

















Corporate Balanced Scorecard

Community/Customer

| Q3 | Q4 | |
|---|---|--|
|  |  | Overall waste recycling rate % |
|  |  | Residual waste per household |
|  |  | Average no. of missed bins |
|  |  | CST: % of calls answered |
|  |  | CST: % of calls answered in 20 secs |





Online uptake





| Q3 | Q4 | |
|---|---|---|
|  |  | % of Benefits new claims online (IEG4) |
|  |  | % of Benefits change of circumstances online (IEG4) |
|  |  | 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 new website transactions goes live.

Processes




| Q3 | Q4 | |
|---|---|--|
|  |  | % of planning applications determined within time frame |
|  |  | Major |
| | | Non-Major |
| | | <i>Other – no longer report out this distinction. Captured above</i> |

| Q3 | Q4 | |
|---|---|--|
|  |  | Avg End to End time Benefits New Claims |
|  |  | Avg End to End time Benefits Change of circumstances |

Performance

| Q3 | Q4 | |
|---|---|--|
|  |  | 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 |