

Corporate Balanced Scorecard

Community/Customer

Q4	Q1	
	-	Overall waste recycling rate % (See Exception Report for details)
	-	Residual waste per household (See Exception Report for details)
		CST: Average Call Answer Time
		CST: % of enquiries resolved at first point of contact

T18 Programme

Q4	Q1	
		T18: Programme timescales on track
		T18: Performance vs. Budget
		T18: No. of Processes live
		T18: Ratio call/web submissions

Processes

Q4	Q1	% of planning applications determined within time frame
		Major(Statutory):
		Minor:
		Other

Q4	Q1	
		Avg End to End time Benefits New Claims
		Avg End to End time Benefits Change of circumstances

Performance

Q4	Q1	
		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