














Corporate Balanced Scorecard

Community/Customer

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









Online uptake





Q4	Q1	
		Ratio of benefit new claims web/post submissions
		Ratio of benefit change of circumstances web/post submissions (IEG4)
		Ratio call/web 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	
		EH: % 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