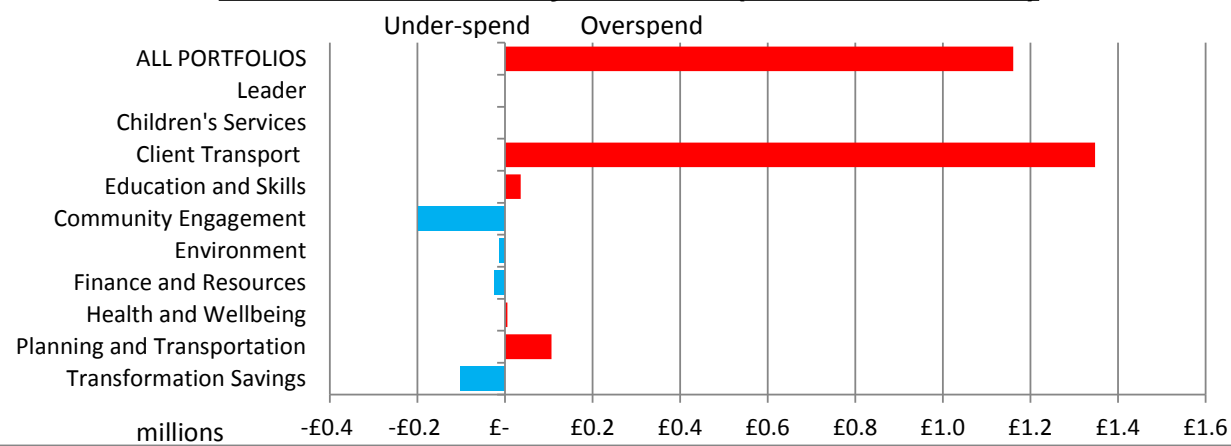


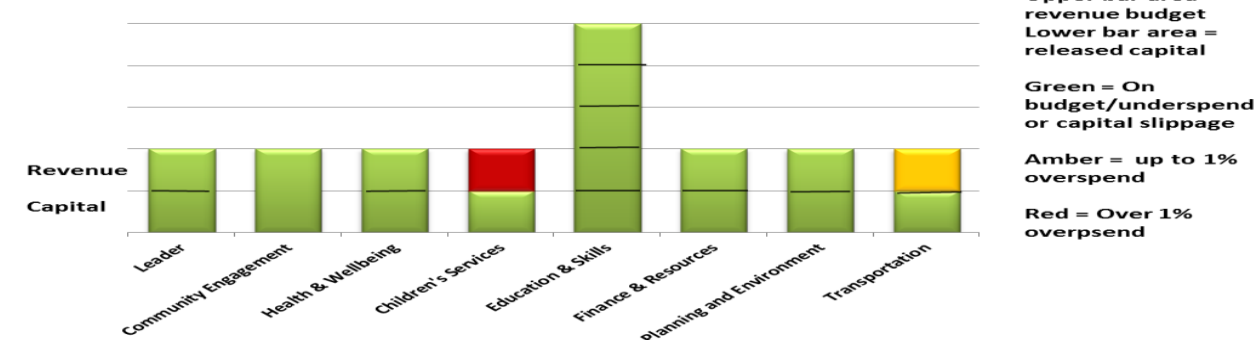


1) MANAGING RESOURCES (FINANCE)

Forecast variance by Portfolio (as at March 2015)

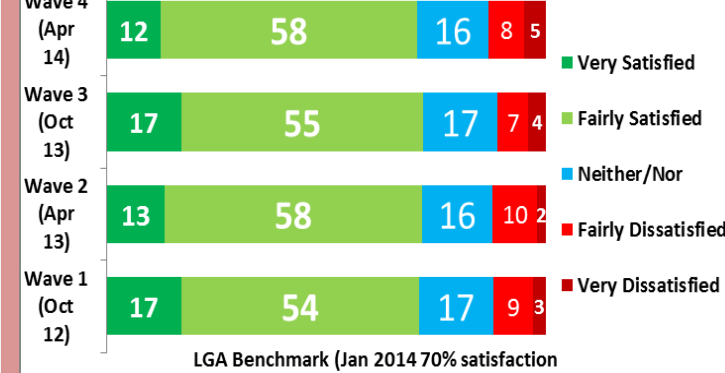


Summary of forecast Revenue & Capital Performance for 14/15 at Mar 15

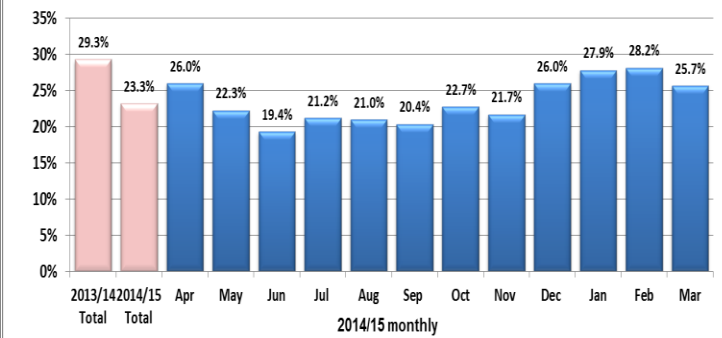


3) SERVICE TO CUSTOMERS

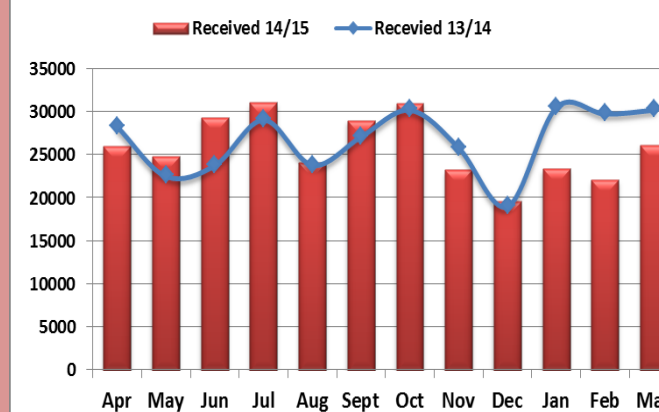
Satisfaction with the way BCC runs things (%)



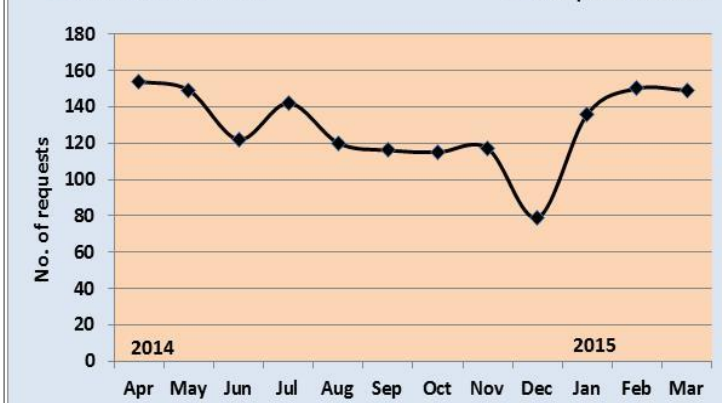
Percentage of people phoning the Council when they could have used the website. Lower percentages are better



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

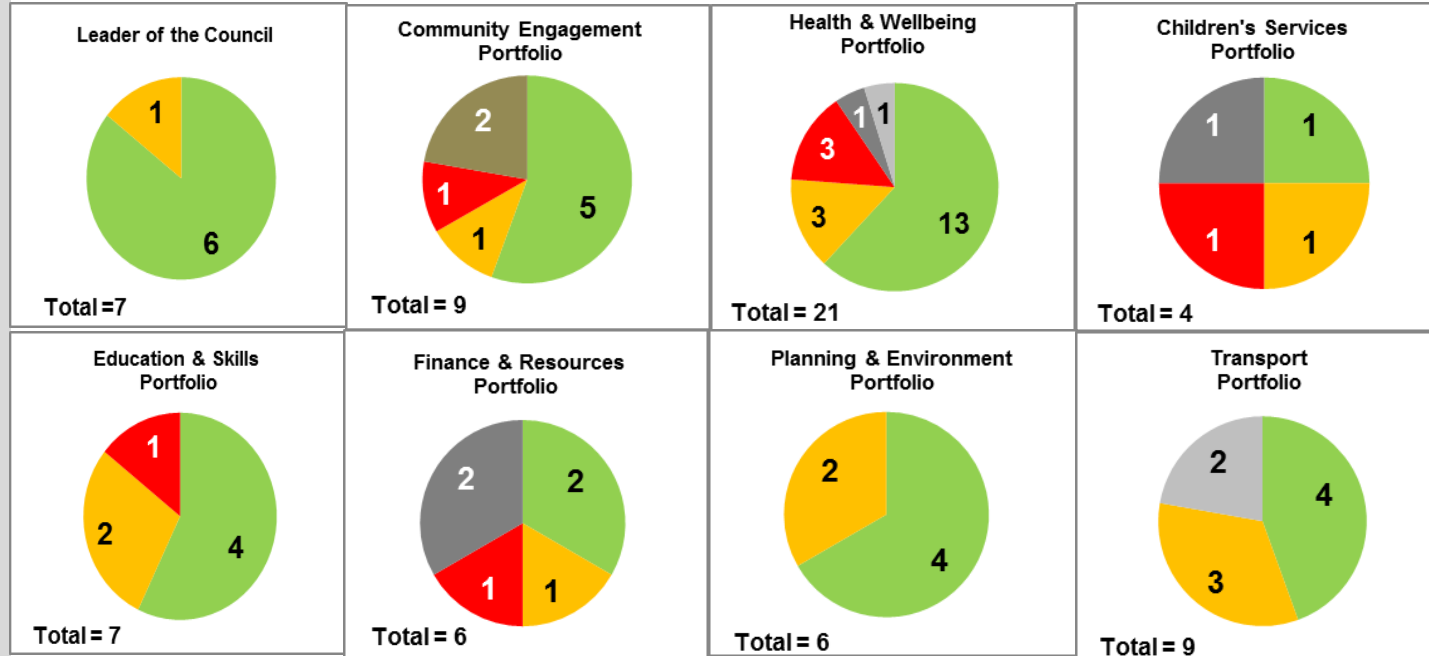


Freedom of information - Requests Received



2) BUSINESS IMPROVEMENT (PERFORMANCE)

Pie charts show the latest 2014/15 performance for the non financial performance indicators. Those indicators used for monitoring only are not included in these figures (See key below)



● On or above target
● Within 5% of target
● Below target
● Data not available
● No target set
● Annual - data not due

4) COLLEAGUES SELF AND PARTNERS (HR)

