



To: BSO Board

From: Director of Customer Care & Performance

Subject: Corporate Balanced Scorecard

Status: For Noting

Date of Meeting: Thursday 27th September 2018

Background

The BSO Board approved, in October 2010, the approach and initial content of the Corporate Balanced Scorecard as the vehicle to present corporate performance information (Paper BSO 54/2010 refers). At the Board meeting in May 2014, it was agreed that a narrative should be included with regard to any indicators RAG rated RED for the month under consideration.

Updates

- Following discussion at the Board meeting in August 2018, the RAG-ratings for Indicator **C2** (Average Processing Time per Non-Stock Requisition) have been revised in accordance with Service Level Agreement targets.

- The Department of Health advised the new corporate Absence Targets on 1 August 2018. The new target for BSO is 4.27% by March 2019 (previously 4.13%) and the new RAG ratings for Indicator **I8** are below:

Ref No	Description of Indicator	Green	Amber	Red
C2	Ave. Processing Time per Non-stock requisition	5 days and under	5.1 – 5.9 days	6 days and over
I8	Absence Rate – Corporate (Target 4.27% by March 2019)	4.27% and under	4.28% - 4.38%	4.39% and over

Recommendation

The Board is asked to note the information contained within the Corporate Balanced Scorecard, including the revised targets and RAG-ratings.

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