

FY **2017 - 2018**

West Suffolk-Families & Communities Balanced Scorecard

Appendix B

MONTH **Mar 18** QUARTER

Jan 18 - M **Oct 17 - 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				CUSTOMER SERVICES	% of telephone calls answered	90.00	M	Period only
		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	
	Number of applications processed for Housing register	720.00	M	Period only		Number & % of contacts - online			30.00	M	Period only		
	HOUSING OPTIONS	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	