

FY 2017 - 2018

West Suffolk-Families & Communities Balanced Scorecard

Appendix B

MONTH Mar 18 QUARTER Jan 18 - Mar 18

ANNUAL Apr 17 - Mar 18

			Current Value	Target	Frequency	Type	Comments				Current Value	Target	Frequency	Type	Comments
RESOURCES	FINANCIAL	Year end forecast variance (under) / over spend against budget - FHDC		-	M	Cumulative		CUSTOMERS	SATISFACTION	% Customer satisfaction with customer service - overall journey		80.00	Q	Period only	
		Year end forecast variance (under) / over spend against budget - SEBC		-	M	Cumulative				Number of formal complaints		No target	B	Cumulative	
		% of non-disputed invoices paid within 30 days		95.00	M	Cumulative				Number of formal compliments		No target	B	Cumulative	
		% of debt over 90 days old		10.00	M	Cumulative				% of telephone calls answered		90.00	M	Period only	
									CUSTOMER SERVICES						
			Current Value	Target	Frequency	Type	Comments				Current Value	Target	Frequency	Type	Comments
INTERNAL PROCESSES	COMMUNICATIONS	Number of unique users of the West Suffolk councils website		450,996	M	Period only		OUTCOMES	CUSTOMER SERVICES	Number & % of contacts - phone		55.00	M	Period only	
		Number of unique page views to the West Suffolk councils website		1,400,004	M	Period only				Number & % of contacts - face to face		15.00	M	Period only	
	HOUSING OPTIONS	Number of applications processed for Housing register		720.00	M	Period only				Number & % of contacts - online		30.00	M	Period only	
		Average time taken to make decisions on homelessness applications (days)		21.00	Q	Period only			HOUSING OPTIONS	Advice & Prevention cases currently open or closed during the month		480	M	Period only	
										Household Numbers in B&B		15.00	M	Period only	
										Numbers in Bands A & B		No target	M	Period only	