






















Appendix A - Corporate Balanced Scorecard 2014-15 Q2

West Devon Borough Council

Community/Customer







Q1	Q2	
		ES: Car parking tickets sold (Yearly comparison)
	tbc	ES: Car parking season tickets sold (Yearly comparison)
		ES: Overall Recycling rate %
		ES: Residual waste per household
		ICT & CS: Average Call Answer Time
		ICT & CS: % of enquiries resolved at first point of contact

Financial





Q1	Q2	
	tbc	Assets: Employment estates Income (Cumulative)
	tbc	PEC: Total income collected: Pre-Apps, Apps, etc
	tbc	ES: Car parking Income
	tbc	FA: % invoices paid on time
		ICT & CS: Council Tax Collection
		ICT & CS: Non Domestic Rates Collected
		T18: Programme budget on track

Processes





PEC

Q1				
			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




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
		CS: Avg days sickness/FTE
		T18: Programme timescales on track

Key

	Below target performance
	Narrowly off target, be aware
	On or above target