

Consumer Focus Board

Paper 5.i

Title:	Balanced Scorecard Q3
Purpose:	For information
Date of meeting:	10 February 2011
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Attachments:	Annex A – Balanced Scorecard Annex B – 2010/11 Workplan – Projects Dropped

1 Overview

- 1.1 The end of December marked the completion of Consumer Focus's third quarter of the 2010/11 fiscal year. The Balanced Scorecard provides the Board with a snapshot of the organisation's performance. This paper includes performance results for Q1 – Q3.
- 1.2 The scorecard is a reflection of how well the organisation is doing against the 2010-11 objectives in a business-as-usual state. The scorecard does not measure the success of any new strategic thrust or initiatives resulting from the Government's decision on the future of consumer focus.
- 1.3 Not all metrics were captured in the first two quarters. No employee surveys have taken place in 2010-11 and so data is not available for the associated measures.
- 1.4 Some projects have been dropped from the workplan, either because of lack of staff resource or for other operational reasons. A summary of projects dropped has been included at Annex B for information.

2 Action for the Board

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

3 The key issues

- 3.1 The Key Performance Indicators for the Consumer Focus Balanced Scorecard for the first two quarters, April – September 2010 (**Annex A**) demonstrate that:
 - At the end of Q3, an estimated **46.67M consumers benefited** from Consumer Focus's work. This includes **3.87M consumers benefiting from our designated empowerment initiatives**. This figure was developed using a conservative approach and therefore it reflects the minimum estimated number of consumers who have benefited (i.e., it is the floor, not the ceiling). These are cumulative figures for the year to date.

- At the end of Q3, the estimated **value of consumer benefit from our advocacy was £90.68M**, with our biggest win for the year-to-date being Npower accounting for £70M in compensation. This is a cumulative figure for the year to date.
- At the end of Q3, **43 changes to legislation, regulation, government frameworks and codes of practice** were reported across Consumer Focus. This is our headline figure reflecting our success in ensuring the interests of current and future consumers are at the core of consumer policy development by government and regulators. This is a cumulative figure for the year to date.
- The EHU continued to deliver a consistent high quality service with **87%** of EHU customers satisfied or very satisfied with the level of service. In Q3, **£238,670** in compensation and other payments was achieved for consumers up from **£181,765** in Q2.
- The number of projects which identified external partnership arrangements **increased from six in Q2 to 11 in Q3**. Similarly, the number of internal cross-organisational working groups **increased from eight in Q2 to 13 in Q3**. Working closely with stakeholders across sectors – both internally and externally –to deliver more for consumers, remains an important component in our strategy.
- The number of training days delivered fell from **36 days in Q1 to 18 days in Q2** and **21.5 days in Q3**. This was expected as a result of cuts made to operate within the new grant level. Despite current challenges, ensuring that our staff have the mix of knowledge, skills and support to deliver their work remains a key objective to our success. HR is considering alternative forms of training and development going forward.
- At then end of Q3, Finance reported a surplus of £591,000 and 85% progress towards the achievement of the 11.6% in cuts and efficiency savings needed to live within the new 2010-11 grant level.

4 Next steps

- 4.1 The Q4 Balanced Scorecard for 2010-11 will be reported at the 17 May Board meeting.