## Corporate Balanced Scorecard 2008/09

(Based on predicted year end performance from quarter 1 results)

Citizen/Strategic Outcomes (Leeds Strategic Plan Indicators)							
Culture Indicators			Environ	ment Indicators			
Economy & Enterprise Indicators			Health and Wellbeing Indicators				
Learning Indicators			Thriving Places Indicators				
			Harmonious Communities Indicators				
Council Bu				usiness Plan			
	Valuing our Colleagues			Value for Money/Resources			
BP-17	Number of working days lost to the authority due to sickness absence (average per FTE)	ightarrow	BP-03	% variation from overall council budget in year	•		
BP-18	Voluntary leavers as a percentage of staff in post	$\bigcirc$		% income collected from:			
BP-23	% local authority staff from BME communities	•		a) council tax	0		
BP-24	% local authority staff with disability	$\bigcirc$	BP-05	b) Non Domestic Rates	•		
	% of top earners who are:			c) housing rents	0		
BP-25	a) women	$\bigcirc$		d) sundry debtors	0		
BP-25	b) From BME communities	$\bigcirc$	NT 10E		$\bigcirc$		
	c) Disabled	$\bigcirc$	C01 IN	CO2 emissions from local authority operations	$\bigcirc$		
	IiP Accreditation		BP-01	EMAS Accreditation	0		
BP-26		$\bigcirc$	BP-02	% resource reprioritisation achieved compared to medium term financial plan	$\bigcirc$		
			NI 179	% cash releasing efficiency savings made	$\bigcirc$		
Business Improvement/Excellence				Customers First			
BP-27	Equality Standard level	$\bigcirc$	NI 14	% customer contacts which are of low or no value to the customer and can be avoided	0		
BP-28	% implementation of the equality and diversity scheme	$\bigcirc$	NI 140	% people who say that they have been treated with respect and consideration by local public services	$\bigcirc$		
BP-30	Number major projects not receiving independent project assurance	$\bigcirc$	BP-08	Volume of total transactions delivered through customer self service	0		
BP-31	Number major projects independently assured by Project Assurance Unit with a red rating for the effectiveness of overall project management arrangements	$\bigcirc$	BP-09	% complaints responded to within 15 days	•		
BP-32	Direction of Travel Score	$\bigcirc$	BP-10	% letters from the public that are responded to within 10 working days	0		
BP-33	Delivery of IO programme through % project milestones achieved vs those planned	$\bigcirc$	BP-11	% emails from the public that are responded to within 10 working days	•		
BP-34	% of colleagues who have an understanding of the Council's approach to the management, use and sharing of its information and knowledge	$\bigcirc$	BP-12	% calls answered as a proportion of calls offered	•		
BP-35	% of service areas audited where Information Governance Arrangements are assessed as being 'compliant' with corporate policy.	$\bigcirc$		% services which are accessible as assessed by:			
BP-36	Data Quality measured by: b) % strategic indicator set (LSP, CBP & NI) where we have "no concerns" on data quality	ightarrow	BP-14	a) Self assessment	$\bigcirc$		
BP-37	% key decisions which did not appear in the forward plan	•		b) Independent audit	0		
BP-29	Voter Turn Out	$\bigcirc$			Ŭ		

Key

	Not forecast to hit target	$\bigcirc$	Forecast to hit target
0	Some problems in hitting target	$\bigcirc$	No result or unable to traffic light (eg establishing baseline data)
$\bigcirc$	Annual Indicator - no quarterly result available		