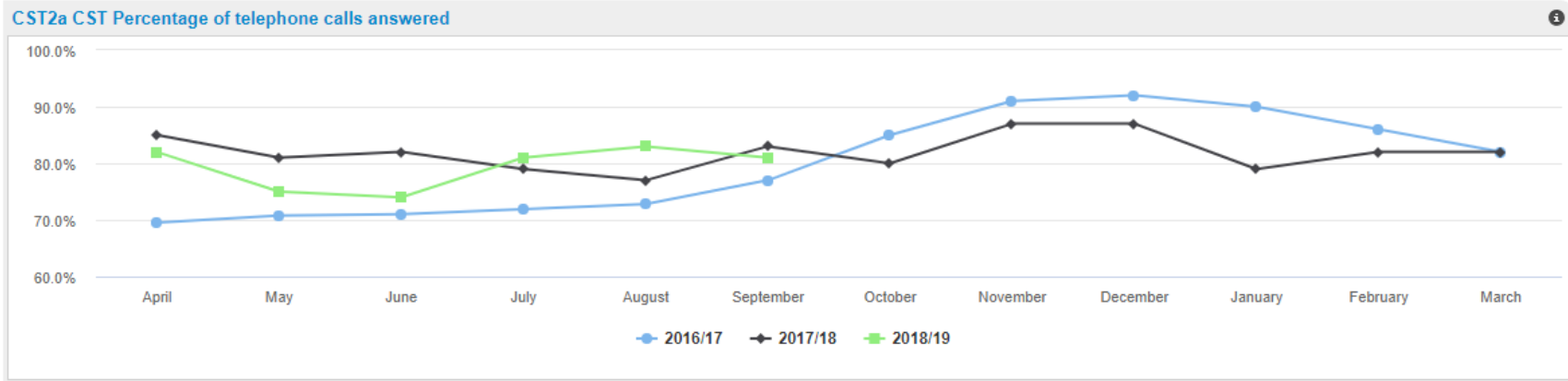
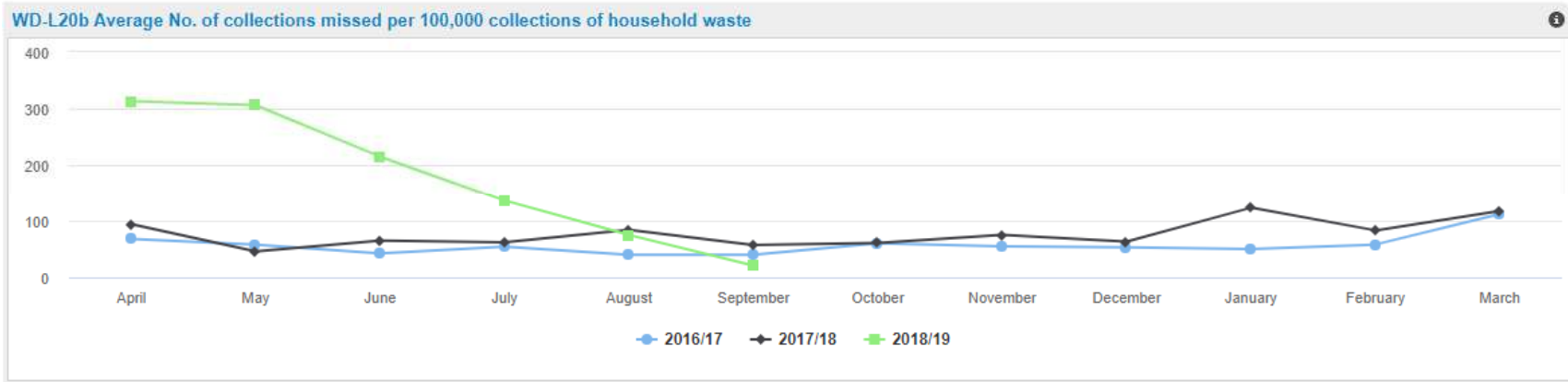


Appendix E - Proposed report format



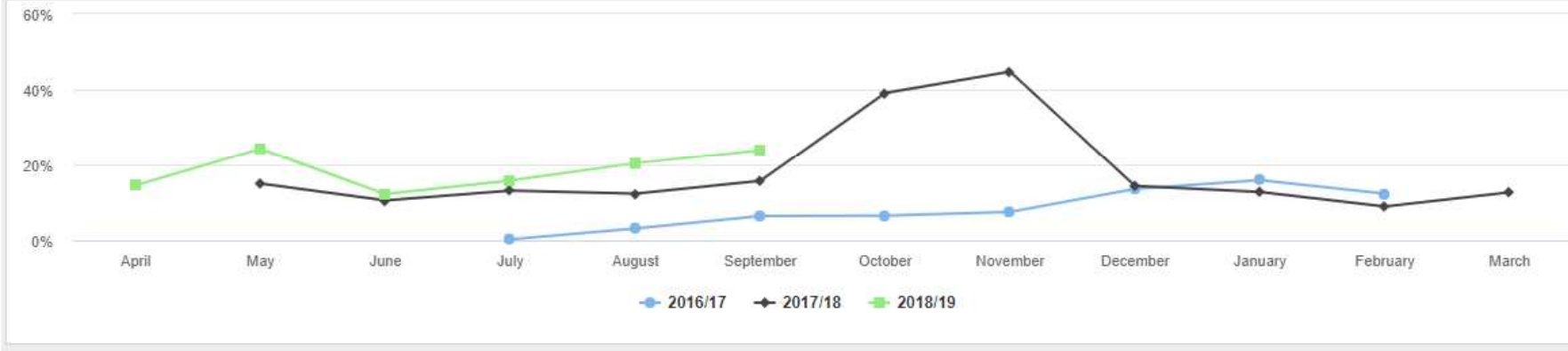
CST1a CST Grade of Service (% of calls answered within 20 seconds)



CST3a % calls answered within 5 mins



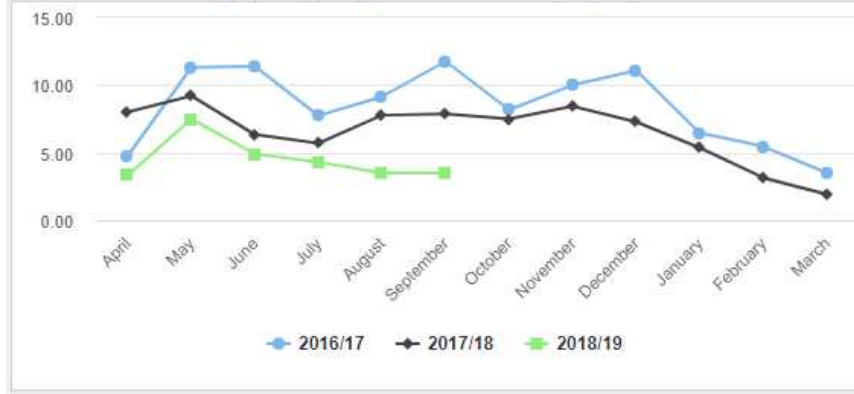
WD - BEN1 % of online CoC



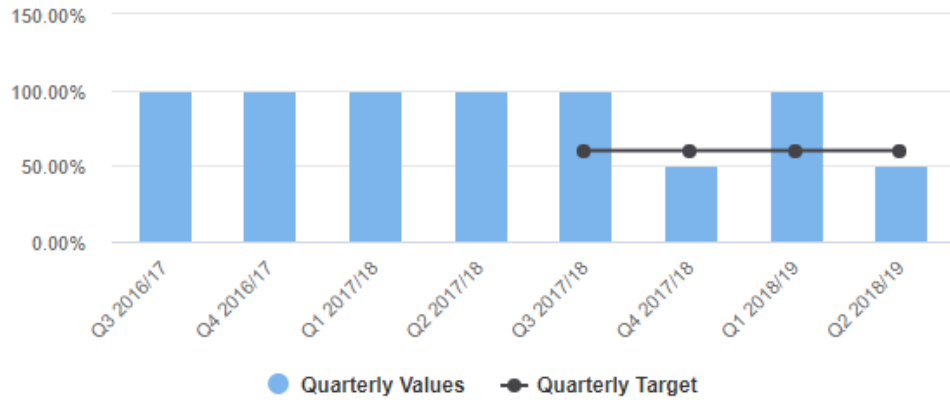
WD-BV78a Processing Speed (New claims) avg days



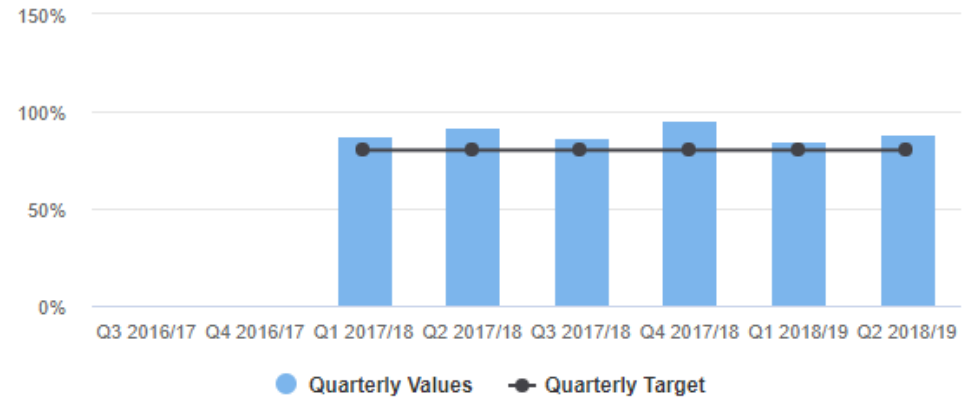
WD-BV78b Processing Speed (Change of circumstances) avg days



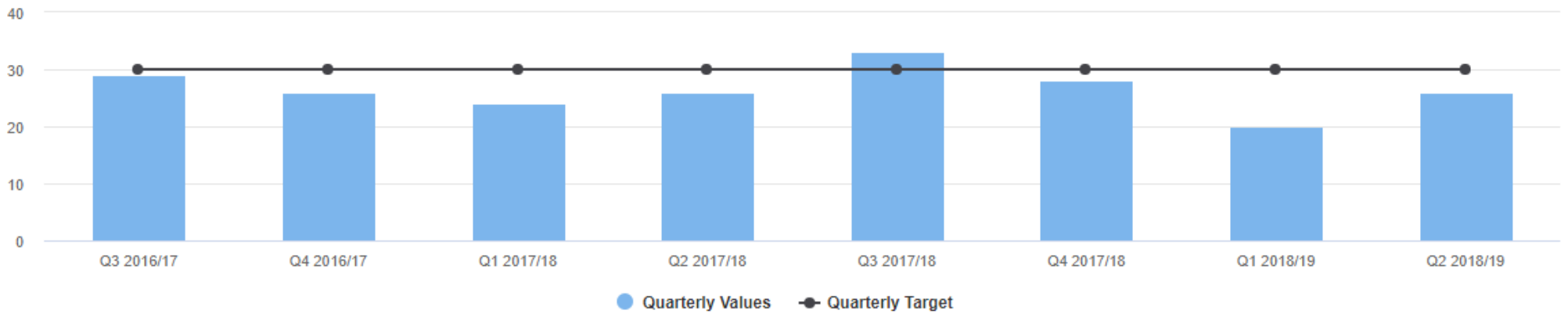
WD-NI 157a Processing of planning applications: Major applications % d...

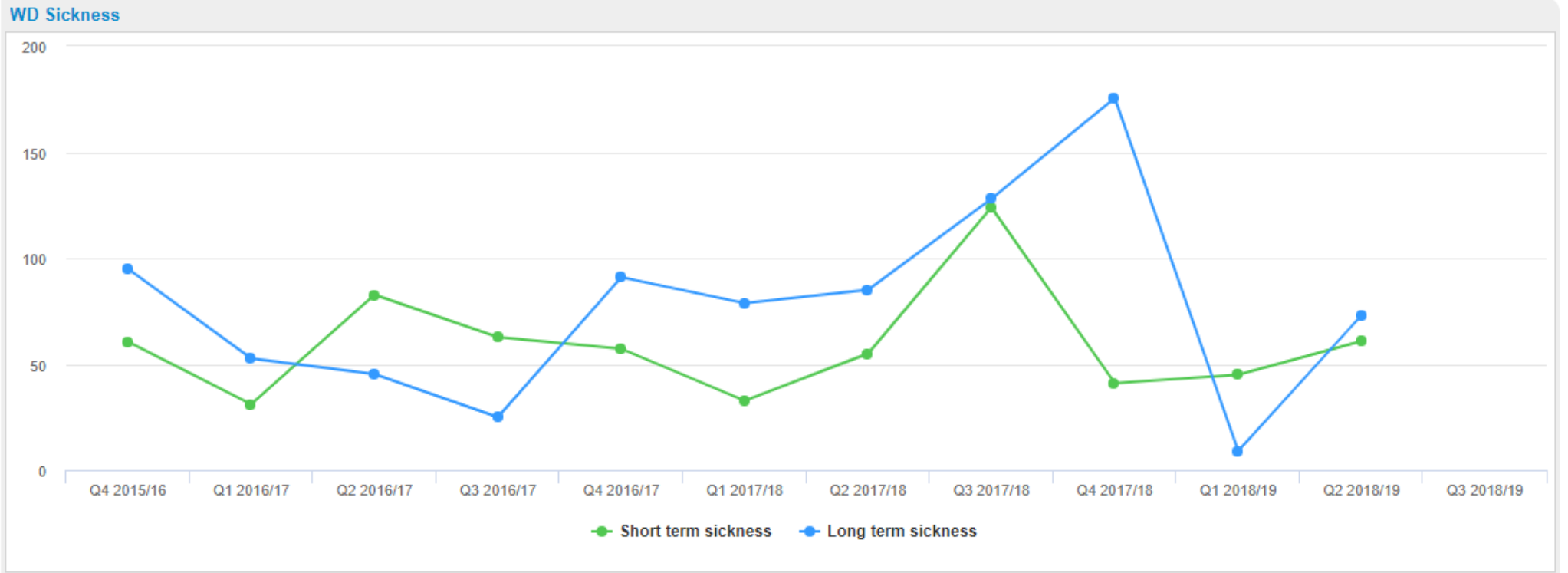
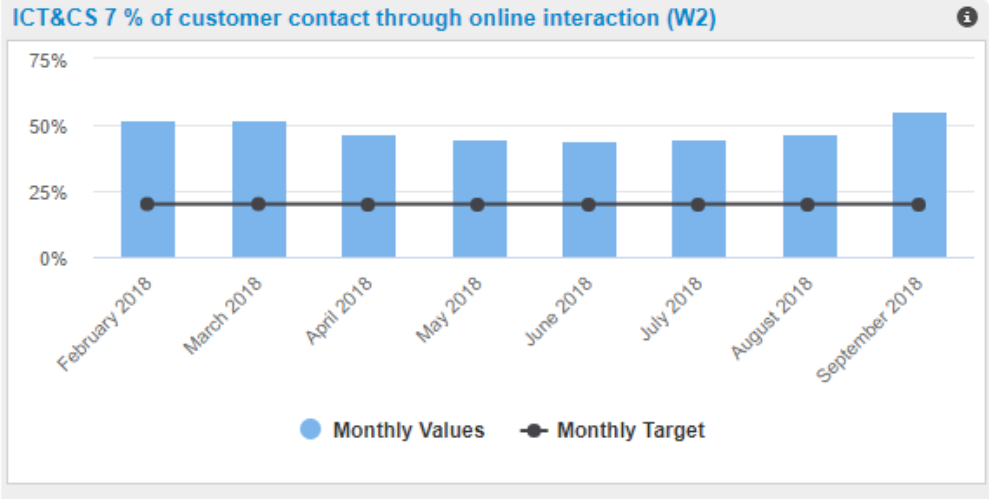


WD-PEC2 Non-Major apps with extensions

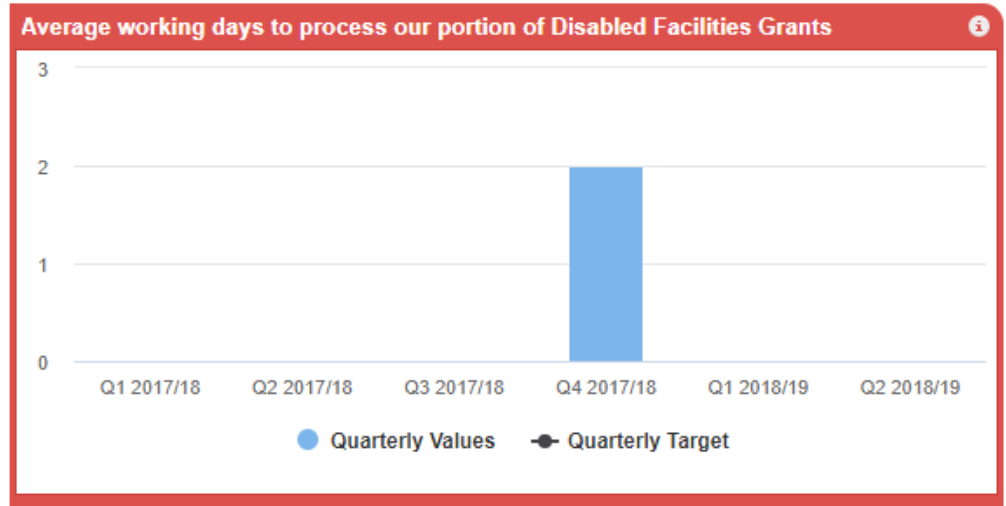
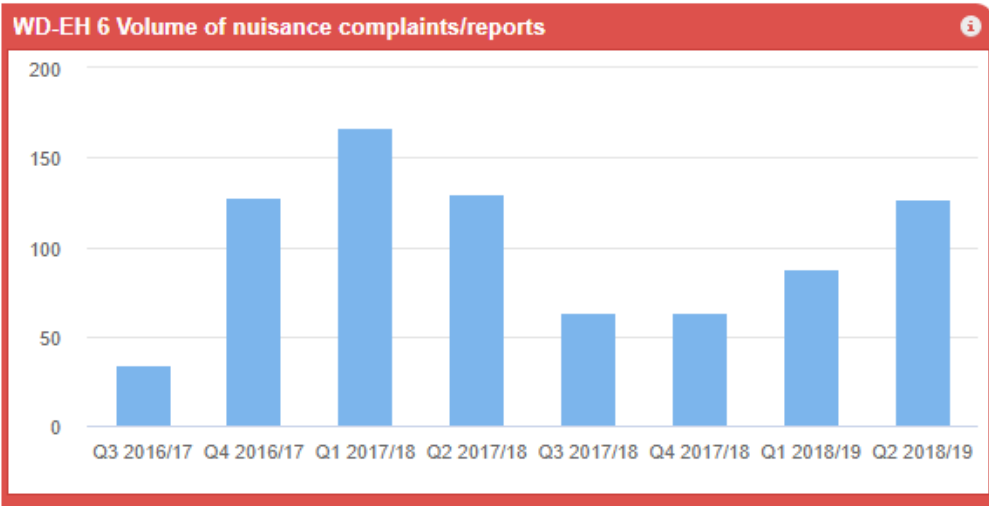
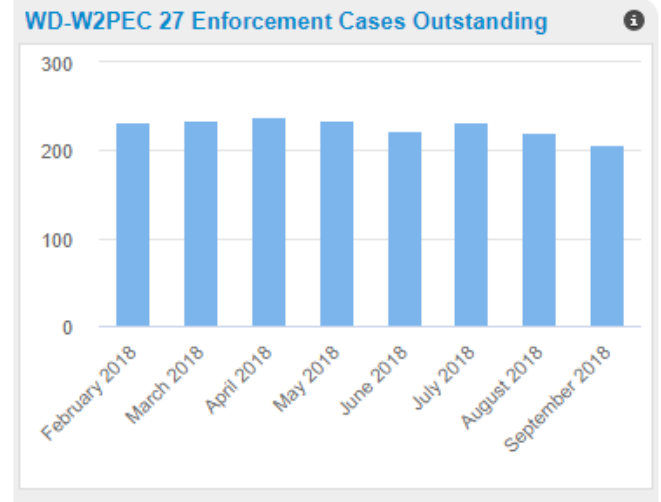
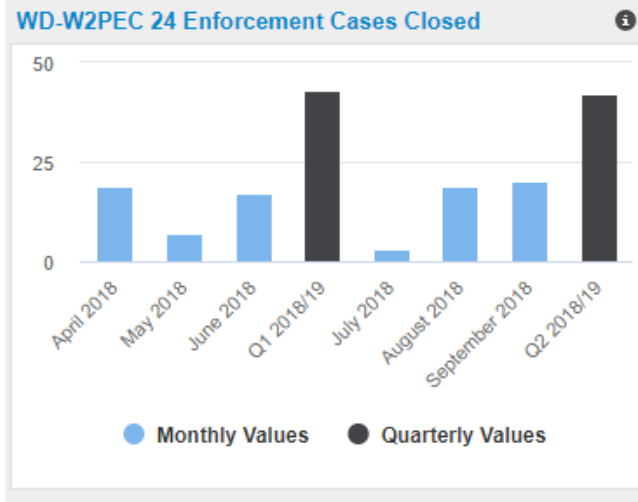
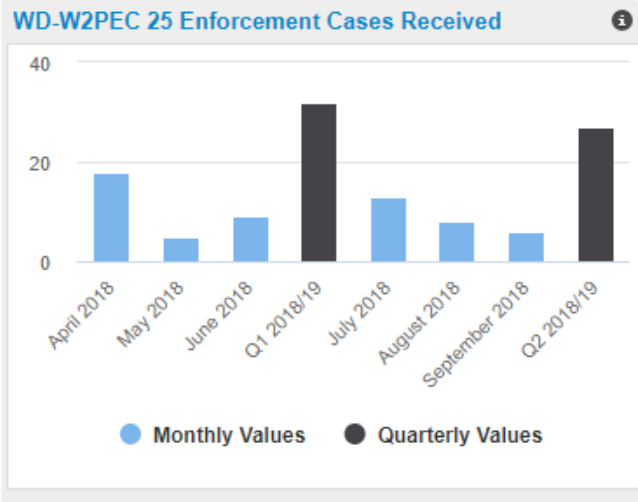


AT - WD - All Average time of complaints for West Devon

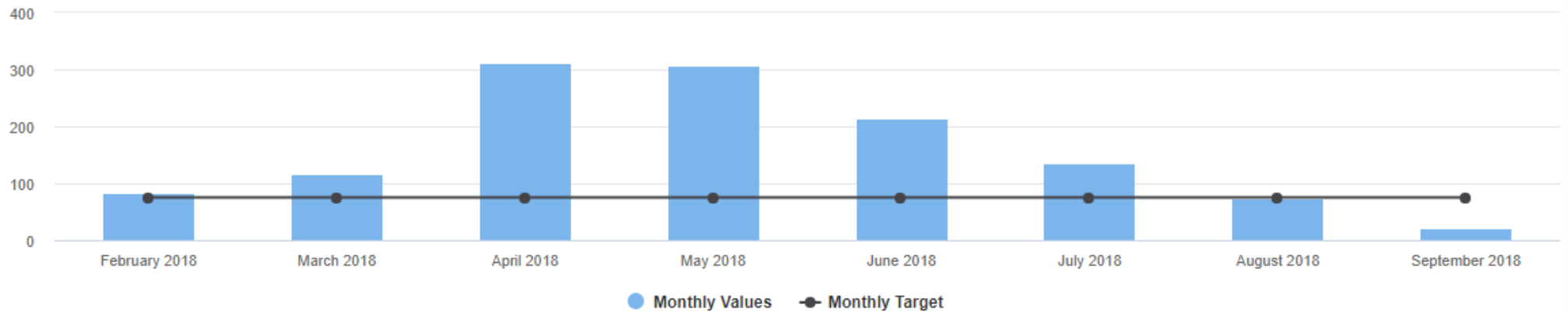




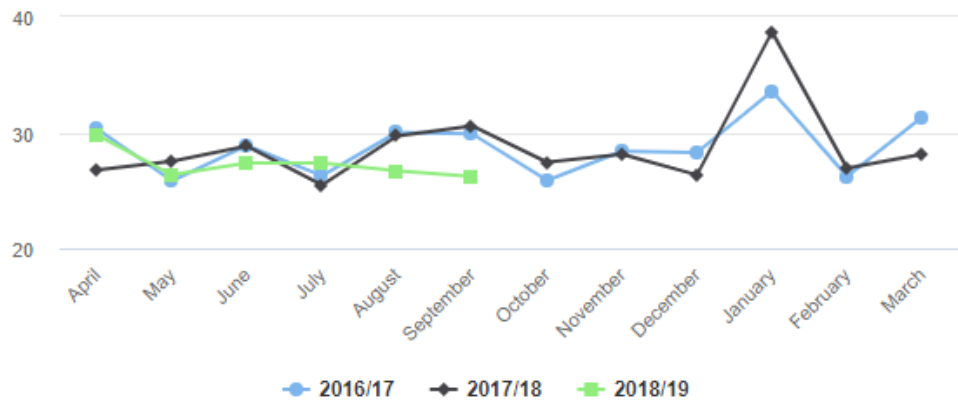




WD-L20b Average No. of collections missed per 100,000 collections of household waste



WD-NI 191 Residual household waste per household (average kgs per ho...)



WD-NI 192 Percentage of household waste sent for reuse, recycling and ...

