

# Corporate Balanced Scorecard

## Community/Customer

Q4	Q1	
		Overall waste recycling rate %
		Residual waste per household
		Average no. of missed bins
		<b>CST:</b> % of calls answered
		<b>CST:</b> % of calls answered in 20 secs
		<b>CST:</b> % calls answered in 5 mins

## Online uptake

Q4	Q1	
		% 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

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

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

## Performance

Q4	Q1	
		<b>EH:</b> % 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