# **Corporate Balanced Scorecard**

## Community/Customer

Q3	Q4	
$\bigcirc$	$\checkmark$	Overall waste recycling rate %
$\bigtriangleup$	Ø	Residual waste per household
$\bigcirc$		Average no. of missed bins
$\bigtriangleup$	$\land$	CST: % of calls answered
$\bigwedge$		CST: % of calls answered in 20 secs

#### Processes

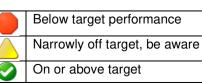
Q3	Q4	% of planning applications determined within time frame
	$\bigcirc$	Major(Statutory)
$\bigcirc$	$\bigcirc$	Minor
	$\bigcirc$	Other

Q3	Q4	
$\bigcirc$		Avg End to End time Benefits New Claims
$\bigcirc$	$\bigcirc$	Avg End to End time Benefits Change of circumstances

Performance

Q3	Q4	
	Ø	EH: % of nuisance complaints resolved at informal stage
	Ø	Avg days short term sickness/FTE
	Ø	Complaint response speed

### Key



#### Online uptake

Q3	Q4	
$\bigtriangleup$	$\bigtriangleup$	Ratio of benefits web/post submissions (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 the new website goes live.