

Appendix A - Corporate Balanced Scorecard 2014-15 Q4

West Devon Borough Council

Community/Customer

Q3	Q4	
●	●	ES: Car parking tickets sold (Yearly comparison)
●	●	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

Q3	Q4	
	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

Q3	Q4	
●	●	PEC: % of Applications determined within statutory time frame (Major/Minor/Other)
●	●	

Environmental Health

Q3	Q4	
●	No data	EH: Time taken to process Disabled Facilities Grant (Fast track)
●	No data	EH: Avg Time to serve notice or close complaints

ICT & CS

Q3	Q4	
●	●	ICT & CS: Avg End to End time (New Claims)
●	●	ICT & CS: Avg End to End time (Change of circumstances)

Performance

Q3	Q4	
●	No data	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