Corporate Balanced Scorecard

Community/Customer

Q1	Q2	
🔺	-	Overall waste recycling rate % *(Awaiting data from DCC)*
🔺	-	Residual waste per household *(Awaiting data from DCC)*
🛑	🛑	**CST:** Average Call Answer Time
🔺	🔺	**CST**: % of enquiries resolved at first point of contact

Processes

Q1	Q2	% of planning applications determined within time frame
✅	✅	Major(Statutory)
✅	✅	Minor
✅	✅	Other

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

T18 Programme

Q1	Q2	
🔺	🔺	**T18: Programme timescales on track**
✅	✅	**T18: Performance vs. Budget**
🔺	🔺	**T18: No. of Processes live**
✅	✅	**T18: Ratio call/web submissions**

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