

Appendix D - Corporate Balanced Scorecard 2013-14 Q2

South Hams District Council

Community/Customer

Q1	Q2	
		ES: Car parking tickets sold (Yearly comparison)
		ES: Car parking season tickets sold (Yearly comparison)
	*	ES: Overall Recycling rate %
	*	ES: Overall waste arising

* Initial figures only. Subject to change once all weighbridge data received.

Financial

Q1	Q2	
		Assets: Employment estates Income (Cumulative)
		PEC: Total income collected: Pre-Apps, Apps etc
		ES: Car Parking income (Cumulative)
		ES: Trade Waste: Projected Net Income
		FA: % invoices paid on time
		ICT & CS: Non-domestic Rates Collected
		ICT & CS: Council Tax Collection
		PEC: Income Collected – Land Charges
		AS: Dartmouth Ferry Income Cumulative

Processes

PEC

Q1	Q2	
		PEC: % of Applications determined within statutory time frame (Major/Minor/Other)

Environmental Health

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

**See main report for details

ICT & CS

Q1	Q2	
		ICT & CS: Avg End to End time (New Claims)
		ICT & CS: Avg End to End time (Change of circumstances)

Performance

Q1	Q2	
		EH: % of nuisance complaints resolved at informal stage
		ICT & CS: Preventing Homelessness
		Assets: Employment Estate Occupancy Level
		CS: Avg days short term sickness/FTE