





## Appendix D - Corporate Balanced Scorecard 2013-14 Q1




South Hams District Council

### Community/Customer



	<b>ES:</b> Car parking tickets sold (Yearly comparison)
	<b>ES:</b> Car parking season tickets sold (Yearly comparison)
	<b>ES:</b> Overall Recycling rate %
	<b>ES:</b> Overall waste arising

### Processes



#### *PEC*

			<b>PEC:</b> % of Applications determined within statutory time frame (Major/Minor/Other)
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#### *Environmental Health*

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





#### *ICT & CS*

	<b>ICT &amp; CS:</b> Avg End to End time (New Claims)
	<b>ICT &amp; CS:</b> Avg End to End time (Change of circumstances)

### Financial

	<b>Assets:</b> Employment estates Income (Cumulative)
	<b>PEC:</b> Total income collected: Pre-Apps, Apps etc
	<b>ES:</b> Car Parking income (Cumulative)
	<b>ES:</b> Trade Waste: Projected Net Income
	<b>FA:</b> % invoices paid on time
	<b>ICT &amp; CS:</b> Council Tax Collection
	<b>PEC:</b> Income Collected – Land Charges
	<b>AS:</b> Dartmouth Ferry Income Cumulative

### Performance

	<b>EH:</b> % of nuisance complaints resolved at informal stage
	<b>ICT &amp; CS:</b> Preventing Homelessness
	<b>Assets:</b> Employment Estate Occupancy Level
	<b>CS:</b> Avg days short term sickness/FTE