







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: % of calls answered
	ICT & CS: % of calls answered in 20 secs

Processes



PEC

-	-	-	PEC: Average time for completion (Major/Minor/Other)
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Environmental Health

	EH: Time taken to process Disabled Facilities Grant (Fast track)
	EH: Avg Time to serve notice or close complaints





ICT & CS

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

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
	PEC: Income Collected – Land Charges

Performance

	EH: % of nuisance complaints resolved at informal stage
	ICT & CS: Preventing Homelessness
	ICT & CS: Level of temporary accommodation use (Avg over the month)
	CS: Avg days sickness/FTE