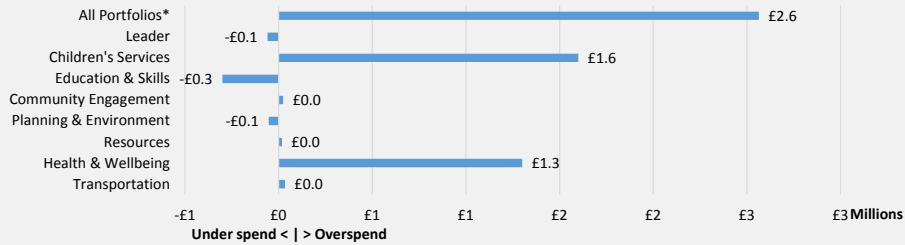




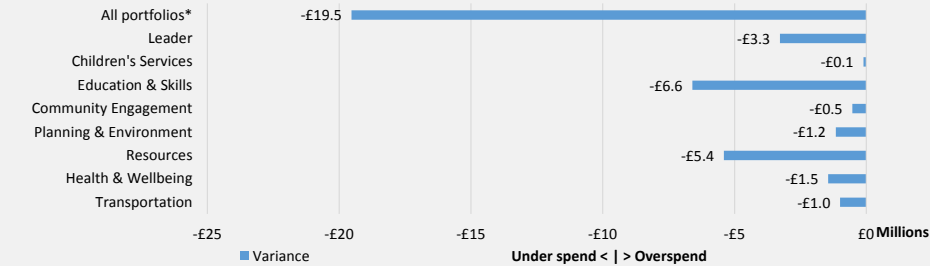
Q3 2017/2018 scorecard

Quad 1 - Managing resources (finance)

Revenue - Year end forecast variance for 2017/2018 at Q3

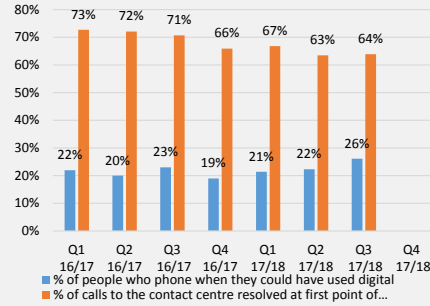


Capital - Year end forecast variance for 2017/2018 at Q3

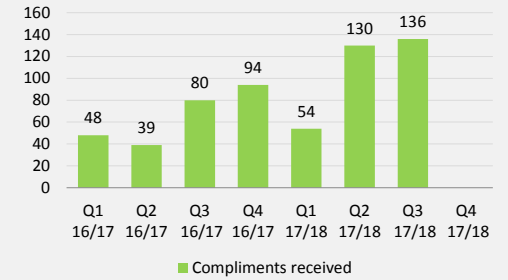


* Capital and Revenue relates to Portfolio finances only and excludes corporate costs and income generation in other parts of the Council.

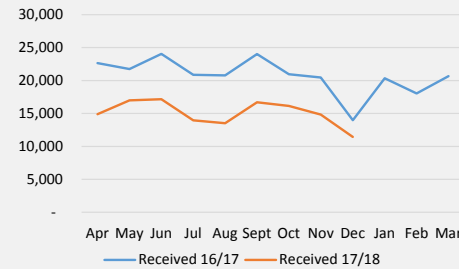
% of people who phone when they could have used digital and % of calls to the contact centre resolved at first point of contact



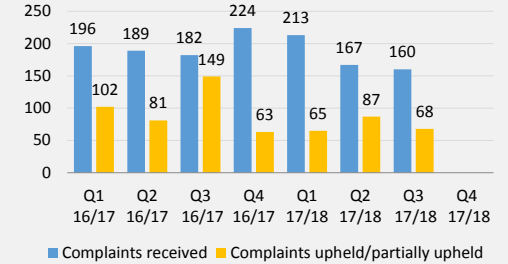
Number of Compliments Received (across the Council)



Number of Customer Service Centre phone calls & emails

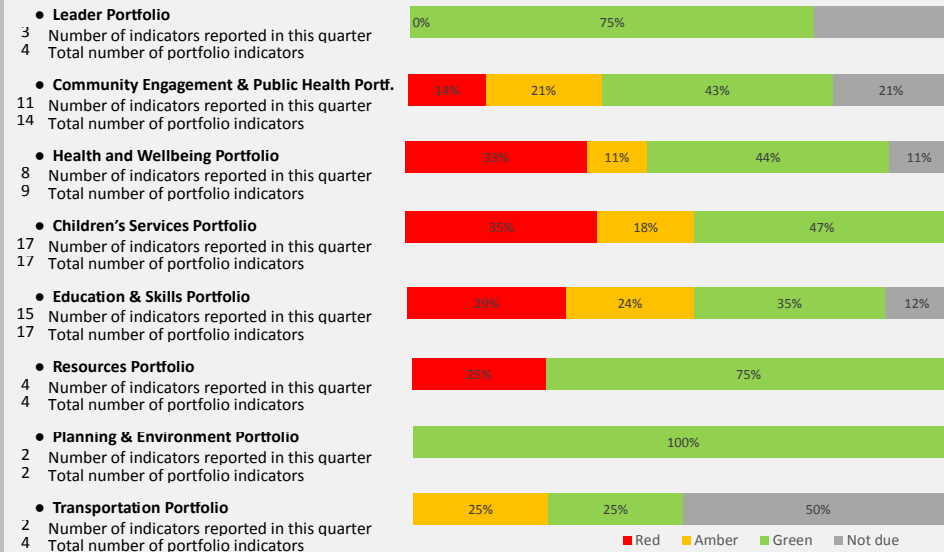


Number of Complaints Received and Complaints Upheld (Stage 1 & 2) - across the Council

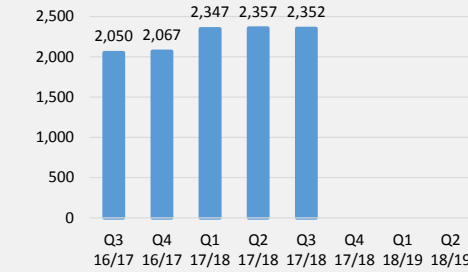


Quad 3 - Strategic priority indicators (performance)

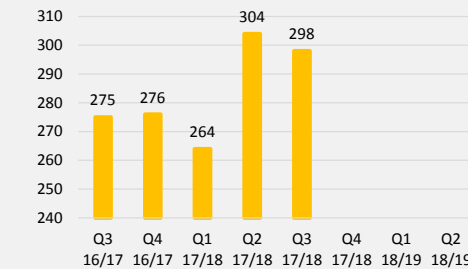
RAG Status of Indicators by Portfolio



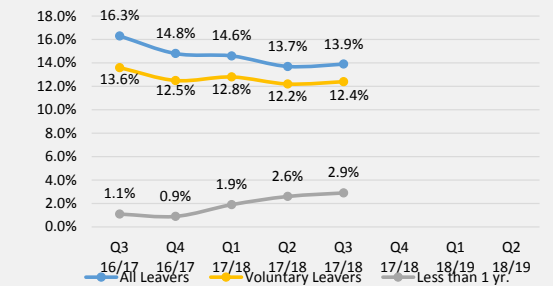
Numbers of BCC staff (FTE)



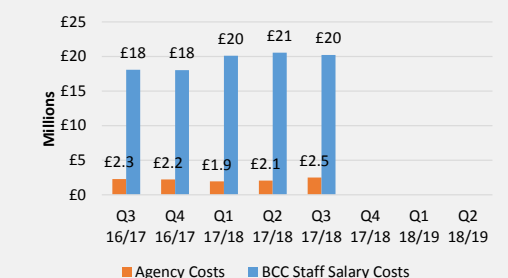
Agency, interim, contractor numbers



Staff Turnover



Agency, interim, contractor and BCC Staff Salary Costs



Quad 2 - Customer service

Quad 4 - Colleagues, self and partners (HR)