

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	Number of formal complaints			B		Complaints received by Head of Service between April and September 2014	
										Number of compliments			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
