

Corporate Balanced Scorecard

Community/Customer

Q2	Q3	
		Overall waste recycling rate %
		Residual waste per household
		CST: Average Call Answer Time
		CST: % of enquiries resolved at first point of contact

T18 Programme

Q2	Q3	
		T18: Programme timescales on track
		T18: Performance vs. Budget
		T18: No. of Processes live
		T18: Ratio call/web submissions

Processes

Q2	Q3	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	
No data	No data	<i>EH: % of nuisance complaints resolved at informal stage Moved to W2 at end of Qtr 3. Data available from next Qtr</i>
		Avg days short term sickness/FTE
		Complaint response speed

Key

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