

# 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

### Processes

#### PEC

✓	⬮	✓	PEC: Average time for completion (Major/Minor/Other)
---	---	---	--

#### 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 Collection
⬮	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