



West Devon Borough Council

CUSTOMER FIRST

	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

THE ORGANISATION

	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

COUNCIL PRIORITIES

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

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