

## Appendix A - Corporate Balanced Scorecard 2014-15 Q3

West Devon Borough Council

### Community/Customer

| Q2 | Q3 |  |
|----|----|--|
| ●  | ●  | <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> Residual waste per household                                |
| ●  | ●  | <b>ICT &amp; CS:</b> Average Call Answer Time                          |
| ●  | ●  | <b>ICT &amp; CS:</b> % of enquiries resolved at first point of contact |

### Financial

| Q2 | Q3  |   |
|----|-----|---|
|    | tbc | <b>Assets:</b> Employment estates Income (Cumulative)   |
|    | tbc | <b>PEC:</b> Total income collected: Pre-Apps, Apps, etc |
|    | tbc | <b>ES:</b> Car parking Income                           |
|    | tbc | <b>FA:</b> % invoices paid on time                      |
| ●  | ●   | <b>ICT &amp; CS:</b> Council Tax Collection             |
| ●  | ●   | <b>ICT &amp; CS:</b> Non Domestic Rates Collected       |
| ●  | ●   | <b>T18:</b> Programme budget on track                   |

### Processes

#### PEC

| Q2 |   |   |   |  |
|----|---|---|---|--|
| ●  | ● | ● | ● | <b>PEC:</b> % of Applications determined within statutory time frame (Major/Minor/Other) |
| ●  | ● | ● | ● |  |

#### Environmental Health

| Q2 | Q3 |   |
|----|----|---|
| ●  | ●  | <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

| Q2 | Q3 |  |
|----|----|--|
| ●  | ●  | <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

| Q2 | Q3 |  |
|----|----|--|
| ●  | ●  | <b>EH:</b> % of nuisance complaints resolved at informal stage |
| ●  | ●  | <b>CS:</b> Avg days sickness/FTE                               |
| ●  | ●  | <b>T18:</b> Programme timescales on track                      |

#### Key

|   |                               |
|---|-------------------------------|
| ● | Below target performance      |
| ● | Narrowly off target, be aware |
| ● | On or above target            |