Southwark Council

Balanced Scorecard

What our client wanted

The housing and maintenance department needed a measurement system to monitor the work undertaken by contractors, ensuring they were fulfilling strategic objectives and targets in delivering maintenance and repairs to housing stock within the borough. They wanted consultant support in understanding the concept of balanced scorecards, and designing and building a scorecard.

What Frontline did

We ran a workshop to lay down the concepts of the balanced scorecard, tailored to the particular needs of the department, built support for the development of the measures within the department.

In consultation with the department designed the four strands of the scorecard, Service Delivery, Efficiency and Effectiveness, Investing in People and Customer Satisfaction. Linking with their vision and strategy we worked to develop a robust set of Key Performance Indicators that clearly showed the performance of partner contractors.

What difference we made

We built up the capability of the department in designing performance measures, linking them to the vision of the department, transferred knowledge in balanced scorecard methodologies and built a set of incremental measures whereby the council can measure performance of partner contractors.

What our client said

"Frontline Consultants have shown that they can quickly interpret a complex project of high value and provide an exceptional level of professional service which actually met the client's expectations."

Mark Pearson, London Burgh of Southwark