

Appendix 2: Corporate Balanced Scorecard 2008/09
(Based on predicted year end performance from quarter 1 results)

Citizen/Strategic Outcomes (Leeds Strategic Plan Indicators)			
Culture Indicators		○ ○ ○ ○ ● ●	Environment Indicators
Economy & Enterprise Indicators		○ ○ ○ ● ●	Health and Wellbeing Indicators
Learning Indicators		○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ●	Thriving Places Indicators
Transport Indicators		○ ○ ○ ○ ○ ●	Harmonious Communities Indicators
Council Business 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)	●	BP-03 % variation from overall council budget in year
BP-18	Voluntary leavers as a percentage of staff in post	●	% income collected from:
BP-23	% local authority staff from BME communities	●	a) council tax
BP-24	% local authority staff with disability	●	BP-05 b) Non Domestic Rates
BP-25	% of top earners who are:		c) housing rents
	a) women	●	d) sundry debtors
	b) From BME communities	●	NI 185 CO2 emissions from local authority operations
	c) Disabled	●	
BP-26	IiP Accreditation	○	BP-01 EMAS Accreditation
			BP-02 % resource reprioritisation achieved compared to medium term financial plan
			NI 179 % cash releasing efficiency savings made
Business Improvement/Excellence		Customers First	
BP-27	Equality Standard level	○	NI 14 % customer contacts which are of low or no value to the customer and can be avoided
BP-28	% implementation of the equality and diversity scheme	○	NI 140 % people who say that they have been treated with respect and consideration by local public services
BP-30	Number major projects not receiving independent project assurance	●	BP-08 Volume of total transactions delivered through customer self service
BP-31	Number major projects independently assured by Project Assurance Unit with a red rating for the effectiveness of overall project management arrangements	●	BP-09 % complaints responded to within 15 days
BP-32	Direction of Travel Score	○	BP-10 % letters from the public that are responded to within 10 working days
BP-33	Delivery of IO programme through % project milestones achieved vs those planned	○	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	○	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.	○	BP-14 % 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	●	
BP-37	% key decisions which did not appear in the forward plan	●	
BP-29	Voter Turn Out	●	

Key

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