Corporate Balanced Scorecard

Community/Customer

Q2	Q3	
\bigtriangleup	\bigcirc	Overall waste recycling rate % (Provisional)
\bigtriangleup	\bigcirc	Residual waste per household (Provisional)
		Average no. of missed bins
\bigtriangleup	\bigtriangleup	CST: % of calls answered
	\bigtriangleup	CST : % of calls answered in 20 secs

Processes

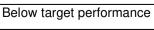
Q2	Q3	% of planning applications determined within time frame
\bigcirc	\bigcirc	Major(Statutory)
\bigcirc	\bigcirc	Minor
\bigcirc	Ø	Other

Q2	Q3	
\bigcirc	\bigcirc	Avg End to End time Benefits New Claims
\bigcirc	\bigcirc	Avg End to End time Benefits Change of circumstances

Performance

Q2	Q3	
\bigcirc	\bigcirc	EH: % of nuisance complaints resolved at informal stage
\bigcirc	\bigcirc	Avg days short term sickness/FTE
\bigcirc	\bigcirc	Complaint response speed





Narrowly off target, be aware

On or above target

Online uptake

Q2	Q3	
		% of Benefits new claims online (IEG4)
		% of Benefits change of circumstances online (IEG4)
Ø	\bigcirc	Ratio of web/call-post-email submissions (W2)

Updated measures to replace the T18 programme measures that added little extra information.

Additional measures to better quantify online uptake and benefit to the council will be developed as the new website goes live.