

Consumer Focus Board

Paper 5.1i

Title: Balanced Scorecard
Purpose: For information
Date of meeting: 8 June 2010
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Attachments: Annex A: Balanced Scorecard 2009-2010

1 Overview

- 1.1 The end of March marked the completion of Consumer Focus's fourth quarter and final quarter of the 2009-10 fiscal year. The Balanced Scorecard provides the Board with a snapshot of the organisation's performance in the final delivery months of the previous work plan.
- 1.2 In an effort to provide more meaningful performance information, a revised Balanced Scorecard - with more focused organisational objectives and KPIs – as been developed for 2010-11, which the Board is asked to consider as a separate agenda item.

2 Action for the Board

- 2.1 The Board is asked to **note** the contents of this report.

3 Q4 Performance

- 3.1 The Key Performance Indicators for the Consumer Focus Balanced Scorecard for the fourth quarter, January – March 2010 (**Annex A**) demonstrate that:
 - **95%** of the Forward Work Programme was completed by the end of the fiscal year. This figure includes 7% of projects that were terminated as a result of a change in environment.
 - At the end of Q4, **5%** of projects indicated they were behind schedule, but will be completed within Q1 of the this fiscal year (ending June 30, 2010).
 - A consistent service is being provided to energy and postal service consumers who need extra help. In Q4, **1,518 cases** were received by the Extra Help Unit.
 - A variety of internal staff development and training opportunities were provided in Q4 – including appraisal, diversity, writing and presentation skills training. **91%** of staff who took part in training expressed positive feedback – the highest reported figure to date. The Annual Employee Survey provides more comprehensive metrics in this area.

- On the efficient use of resources, the KPIs point to an estimated **£100,000 net surplus**, subject to final audit. The full year effect of annual efficiency savings identified is reported at **£146,000**, which comes from procurement efficiencies and changes in the delivery approach of some corporate services.

4 Next Steps

- 4.1 The Board will be asked to consider and approve a revised Balanced Scorecard for 2010-11 as a separate agenda item.
- 4.2 The Q1 Balanced Scorecard for 2010-11 will be reported at the September 16 Board meeting.