

## Appendix A - Corporate Balanced Scorecard 2013-14 Q2

West Devon Borough Council

### Community/Customer

Q1	Q2	
		<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

### Financial

Q1	Q2	
		<b>Assets:</b> Employment estates Income (Cumulative)
		<b>PEC:</b> Total income collected: Pre-Apps, Apps, etc
		<b>ES:</b> Car parking Income (Quarterly target: non-cumulative)
		<b>FA:</b> % invoices paid on time
		<b>ICT &amp; CS:</b> Council Tax Collection
		<b>ICT &amp; CS:</b> Non Domestic Rates Collected

### Processes

#### PEC

Q1				
				<b>PEC:</b> % of Applications determined within statutory time frame (Major/Minor/Other)

#### Environmental Health

Q1	Q2	
		<b>EH:</b> Time taken to process Disabled Facilities Grant (Fast track)
	**	<b>EH:</b> Avg Time to serve notice or close complaints

\*\*See main report for details

#### ICT & CS

Q1	Q2	
		<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)

### Performance

Q1	Q2	
		<b>EH:</b> % of nuisance complaints resolved at informal stage
		<b>ICT &amp; CS:</b> Preventing Homelessness
		<b>CS:</b> Avg days sickness/FTE