















Appendix A

Corporate Balanced Scorecard West Devon Borough Council

Community/Customer







	ES: Car parking tickets sold (Yearly comparison)
	ES: Car parking season tickets sold (Yearly comparison)
	ES: Overall Recycling rate %
	ES: Overall waste arising
	ICT & CS: Average call answer time
	ICT & CS: % of calls experiencing long wait time
	ICT & CS: % of enquiries resolved at first point of contact

Financial




	Assets: Employment estates Income (Cumulative)
	PEC: Total income collected: Pre-Apps, Apps, appeals, etc
	ES: Car parking Income (Quarterly target: non-cumulative)
	FA: % invoices paid on time
	ICT & CS: Council Tax arrears
	Assets: Income Collected – Building Control
	PEC: Income Collected – Land Charges

Processes



PEC

			PEC: Average time for completion (Major/Minor/Other)
			PEC: Average time for completion for 'pre-App' applications (Major/Minor/Other)






Environmental Health

		EH: Time taken to process Disabled Facilities Grant (Complex/Framework)
		EH: Avg Time to serve notice or close complaints

ICT & CS

	ICT & CS: Benefits: Avg End to End time (New Claims)
	ICT & CS: Benefits: Avg End to End time (Change of circumstances)

Performance

	EH: % of nuisance complaints resolved at informal stage
	ICT & CS: 'Confirmation of advice' letters sent within 7 days
	ICT & CS: Level of temporary accommodation use (Avg over the month)
	Assets: Employment Estate Occupancy Level
	CS: Avg days sickness/FTE