## **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

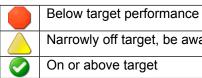
Performance

		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