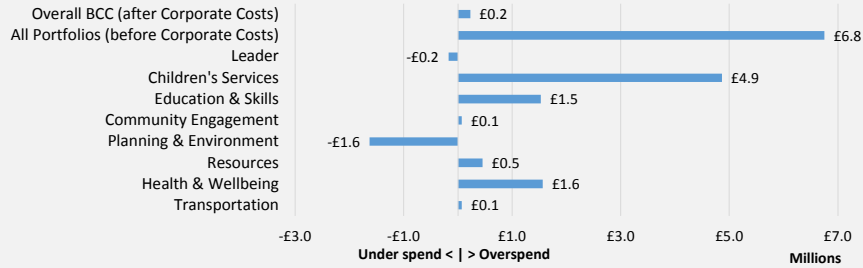




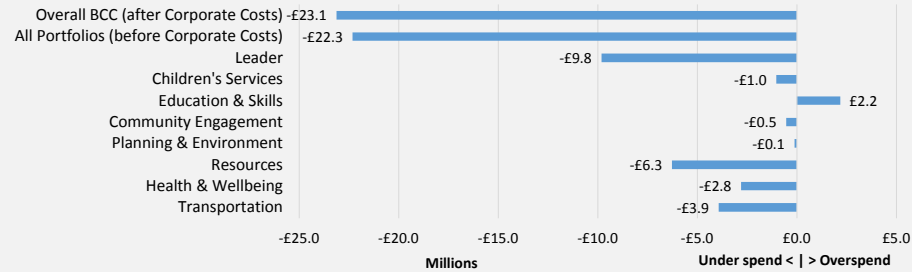
Q4 2018/2019 scorecard

Quad 1 - Managing resources (finance)

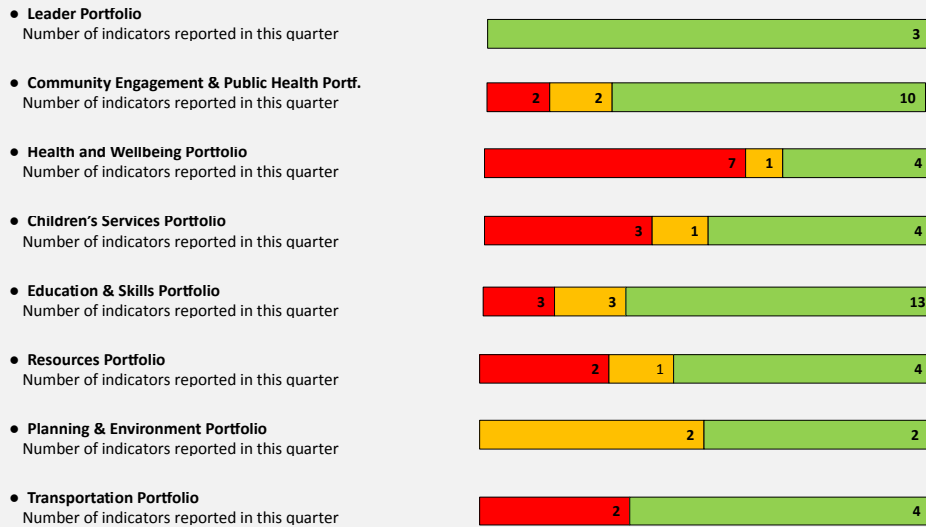
Revenue - Year End variance for 2018/2019 at Q4



Capital (released) - Year End variance for 2018/2019 at Q4

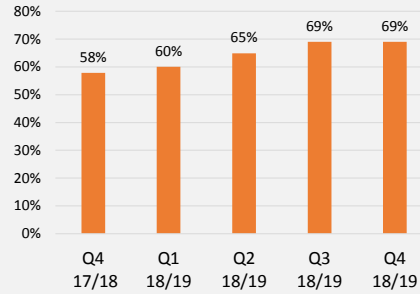


RAG Status of Indicators by Portfolio

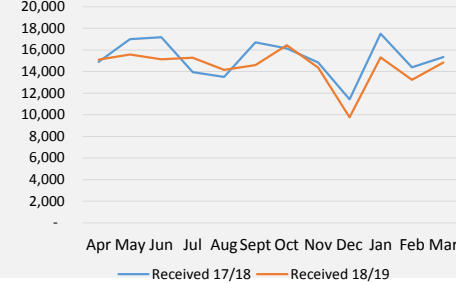


Quad 3 - Strategic priority indicators (performance)

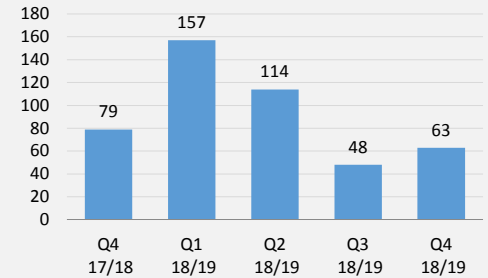
% of calls resolved at first point of contact



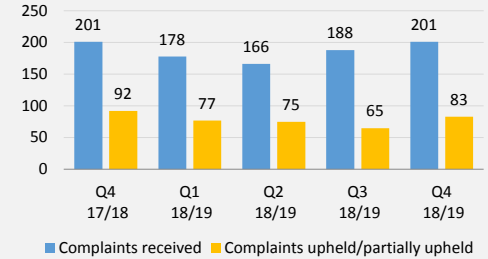
Number of Customer Service Centre calls & emails



Number of Compliments Received (across the Council)

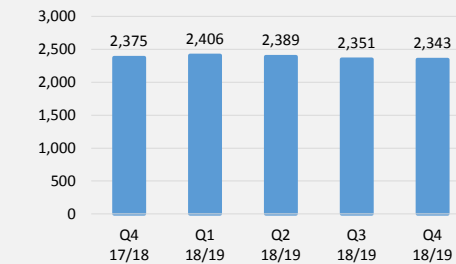


Number of Complaints Received & Complaints Upheld (Stage 1 & 2) - across the Council

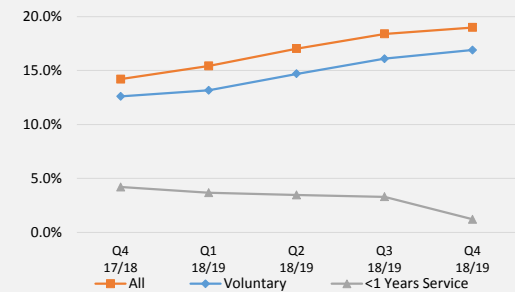


Quad 2 - Customer service

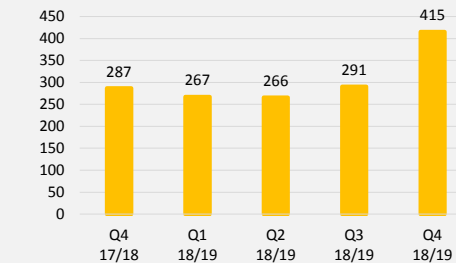
Numbers of BCC staff (FTE)



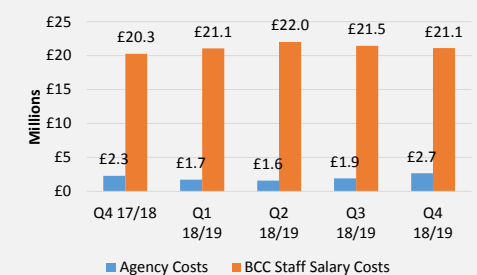
Staff Turnover



Agency, interim, contractor numbers



Agency, interim, contractor and BCC Staff Salary Costs



Quad 4 - Colleagues, self and partners (HR)