

















# Corporate Balanced Scorecard

## Community/Customer

Q1	Q2	
		Overall waste recycling rate % (Provisional)
		Residual waste per household (Provisional)
		Average no. of missed bins
		<b>CST:</b> % of calls answered
		<b>CST:</b> % of calls answered in 20 secs







## Online uptake





Q1	Q2	
		% of Benefits new claims online (IEG4)
		% of Benefits change of circumstances online (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




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

## Performance

Q1	Q2	
		<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