Corporate Balanced Scorecard

Community/Customer

Q1	Q2	
	ı	Overall waste recycling rate % (Awaiting data from DCC)
	-	Residual waste per household (Awaiting data from DCC)
		CST: Average Call Answer Time
		CST: % of enquiries resolved at first point of contact

Processes

Q1	Q2	% of planning applications determined within time frame
		Major(Statutory)
②		Minor
	②	Other

Q1	Q2	
		Avg End to End time Benefits New Claims
		Avg End to End time Benefits Change of circumstances

T18 Programme

Q1	Q2	
		T18: Programme timescales on track
		T18: Performance vs. Budget
		T18: No. of Processes live
	②	T18: Ratio call/web submissions

Performance

Q1	Q2	
		EH: % of nuisance complaints resolved at informal stage
		Avg days short term sickness/FTE
		Complaint response speed

Key

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