

# Corporate Balanced Scorecard

## Community/Customer

Q3	Q4	
		Overall waste recycling rate %
		Residual waste per household
		<b>CST:</b> Average Call Answer Time
		<b>CST:</b> % of enquiries resolved at first point of contact

## T18 Programme

Q3	Q4	
		<b>T18:</b> Programme timescales on track
		<b>T18:</b> Performance vs. Budget
		<b>T18:</b> No. of Processes live
		<b>T18:</b> Ratio call/web submissions

## Processes

Q3	Q4	% of planning applications determined within time frame
		Major(Statutory):
		Minor:
		Other

Q3	Q4	
		Average End to End time Benefits New Claims
		Average End to End time Benefits Change of circumstances

## Performance

Q3	Q4	
<i>No data</i>		<b><i>EH:</i></b> % of nuisance complaints resolved at informal stage <i>Moved to W2 at end of Qtr 3. Data available from next Qtr</i>
		Average days short term sickness/FTE
		Complaint response speed

## Key

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