















Appendix A: Corporate Balanced Scorecard South Hams District Council





Community/Customer

Target	Q1	Q2	
55%			Overall waste recycling rate %
92kg			Residual waste per household
1 min			Average Call Answer Time
60%			% of enquiries resolved at first point of contact









Processes

	Major	Minor	Other	Description
Q1				% of planning applications determined within time frame Major(Statutory):Minor:Other
Q2				
Target	60%	65%	80%	




T18 Programme

Target	Q1	Q2	
Against Baseline	-		T18: Programme timescales on track
Spend Against Budget	-		T18: Performance vs. Budget
Against Baseline	-		T18: No. of Processes live
10% Increasing	-		T18: Ratio call/web submissions

Performance

Target	Q1	Q2	
24 days			CS: Avg End to End time Benefits New Claims
11 days			CS: Avg End to End time Benefits Change of circumstances
90%	<i>No data</i>	<i>No data</i>	<i>EH: % of nuisance complaints resolved at informal stage</i>
1.5 days			Avg days short term sickness/FTE
10 days			Complaint response speed

Key

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