

**Stevenage Borough Council Balanced Scorecard
Summary Q4 2015/16**
(includes updates to previous qtr reported results)

Community trend

Q4, 2014/15	98.04
Q1, 2015/16	94.53
Q2, 2015/16	95.35
Q3, 2015/16	96.01
Q4, 2015/16	96.24

Community Perspective

Housing:

Q4	Q1	Q2	Q3	Q4
99.24	96.59	95.53	96.86	90.66

(2 Red measures, 1 Amber measure)

Environment:

Q4	Q1	Q2	Q3	Q4
95.61	99.43	100.66	97.98	100.63

(No Red or Amber measures)

Health and Leisure:

Q4	Q1	Q2	Q3	Q4
102.94	98.88	104.08	102.69	103.2

(No Red measure or Amber measures)

Community Safety Partnership:

Q4	Q1	Q2	Q3	Q4
104	79.6	79.4	84.35	85.75

(2 Red measures, 1 Amber measure)

Supporting the Vulnerable:

Q4	Q1	Q2	Q3	Q4
88.4	98.15	97.1	98.15	100.95

(No Red measures, 1 Amber measure)



Overall score trend

2015/16
Trend in measure results

Q3 2015/16

Q4 2015/16

Q4 2014/15	96.79
Q1 2015/16	96.59
Q2 2015/16	96.38
Q3 2015/16	96.77
Q4 2015/16	95.22
Number of green measures	66
Number of yellow measures	5
Number of amber measures	2
Number of red measures	10
Number of green measures	64
Number of yellow measures	4
Number of amber measures	4
Number of red measures	11

Efficiency trend

Q4, 2014/15	98.12
Q1, 2015/16	93.13
Q2, 2015/16	92.82
Q3, 2015/16	93.49
Q4, 2015/16	91.3

Resources Perspective

Finance:

Q4	Q1	Q2	Q3	Q4
100	101.82	101.13	100.32	101.31

(No Red or Amber measures)

People:

Q4	Q1	Q2	Q3	Q4
88.25	101.85	101.85	96.95	88.1

(1 Red measure, No Amber measures)

Asset Management:

Q4	Q1	Q2	Q3	Q4
99.2	102.45	100.2	100.5	100.4

(No Red or Amber measures)

Reputation:

Q4	Q1	Q2	Q3	Q4
103.71	103.13	95.53	94.41	96.28

(1 Red measure, No Amber measures)

ICT:

Q4	Q1	Q2	Q3	Q4
96.73	101.86	103.32	102.06	102.24

(No Red or Amber measures)



Efficiency Perspective

Finance:

Q4	Q1	Q2	Q3	Q4
92.1	84.18	85.26	84.22	74.64

(3 Red measures, No Amber measures)

Regulation Services:

Q4	Q1	Q2	Q3	Q4
105	105	104.7	104.85	104.85

(No Red or Amber measures)

Customer Service Centre:

Q4	Q1	Q2	Q3	Q4
97.25	90.2	88.5	91.4	94.4

(No Red measures, 1 Amber measure)



Resources trend

Q4, 2014/15	97.58
Q1, 2015/16	102.22
Q2, 2015/16	100.41
Q3, 2015/16	98.85
Q4, 2015/16	97.67

Future Perspective

Regeneration:

Q4	Q1	Q2	Q3	Q4
92.7	96.5	90.5	98.8	88.1

(1 Red measure, No Amber measures)

Finance:

Q4	Q1	Q2	Q3	Q4
90	89.6	95	94.05	93.65

(1 Red measure, No Amber measures)

Workforce Planning:

Q4	Q1	Q2	Q3	Q4
95	103.2	105	103.2	105

(No Red or Amber measures)



Future trend

Q4, 2014/15	95.68
Q1, 2015/16	96.43
Q2, 2015/16	96.83
Q3, 2015/16	98.68
Q4, 2015/16	95.58