

# Corporate Balanced Scorecard

## Community/Customer

| Q2 | Q3 |  |
|----|----|--|
|    | -  | Overall waste recycling rate % <i>(Awaiting data from DCC)</i> |
|    | -  | Residual waste per household <i>(Awaiting data from DCC)</i>   |
|    |    | Average no. of missed bins                                     |
|    |    | <b>CST:</b> % of calls answered                                |
|    |    | <b>CST:</b> % of calls answered in 20 secs                     |

## Online uptake

| Q2 | Q3 |  |
|----|----|--|
|    |    | <b>Ratio of benefits web/post submissions (IEG4)</b> |
|    |    | <b>Ratio of web/call-post-email submissions (W2)</b> |

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 the new website goes live.

## Processes

| Q2 | Q3 | % of planning applications determined within time frame |
|----|----|---|
|    |    | Major(Statutory)  |
|    |    | Minor   |
|    |    | Other   |

| Q2 | Q3 |  |
|----|----|--|
|    |    | Avg End to End time Benefits New Claims              |
|    |    | Avg End to End time Benefits Change of circumstances |

## Performance

| Q2 | Q3 |  |
|----|----|--|
|    |    | <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            |