

**WEST SUFFOLK - TEMPLATE BALANCED SCORECARD**

PERIOD

Feb 15

**Appendix A**

		Current Value	Target	Frequency	Trend	Comments			Current Value	Target	Frequency	Trend	Comments	
RESOURCES	FINANCIAL	% variance against budget					CUSTOMER	SATISFACTION			B		Complaints received by Head of Service between April and September 2014	
												B		Compliments received by Head of Service between April and September 2014
	ICT													
	STAFF													
		Current Value	Target	Frequency	Trend	Comments			Current Value	Target	Frequency	Trend	Comments	
INTERNAL PROCESSES							OUTCOMES							

PROJECTS	Name	Project Lead	Project Stage	Project Status	Approval details	Approved budget	Forecast Spend	Variance	Comments

RISK
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