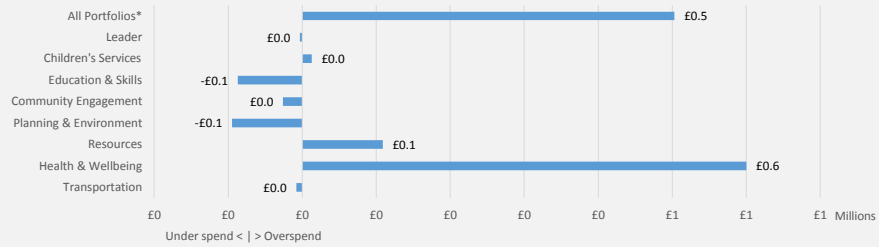
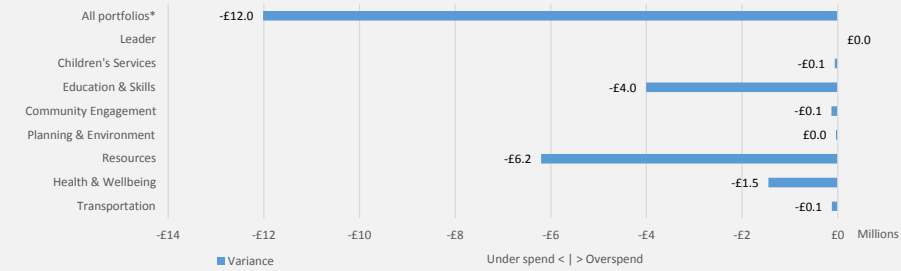


Revenue - Year end forecast variance for 2017/2018 at Q1

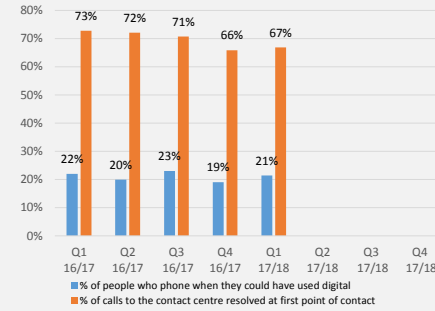


Capital - Year end forecast variance for 2017/2018 at Q1

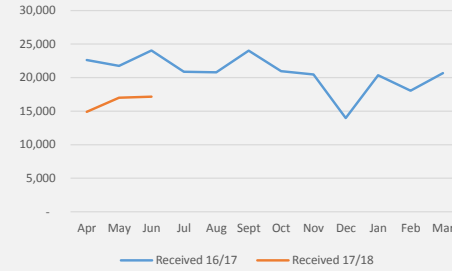


\* Capital and Revenue relates to Portfolio finances only and excludes corporate costs and income generation in other parts of the Council.

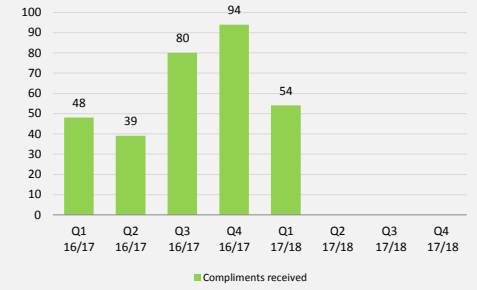
% of people who phone when they could have used digital and % of calls to the contact centre resolved at first point of contact



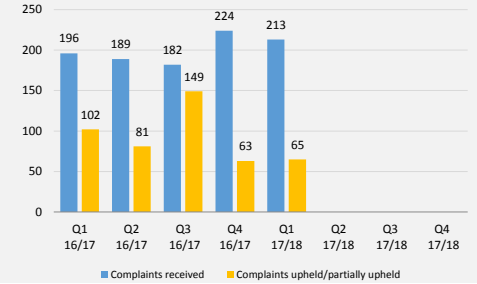
Number of contact centre phone calls & emails (inbound & outbound)



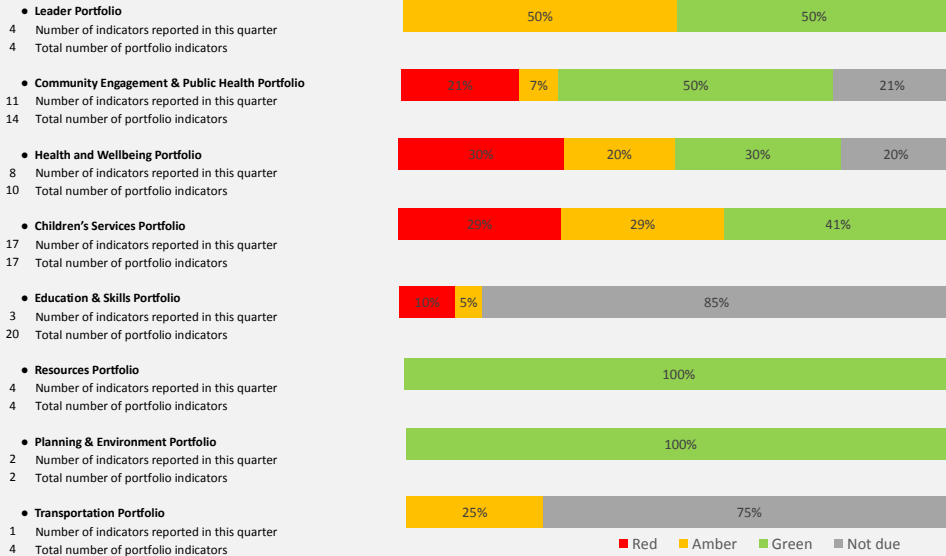
Number of Compliments Received



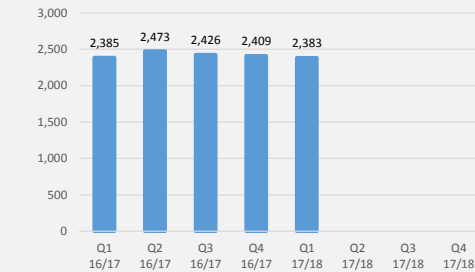
Number of Complaints Received and Number of Complaints Upheld (Stage 1 & 2)



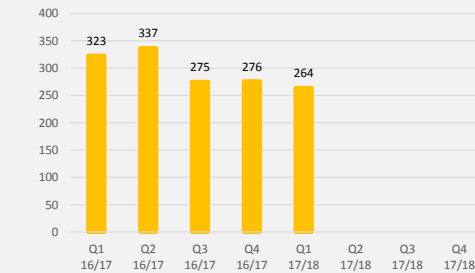
RAG Status of Indicators by Portfolio



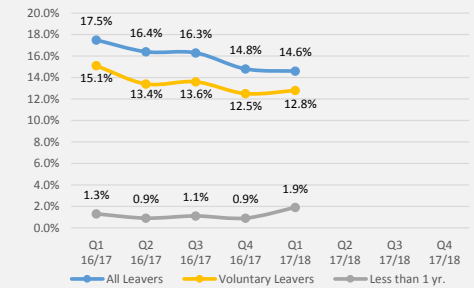
Numbers of BCC staff (FTE)



Agency, interim, contractor numbers



Staff Turnover



Agency, interim, contractor and BCC Staff Salary Costs

