Corporate Balanced Scorecard

Community/Customer

Processes

Q4	Q1		[
\bigtriangleup	\bigtriangleup	Overall waste recycling rate %	Q	4	Q1	% of pl
\bigcirc	Ø	Residual waste per household			\bigcirc	
		Average no. of missed bins			\bigcirc	
\bigtriangleup	\bigtriangleup	CST: % of calls answered				0
		CST: % of calls answered in 20 secs				
\land	\bigtriangleup	CST: % calls answered in 5 mins	Q4	Q1		
					A	-nd to Fnd

Q4	Q1	% of planning applications determined within time frame	
\bigcirc	\bigcirc	Major	
\bigcirc	\bigcirc	Non-Major	
		Other – no longer report this distinction.	
		Applications captured above	

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

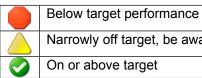
Performance

		Online uptake
Q4	Q1	
\bigcirc	\bigcirc	% of Benefits new claims online (IEG4)
		% of Benefits change of circumstances online (IEG4)
\bigcirc	\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 new website transactions goes live.

Q4	Q1		
\bigcirc		EH: % of nuisance complaints resolved at informal stage	
\bigcirc		Avg days short term sickness/FTE	
\bigcirc	\bigcirc	Complaint response speed	



Narrowly off target, be aware

On or above target

Key