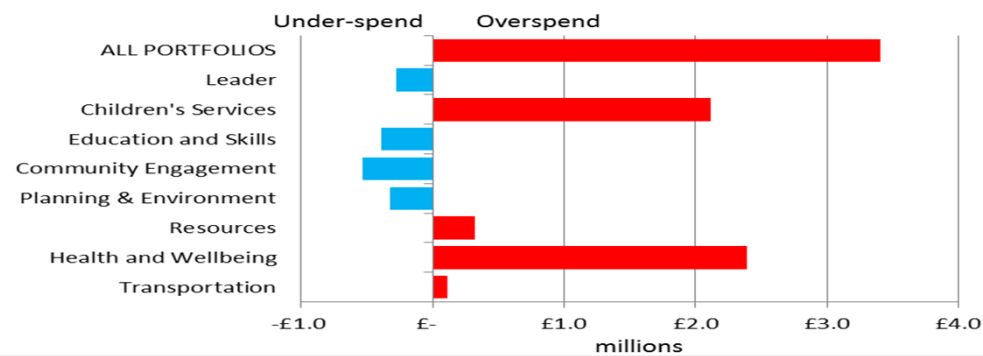




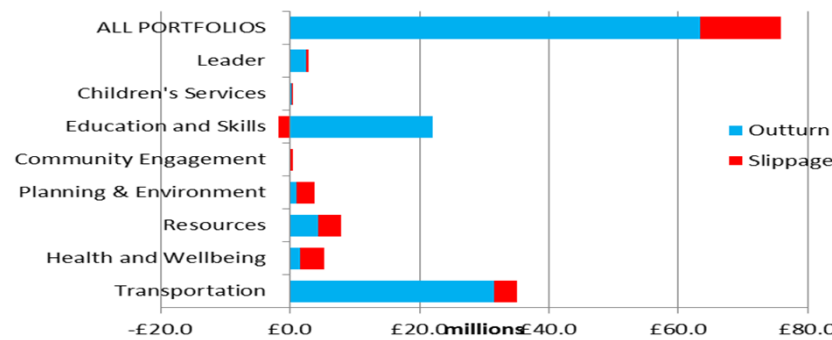
1) MANAGING RESOURCES (FINANCE)

Outturn variance by Portfolio



Revenue

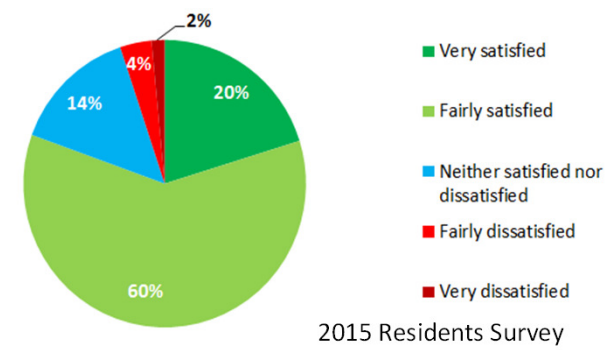
Capital outturn & slippage



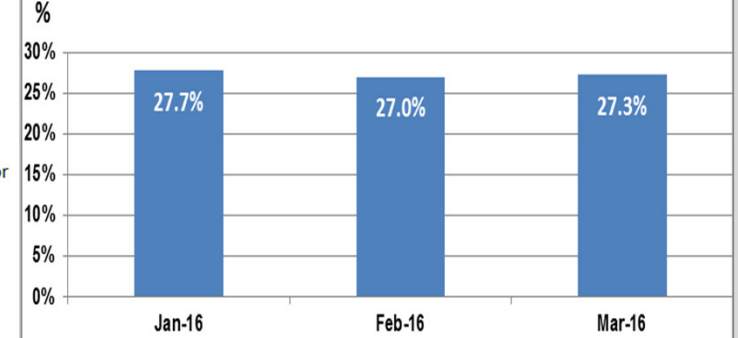
Capital

3) SERVICE TO CUSTOMERS

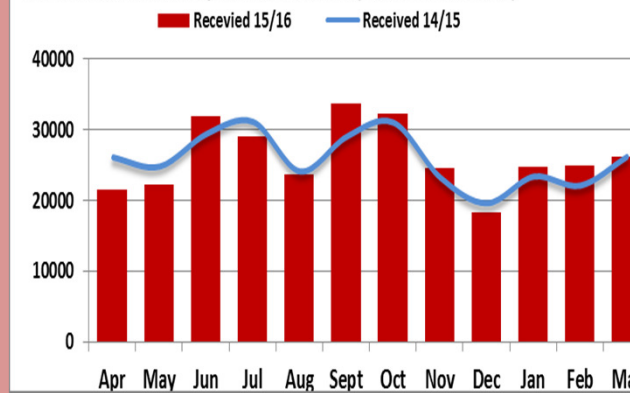
Satisfaction with the way BCC runs things



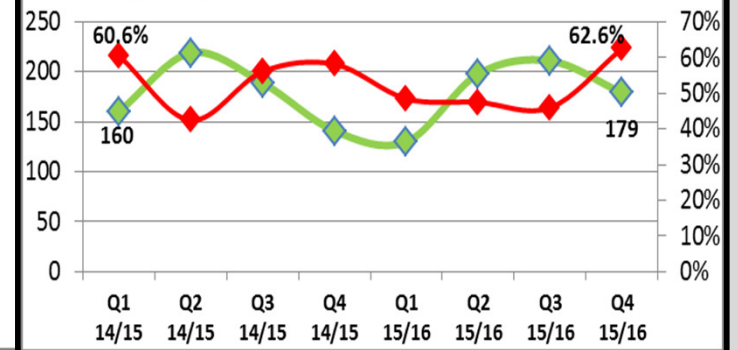
Customer Contact



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

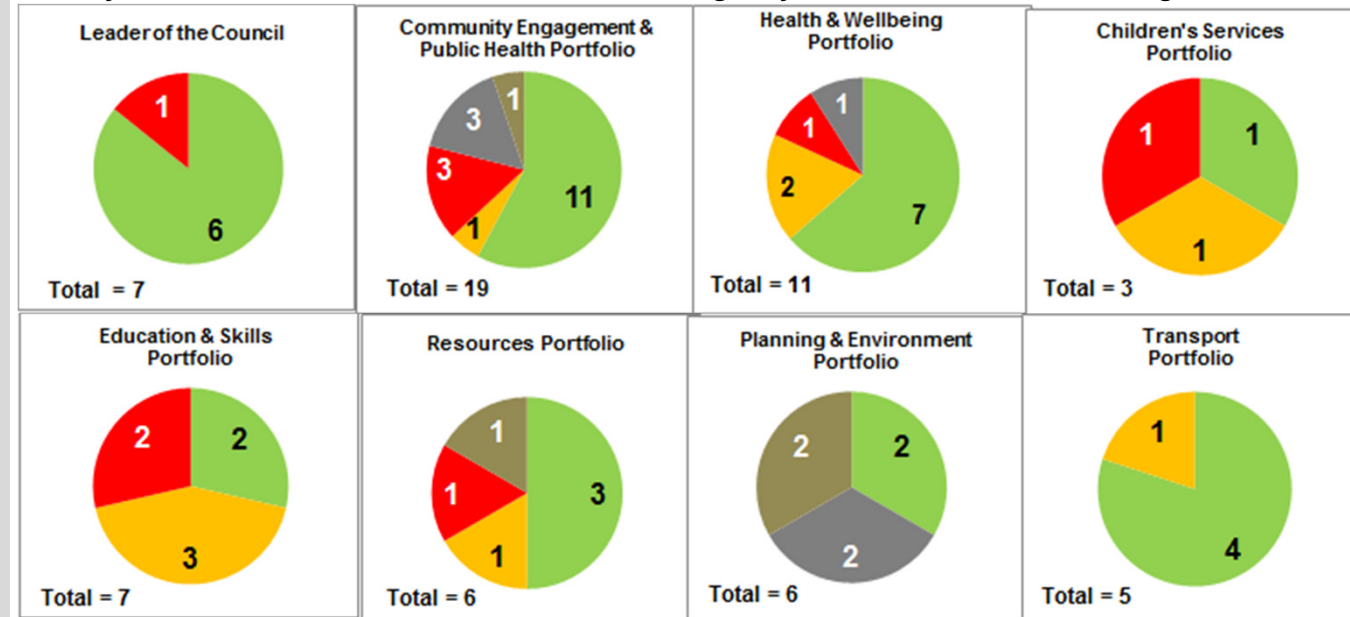


Complaint numbers & % upheld (Stage 1 & 2)



2) BUSINESS IMPROVEMENT (PERFORMANCE)

Pie charts show the latest 2015/16 performance for the non financial performance indicators. See key below. Those indicators used for monitoring only are not included in these figures.

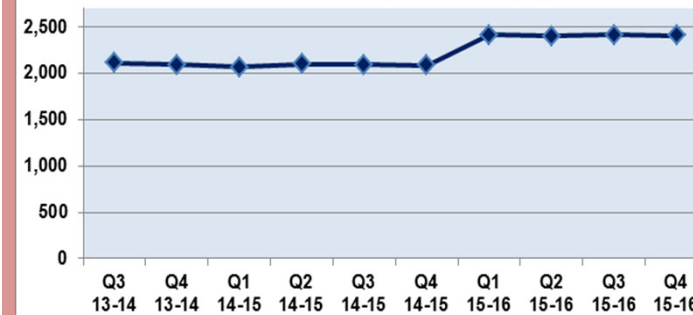


The pie charts above show the number of performance indicators that are:-

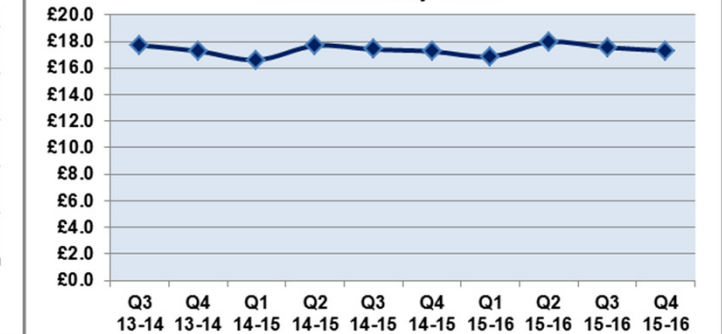
- On or above target
- Within 5% of target
- Below target
- Data not available
- No target set
- Annual - data not due

4) COLLEAGUES SELF AND PARTNERS (HR)

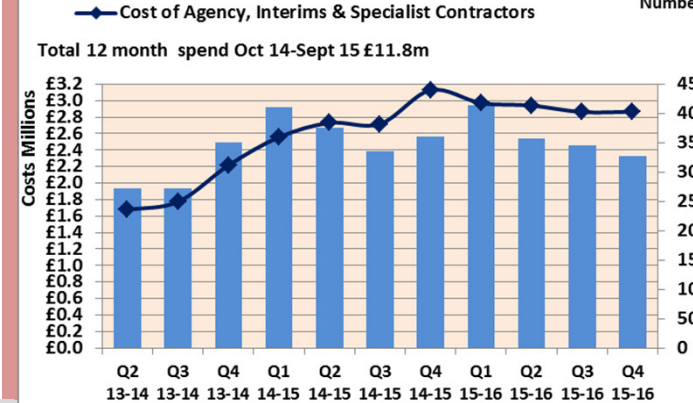
No. of BCC Full Time Equivalent Employees



BCC Staff Salary Costs



Number of Agency, Interims & Specialist Contractors



Health & Safety

