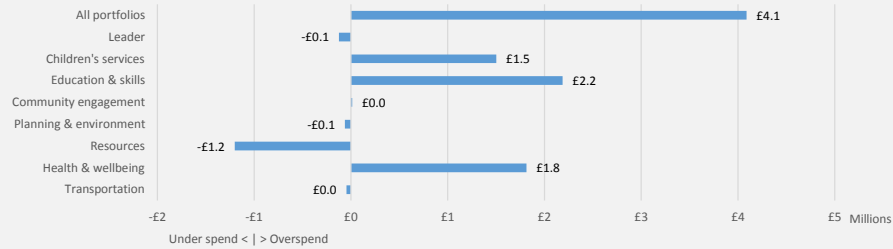




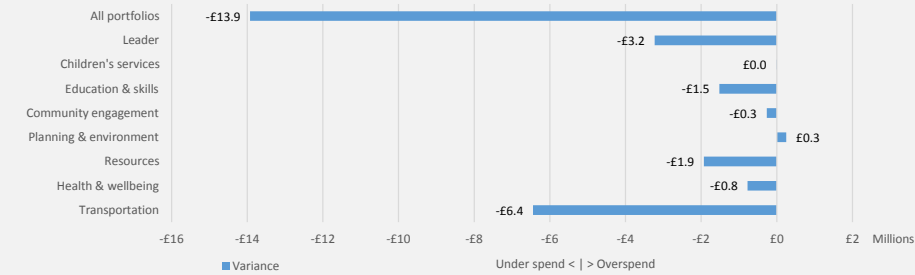
Q4 2016/2017 scorecard

Quad 1 - Managing resources (finance)

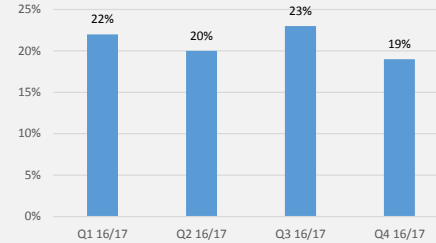
Revenue - Year end outturn variance for 2016/2017 at Q4



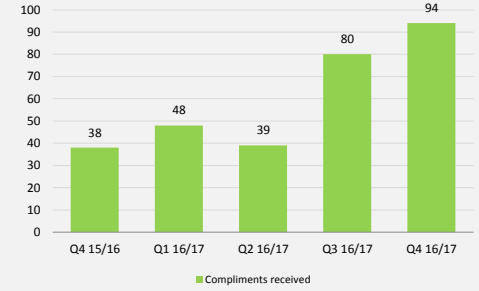
Capital - Year end outturn variance for 2016/2017 at Q4



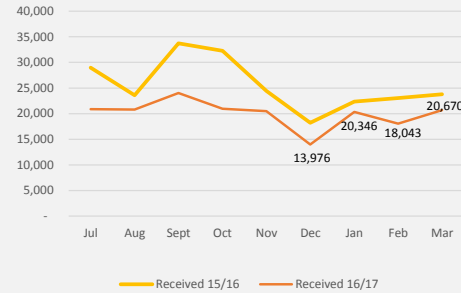
% of people who phone when they could have used digital



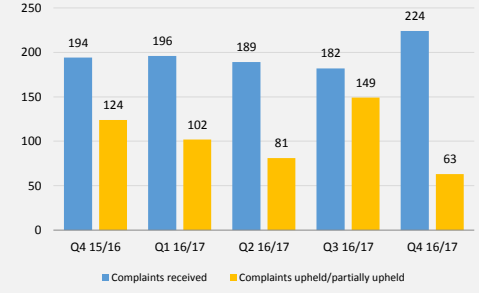
Number of Compliments Received



Number of contact centre phone calls & emails (inbound & outbound)



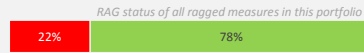
Number of Complaints Received and Number of Complaints Upheld (Stage 1 & 2)



Quad 3 - Strategic priority indicators (performance)

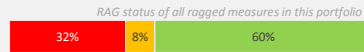
Leader Portfolio - RAG's for strategic plan priorities

- Green Buckinghamshire residents are skilled and ready for employment
- Amber The creation of more jobs for local people *
- Green Improved access to high speed broadband



Community Engagement & Public Health Portfolio - RAG's for strategic plan priorities

- Amber Improved health and wellbeing for all of our residents
- Amber Buckinghamshire communities are safe places to live
- Green Buckinghamshire communities are supported to help themselves



Health and Wellbeing Portfolio - RAG's for strategic plan priorities

- Amber Vulnerable Adults are safe and protected from harm
- Green Vulnerable adults are supported to lead independent lives



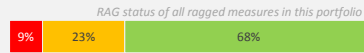
Children's Services Portfolio - RAG's for strategic plan priorities

- Red Vulnerable children are safe and protected from harm



Education & Skills Portfolio - RAG's for strategic plan priorities

- Amber Vulnerable children are supported to fulfil their potential
- Amber Buckinghamshire young people achieve excellent results throughout their education



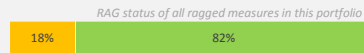
Resources Portfolio - RAG's for strategic plan priorities

- Green Achieving best value for money and delivering services as efficiently as possible



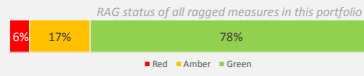
Planning & Environment Portfolio - RAG's for strategic plan priorities

- Green Protecting our high quality natural **



Transportation Portfolio - RAG's for strategic plan priorities

- Amber Improved condition of roads and footpaths
- Green Improved road and rail connectivity
- Green Sufficient school places for Buckinghamshire pupils

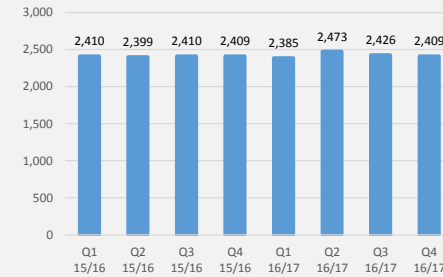


* This RAG is made up of measures from the leader and transportation portfolio's

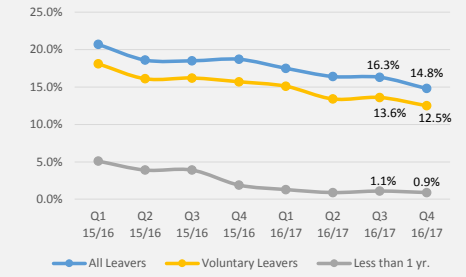
** This RAG is made up of measures from the leader, planning & environment and transportation portfolio's

(None) = data not due

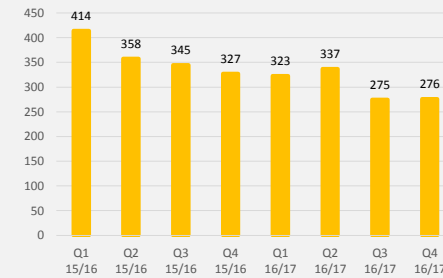
Numbers of BCC staff (FTE)



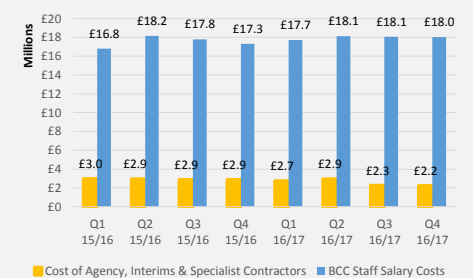
Staff Turnover



Agency, interim, contractor numbers



Agency, interim, contractor and BCC Staff Salary Costs



Quad 2 - Customer service

Quad 4 - Colleagues, self and partners (HR)