

# Corporate Balanced Scorecard

## West Devon Borough Council

### Appendix A



#### CUSTOMER FIRST

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

#### THE ORGANISATION

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

#### COUNCIL PRIORITIES

##### Environment

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

##### Housing

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

##### Access to Services

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

#### FINANCE

	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 Nov 11) = 629 (2.0% of economically active), Average weekly earnings in the district (2009) = £446.40, Number of FTEs = 120.43