

FY 2017 - 2018

WEST SUFFOLK - RESOURCES & PERFORMANCE BALANCED SCORECARD

Appendix A

MONTH Mar 18

QUARTER

Jan 18 - Mar 18

HALF YEARLY

Oct 17 - Mar 18

ANNUAL

Apr 17 - Mar 18

* These indicators are at organisational level

		Current Value	Target	Frequency	Type	Trend	Comments			Current Value	Target	Frequency	Type	Trend	Comments		
RESOURCES	FINANCIAL	Year end forecast variance (under) / over spend against budget - FHDC	£88,225.00	-	M	Cumulative		£115k overspend on Non-Distributed csots in relation to ill health retirements. Plus (£53k) ARP surplus and £28k overspend on Corporate, As detailed in the Budget Monitoring reports.	CUSTOMERS	SATISFACTION	Number of formal complaints	12	No Target	B	Period only		Seven for ARP benefits, Five for ARP Council Tax. Further explanations and apologies for delays given.
		Year end forecast variance (under) / over spend against budget - SEBC	£456,728.00	-	M	Cumulative		£576k overspend on Non-Distributed csots in relation to ill health retirements. Plus (£83k) ARP surplus, (£56k) Council Tax surplus and a £26k overspend on Corporate, As detailed in the Budget Monitoring reports.			Number of formal compliments	0	No Target	B	Period only		
		Income generated from SLAs	-£511,118.10	-£468,484.00	M	Cumulative		Income primarily generated via ICT contracts, eg. ARP, SCC, Abbeycroft Leisure etc.		ORGANISATIONAL	Organisational year end forecast variance (under) / over spend against budget - FHDC *	£0.00	-	M	Cumulative		£88 R&P, (£4k) HRL&D, (£45k) F&C, £93k P&R, (£81k) Ops, (£73k) Growth, £23k interest. As detailed in the Budget Monitoring reports.
		% return on the investment of reserves and balances - FHDC	0.70	0.75	Q	Cumulative		£125k interest received to date, against a budget of £181k.		Organisational year end forecast variance (under) / over spend against budget - SEBC *	-£35,523.00	-	M	Cumulative		£456 R&P, (£6k) HRL&D, £88k F&C, (£27k) P&R, (£588k) Ops, £13k Growth, £36k interest. As detailed in the Budget Monitoring reports.	
		% return on the investment of reserves and balances - SEBC	0.58	0.55	Q	Cumulative		£352k interest received to date, against a budget of £264k.		Total income generated by organisation £ *	-£28,617,143.11	-£27,484,794.98	M	Cumulative			
	% of non-disputed invoices paid within 30 days	88.12	95.00	M	Period only		101 Undisputed Invoices processed in March 18	% of total non-disputed invoices paid within 30 days *		93.54	95.00	M	Cumulative		1,393 Undisputed Invoices processed March 18		
	% of debt over 90 days old	65.23	10.00	M	Cumulative		Debt over 90 Days £6.8K SEBC and £58K for FHDC	% of total debt over 90 days old *		56.69	10.00	M	Cumulative		Total Debt over 90 Days £250K SEBC and £90K FHDC		
		Current Value	Target	Frequency	Type	Trend	Comments			Current Value	Target	Frequency	Type	Trend	Comments		
INTERNAL PROCESSES	FINANCE	% of all payments made to us by BACS, Direct Debit, online as opposed to cash & cheque *	88.60	100.00	M	Period only			OUTCOMES	ARP	% Collection of Council Tax - FHDC	101.55	100	M	Cumulative		£28,373,767 Collected as at March 18
	ICT	% of ICT Helpdesk calls completed 'on time' as defined in SLAs	96.30	90.00	Q	Period only					% Collection of Council Tax - SEBC	100.95	100	M	Cumulative		£58,501,957 Collected as at March 18
	ARP	Days taken to process Housing Benefit new claims and changes - FHDC	6.75	8.00	M	Period only					% Collection of Business Rates - FHDC	97.04	100.00	M	Cumulative		£23,029,748 Collected as at March 18
		Days taken to process Housing Benefit new claims and changes - SEBC	6.11	8.00	M	Period only					% Collection of Business Rates - SEBC	97.89	100.00	M	Cumulative		£45,108,685 Collected as at March 18
										BUSINESS RATES	Business Rate Growth - FHDC	22,941,774	23,031,392	M	Cumulative		
										Business Rate Growth - SEBC	42,068,387	42,479,078	M	Cumulative			