






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				BP-05	% income collected from:			
BP-23	% local authority staff from BME communities					a) council tax			
BP-24	% local authority staff with disability					b) Non Domestic Rates			
BP-25	% of top earners who are:					c) housing rents			
	a) women				d) sundry debtors				
	b) From BME communities								
	c) Disabled				NI 185	CO2 emissions from local authority operations			
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					a) Self assessment			
BP-37	% key decisions which did not appear in the forward plan					b) Independent audit			
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		