

WEST SUFFOLK - RESOURCES & PERFORMANCE BALANCED SCORECARD

APPENDIX A

M - MONTH Jun 15

Q - QUARTER Apr 15 - Jun 15

B - HALF YEARLY Oct 14 - Mar 15

* 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	£ 9,000.00	-	M	Cumulative		£100k less income expected to be received from Flagship as part of the VAT Shelter Agreement. £91k in year savings predominately from supplies & services and increased income. See Q1 budget monitoring report for more detail.	SATISFACTION	Number of formal complaints	8	No target	B	Period only		All complaints relate to ARP.
		Year end forecast variance (under) / over spend against budget - SEBC	(£50,000.00)	-	M	Cumulative		Higher council tax court costs anticipated to be recovered, along with some reductions in associated costs. See Q1 budget monitoring report for more detail.		Number of formal compliments	0	No target	B	Period only		
		Income generated from Service Level Agreements	(£45,703.00)	(£49,461.00)	M	Cumulative		Slight under achievement of ICT income. Expected to be on budget at year end.	CUSTOMERS ORGANISATIONAL	Organisational year end forecast variance (under) / over spend against budget - FHDC *	-	-	M	Cumulative		The current forecast position for the year end is expected to be on budget. See Q1 budget monitoring report for further details.
		% return on the investment of reserves and balances - FHDC	1.65	1.70	Q	Cumulative		Due to higher levels of balances than anticipated, actual income received for the quarter is £10,000 higher than budget. See Q1 Treasury Management report for more detail.		Organisational year end forecast variance (under) / over spend against budget - SEBC *	(£51,500.00)	-	M	Cumulative		The current forecast position for the year end is expected to be underspent. See Q1 budget monitoring report for further details.
	% return on the investment of reserves and balances - SEBC	0.70	0.90	Q	Cumulative		Due to higher levels of balances than anticipated, actual income received for the quarter is £20,000 higher than budget. See Q1 Treasury Management report for more detail.	Total income generated by organisation £ *		(£6,532,808.83)	(£6,479,076.00)	M	Cumulative			
	FINANCE & PERFORMANCE	% of non-disputed invoices paid within 30 days	86.21	95.00	M	Period only		58 invoices processed in June. See paragraphs 1.4.1 - 1.4.4 in main report for more comments.	% of total non-disputed invoices paid within 30 days *	78.50	95.00	M	Period only		1,293 invoices processed in June. Working with services to try and improve payment times.	
		% of debt over 90 days old	16.52	10	M	Cumulative		FHDC debt £1,705.93 - 100% over 90 days. SEBC debt £26,225.42 - 11.09% over 90 days. See paragraphs 1.4.1 - 1.4.4 in main report for more comments.	% of total debt over 90 days old *	62.53	10.00	M	Cumulative		FHDC debt £140,359.46 - 53.48% over 90 days. SEBC debt £540,592.76 - 64.87% over 90 days. Setting up monthly debt control meetings with business areas.	
		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 *	0.00	0.00	M	Period only		This indicator is to be developed going forward, so not available for first quarter.	OUTCOMES ARP	% Collection of Council Tax - FHDC	29.71	29.62	M	Cumulative		
	ICT	% of ICT Helpdesk calls completed 'on time' as defined in SLAs	89.36	90.00	M	Period only				% Collection of Council Tax - SEBC	30.01	30.08	M	Cumulative		
	ARP	Days taken to process Housing Benefit new claims and changes - FHDC	7.60	12.00	M	Period only				% Collection of Business Rates - FHDC	28.06	28.72	M	Cumulative		
		Days taken to process Housing Benefit new claims and changes - SEBC	5.70	12.00	M	Period only				% Collection of Business Rates - SEBC	30.64	27.25	M	Cumulative		

PROJECTS	Name	Project Lead	Project Stage	Project Status	Approval details	Approved budget	Forecast Spend	Variance	Comments
		Agresso Phase II - System Development	Jo Howlett						
	Fund Manager Procurement	Jo Howlett							
	Merchant acquiring services	Judith Wright							
	Development of West Suffolk Information Strategy	James Wager							

RISK
