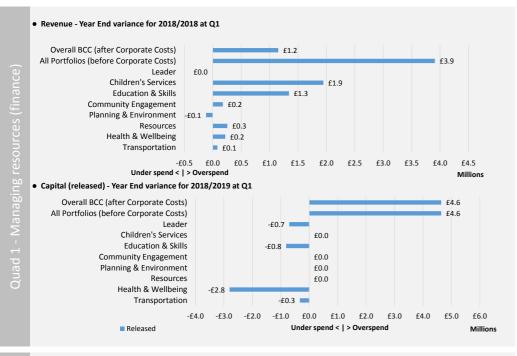
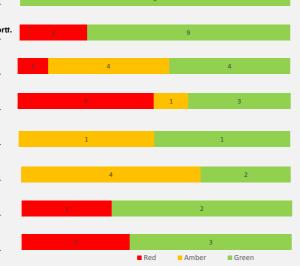
Q1 2018/2019 scorecard



RAG Status of Indicators by Portfolio

- Leader Portfolio Number of indicators reported in this guarter Total number of portfolio indicators
- Community Engagement & Public Health Portt. Number of indicators reported in this quarter Total number of portfolio indicators
- Health and Wellbeing Portfolio Number of indicators reported in this guarter Total number of portfolio indicators
- Children's Services Portfolio Number of indicators reported in this guarter Total number of portfolio indicators
- Education & Skills Portfolio Number of indicators reported in this guarter Total number of portfolio indicators
- Resources Portfolio Number of indicators reported in this quarter Total number of portfolio indicators
- Planning & Environment Portfolio Number of indicators reported in this quarter Total number of portfolio indicators
- Transportation Portfolio Number of indicators reported in this guarter Total number of portfolio indicators



• % of calls resolved at first point of contact

Number Customer Service Centre calls & emails

Numbers of BCC staff (FTE)

2,347

Q1

17/18

20,000

18,000

16,000

14,000

12.000

10,000

8,000

6,000

4,000

2,000

3.000

2,500

2,000

1.500

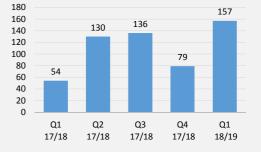
1,000

500

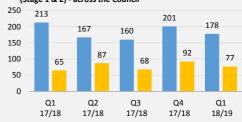
Λ

• Number of Compliments Received (across the Council)



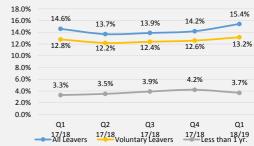


 Number of Complaints Received & Complaints Upheld (Stage 1 & 2) - across the Council



Complaints received Complaints upheld/partially upheld

Staff Turnover

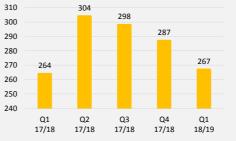




Q2

17/18

2.357



Apr May Jun Jul Aug Sept Oct Nov Dec Jan Feb Mar

- Received 17/18 ---- Received 18/19

2.352

Q3

17/18

2,375

04

17/18

2,406

Q1

18/19

