









Corporate Balanced Scorecard
West Devon Borough Council

CUSTOMER FIRST




COUNCIL PRIORITIES

	NI 157a % of major planning app's determined within 13 weeks
	NI 157b % of minor planning app's determined within 8 weeks
	NI 157c % of other planning app's determined within 8 weeks
	BV 204 % of planning appeals allowed
	NI 181 Days for processing HB /CTB claims avg (new + change of circs)
	NI 181 ii Number of Benefit claims




Environment

	NI 192 % of household waste sent for reuse, recycling and composting
	NI 191 Residual household waste per household

Homes







	NI 156 No. of households living in temp accommodation
	NI 155 No. of affordable homes delivered
	BV 213 No. of households where homelessness prevented







Community Life

	CST 3 No. of visitors to Outreach
	CST 5 % of calls answered in 20 seconds
	CST 4 % of calls answered

THE ORGANISATION

FINANCE

	BV 12 Working days lost due to sickness absence
	PP5 % staff turnover
	BV 8 % invoices paid on time
	BV 9 % of Council tax collected
	BV 10 % of NNDR collected
	BV 12d % of sickness that is long term

	Income Collected- Car Parks (cumulative)
	Income (Actual) Employment Estates
	Income Collected - Land Charges
	Income Collected - Applications and Appeals
	Income Collected - Building Control
	Investment Income

Facts & Figures

Household number = 24,474, Population number = 53,100, Unemployment in the district (JSA claimants at Jun 11) = 614 (1.9% of economically active), Average weekly earnings in the district (2009) = £446.40, Number of FTEs = 123.16