Corporate Balanced Scorecard

Community/Customer

Processes

Q3	Q4	
	\frown	Overall waste recycling rate %
\bigcirc	Ø	Residual waste per household
\bigcirc		Average no. of missed bins
	\land	CST: % of calls answered
		CST: % of calls answered in 20 secs

Q3	Q4	% of planning applications determined within time frame
\bigcirc	\bigcirc	Major
\bigcirc	\bigcirc	Non-Major
		Other – no longer report out this distinction. Captured above

Q3	Q4	
\bigcirc	\bigcirc	Avg End to End time Benefits New Claims
\bigcirc	\bigcirc	Avg End to End time Benefits Change of circumstances

Performance

Q3	Q4	
\bigcirc	Ø	% of Benefits new claims online (IEG4)
		% of Benefits change of circumstances online (IEG4)
	Ø	Ratio of web/call-post-email submissions (W2)

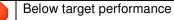
Online uptake

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 new website transactions goes live.

Q3	Q4	
\bigcirc		EH: % of nuisance complaints resolved at informal stage
\bigcirc		Avg days short term sickness/FTE
	\bigcirc	Complaint response speed





Narrowly off target, be aware

On or above target