at first point of contact

T18 Programme





Q2	Q3	
		T18: Programme timescales on track
		T18: Performance vs. Budget
		T18: No. of Processes live
		T18: Ratio call/web submissions

Processes




Q2				
			% of planning applications determined within time frame Major(Statutory) :Minor: Other	
				

Q2	Q3	
		Average End to End time Benefits New Claims
		Average End to End time Benefits Change of Circumstances

Performance

Q2	Q3	
<i>No data</i>	<i>No data</i>	<i>EH: % of nuisance complaints resolved at informal stage Moved to W2 at end of Qtr 3. Data available from next Qtr</i>
		Average days short term sickness per FTE
		Complaint response speed

Key

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