OMMUNITIES BALANCED SCORECARD APPENDIX B

	Commont Valor		Jul 17 - Sep 17 🕌												it organisational level
	Current Value	Target	Frequency	Туре	Trend	Comments				Current Value	Target	Frequency	Туре	Trend	Comments
Year end forecast variance (under) / over spend against budget - FHDC	-£18,839.00	-	M	Cumulative		(£21k) Policy, £15k CustServ, (£11k) F&C, (£1k) Housing Opt. As detailed in the Budget Monitoring Report.	CUSTOMERS		% Customer satisfaction with customer service - overall journey	92	80	Q	Period only		Based on 47 responses
Year end forecast variance (under) / over spend against budget - SEBC	£61,993.00	-	M	Cumulative		(£16k) Policy, £20k CustServ, (£15k) F&C, £70k Housing Opt. As detailed in the Budget Monitoring Report.		ACTION							
% of non-disputed invoices paid within 30 days	96.63	95.00	M	Cumulative		109 undisputed invoices processed in September		SATISFA	Number of formal complaints	1	No target	В	Cumulative		One regarding a Housing application. Upheld
% of debt over 90 days old	53.53	10.00	M	Cumulative	/\/\	and all of this debt is with legal. SEBC debt £9,224.32 -			Number of formal compliments	9	No target	В	Cumulative		Nine regarding Customer Services
				CUSTOMER	% of telephone calls answered	92	90	M	Period only	~~	12,827 calls this month				
	Current Value	Target	Frequency	Туре	Trend	Comments				Current Value	Target	Frequency	Туре	Trend	Comments
Number of unique users of the West Suffolk councils website	35,095	37,583	M	Period only		proportionally more than in previous years. This is partially due to it being the end of the summer holiday period and partially following the rises in July and August due to the West Suffolk Operational Hub and the Bury St Edmunds Town Centre Masterplan. It is still an increase over previous years (users 35,095 Sep 17, 34,119 Sep 16, 29,560 Sep 15) the averages	OUTCOMES CLISTOMER SERVICES		Number & % of contacts - phone	54	55	Q	Period only		41,398 calls
Number of unique page views to the West Suffolk councils website	107,903	116,667	M	Period only	///	proportionally more than in previous years. This is partially due to it being the end of the summer holiday period and partially following the rises in July and August due to the West Suffolk Operational Hub and the Bury St Edmunds Town Centre Masterplan. It is still an increase over previous years (upv 107,903 Sep 17, 105,863 Sep 16, 98,735 Sep 15) the averages		CUSTOMER SERVICES	Number & % of contacts - face to face	14	15	Q	Period only		10,853 face to face contacts
Number of applications processed for Housing register	77	60	M	Period only	✓	The team continue to work on a backlog of applications			Number & % of contacts - online	32	30	Q	Period only		7,218 emails and 17,453 online forms. This figure includes elections, planning applications and housing applications made online during the period.
Average time taken to make decisions on homelessness applications (days)	18	21	M	Period only				TIONS	Advice & Prevention cases currently open or closed during the month	40	40	М	Period only		Officers continue to experience high cases loads.
								NG OP	Household Numbers in B&B	12	15	M	Period only		Continued efforts being made to control and reduce this figure
								HOUSII	Numbers in Bands A & B	962	No target	M	Period only		Continue to see high demand for priority moves
Nu N	ear end forecast variance (under) / ver spend against budget - SEBC of non-disputed invoices paid ithin 30 days of debt over 90 days old umber of unique users of the West affolk councils website umber of unique page views to the vest Suffolk councils website umber of applications processed for ousing register verage time taken to make ecisions on homelessness	ear end forecast variance (under) / ver spend against budget - SEBC of non-disputed invoices paid ithin 30 days of debt over 90 days old Current Value cumber of unique users of the West affolk councils website umber of unique page views to the vest Suffolk councils website to the verse of applications processed for pousing register verage time taken to make ecisions on homelessness 18	the spend against budget - FHDC the spend against budget - SEBC of non-disputed invoices paid ithin 30 days of debt over 90 days old Current Value Target umber of unique users of the West affolk councils website 107,903 116,667 umber of applications processed for ousing register verage time taken to make ecisions on homelessness 18 21	ear end forecast variance (under) / Fer spend against budget - SEBC of non-disputed invoices paid ithin 30 days of debt over 90 days old Current Value Target Frequency umber of unique users of the West uffolk councils website 107,903 116,667 M umber of applications processed for ousing register verage time taken to make excisions on homelessness 18 21 M	ter spend against budget - PPDC per spend against budget - SEBC for non-disputed invoices paid ithin 30 days of debt over 90 days old Current Value Target Frequency Type Current Value Target Frequency Type Umber of unique users of the West affolk councils website 107,903 116,667 M Period only Period only where the set Suffolk councils website The set of unique page views to the feet Suffolk councils website The set of unique page views to the feet Suffolk councils website The set of unique page views to the feet Suffolk councils website The set of unique page views to the feet Suffolk councils website The set of unique page views to the feet Suffolk councils website The set of unique page views to the feet Suffolk councils website The set of unique page views to the feet Suffolk councils website The set of unique page views to the feet Suffolk councils website The set of th	ter spend against budget - FRDC tear end forecast variance (under) / per spend against budget - SEBC of non-disputed invoices paid thin 30 days 10.00 M Cumulative Current Value Target Frequency Type Trend Current Value Target Frequency Type Trend Trend In Period only Trend Tre	ter a petit of petits councils reflect the website have dropped as expected, but proportionally more the surprise in large and period only Period o	Period only Trend Current Value Target Trend Current Value Trend Current Value Target Trend Current Value Trend Current Value Target Trend Current Value Trend Trend Current Value Trend Trend Current Value Trend Trend Current Value Trend Current Value Trend Trend Current Value Trend Trend Current Value Trend Trend Current Value Tre	Trend only Trend only Period	Period only Indiana service of application species to the first and the period only Indiana service of application species of the first and the period only Indiana service of application processed for the first and the firs	Figure 1 Longer 1 modes are read control to Longer 1 modes are read and Longer 1 modes are read to Longer 1 modes are read	The second secon	Figure 1 and State Management State	Report Figure 1	September Sept