

Corporate Balanced Scorecard

Community/Customer

Q1	Q2	
		Overall waste recycling rate %
		Residual waste per household
		Average no. of missed bins
		CST: % of calls answered
		CST: % of calls answered in 20 secs
		CST: % calls answered in 5 mins

Online uptake

Q1	Q2	
		% of Benefits new claims online (IEG4)
		% of Benefits change of circumstances online (IEG4/DHP)
		Ratio of web/call-post-email submissions (W2)

Processes

Q1	Q2	% of planning applications determined within time frame
		Major(Statutory)
		Non-Major

Q1	Q2	
		Avg End to End time Benefits New Claims
		Avg End to End time Benefits Change of circumstances

Performance

Q1	Q2	
		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