Corporate Balanced Scorecard

Community/Customer

Q3	Q4	
✅	No data	**ES:** Overall Recycling rate %
🔺	No data	**ES:** Residual waste per household
🛑	🛑	**CS:** Average Call Answer Time
✅	✅	**CS**: % of enquiries resolved at first point of contact

Processes

Q3	✅	🛑	🛑	% of Applications determined within time frame
Q4	✅	🛑	🛑	Major(Statutory):Minor:Other

✅	✅	**CS:** Avg End to End time (New Claims)
✅	✅	**CS:** Avg End to End time (Change of circumstances)

T18 Programme

Q3	Q4	
✅	🔺	**T18: Programme timescales on track**
🔺	✅	**T18: Performance vs. Budget**
🛑	🔺	**T18: No. of Processes live?**
🛑	✅	**T18: Ratio call/web submissions?**

Performance

Q3	Q4	
✅	**No data**	**EH: % of nuisance complaints resolved at informal stage**
✅	✅	**CS:** Avg days short term sickness/FTE
🔺	🔺	**CS:** Complaint response speed

Key

🛑	Below target performance
🔺	Narrowly off target, be aware
✅	On or above target