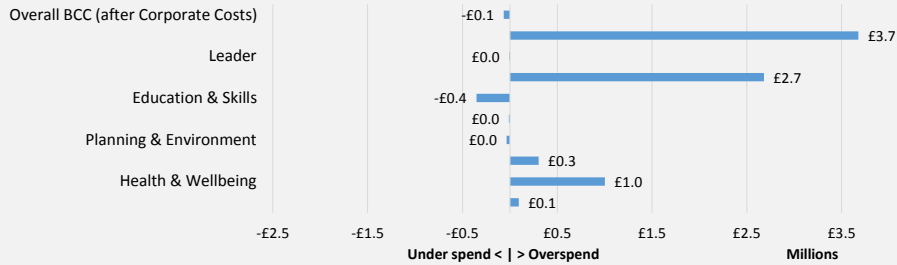




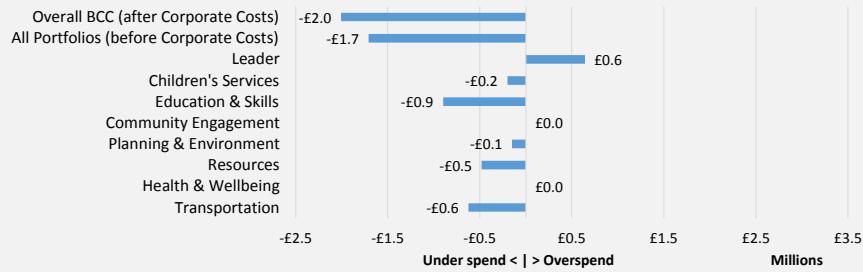
Q2 2019/2020 scorecard

Quad 1 - Managing resources (finance)

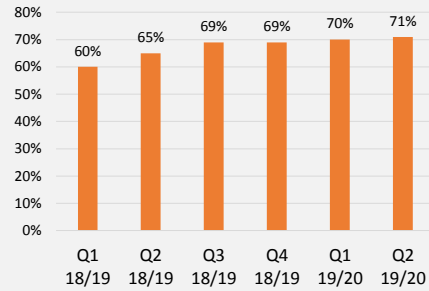
● Revenue - Year End variance for 2019/2020 at Q2



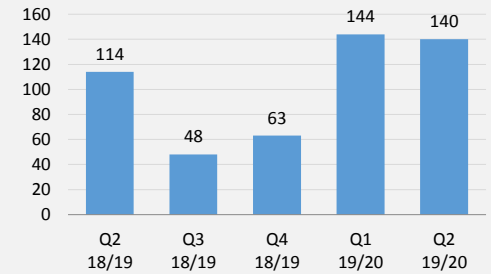
● Capital (released) - Year End variance for 2019/2020 at Q2



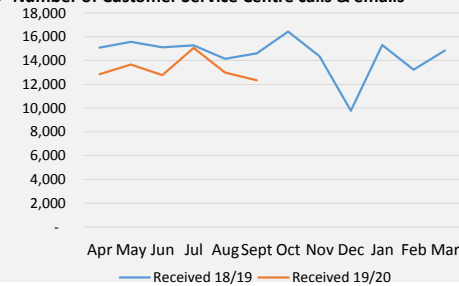
● % of calls resolved at first point of contact



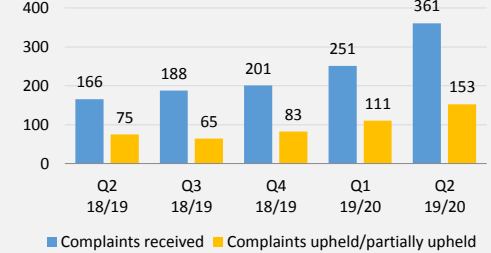
● Number of Compliments Received (across the Council)



● Number of Customer Service Centre calls & emails

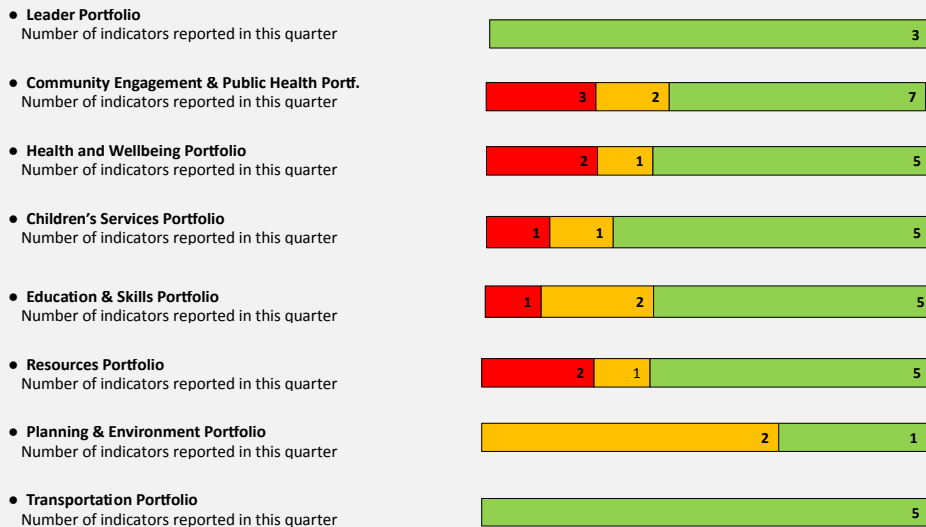


● Number of Complaints Received & Complaints Upheld (Stage 1 & 2) - across the Council

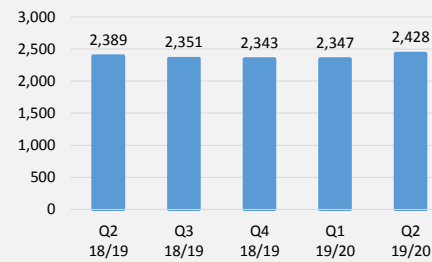


Quad 3 - Strategic priority indicators (performance)

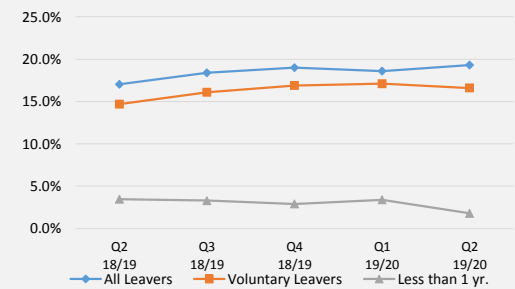
RAG Status of Indicators by Portfolio



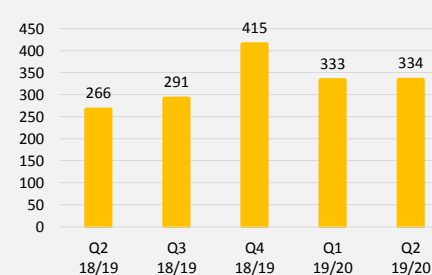
● Numbers of BCC staff (FTE)



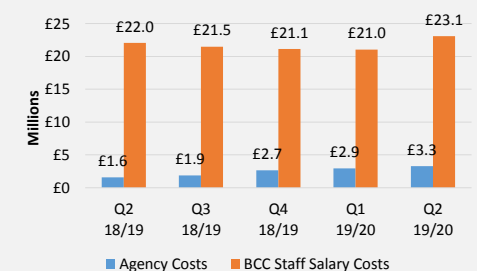
● Staff Turnover



● Agency, interim, contractor numbers



● Agency, interim, contractor and BCC Staff Salary Costs



Quad 2 - Customer service

Quad 4 - Colleagues, self and partners (HR)