












# Corporate Balanced Scorecard

## Community/Customer

Q4	Q1	
	-	Overall waste recycling rate % <b>Awaiting DCC data</b>
	-	Residual waste per household <b>Awaiting DCC data</b>
	-	Average no. of missed bins <b>Awaiting DCC data</b>
		<b>CST: % of calls answered</b>
		<b>CST: % of calls answered in 20 secs</b>







## Online uptake





Q4	Q1	
		Ratio of benefits web/post submissions (IEG4)
		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.

## Processes




Q4	Q1	% of planning applications determined within time frame
		Major(Statutory)
		Minor
		Other

Q4	Q1	
		Avg End to End time Benefits New Claims
		Avg End to End time Benefits Change of circumstances

## Performance

Q4	Q1	
		<b>EH: % of nuisance complaints resolved at informal stage</b>
		Avg days short term sickness/FTE
		Complaint response speed

## Key

	Below target performance
	Narrowly off target, be aware
	On or above target