



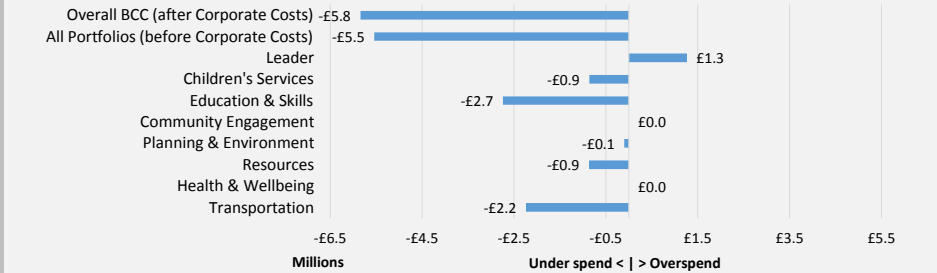
# Q3 2019/2020 scorecard

Quad 1 - Managing resources (finance)

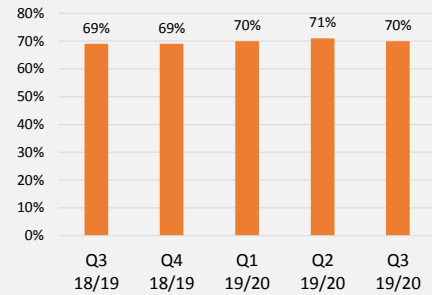
## Revenue - Year End variance for 2019/2020 at Q3



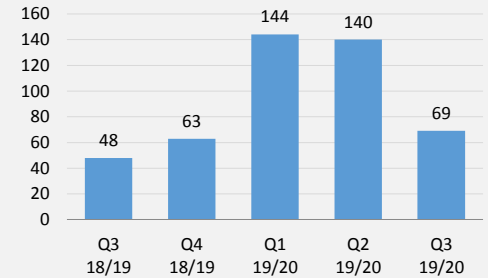
## Capital (released) - Year End variance for 2019/2020 at Q3



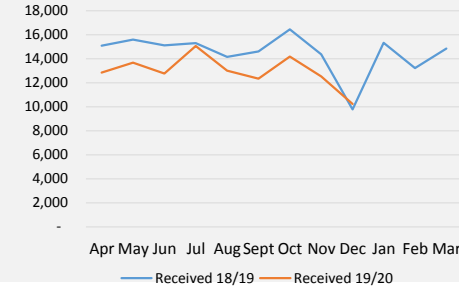
## % of calls resolved at first point of contact



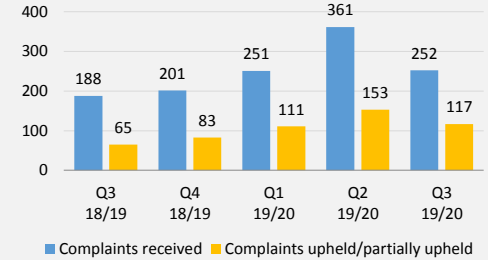
## Number of Compliments Received (across the Council)



## Number of Customer Service Centre calls & emails

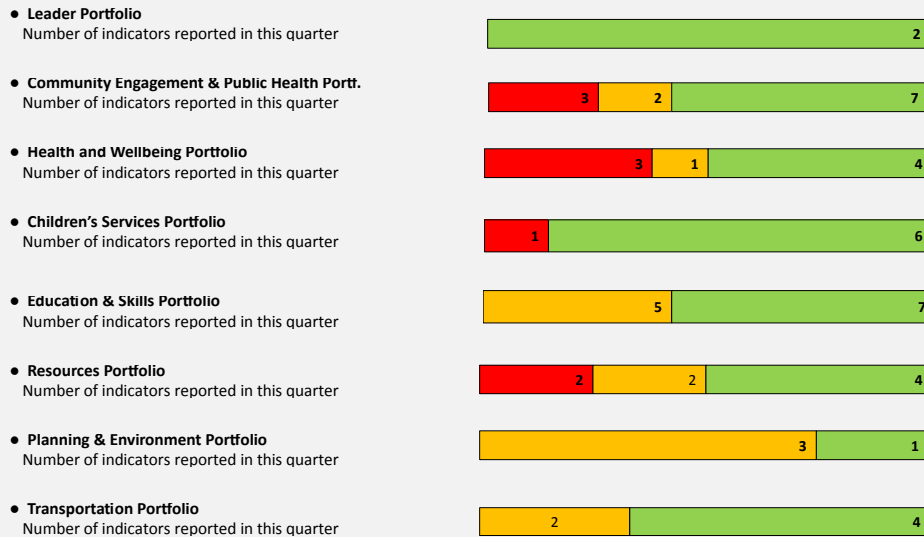


## Number of Complaints Received & Complaints Upheld (Stage 1 & 2) - across the Council

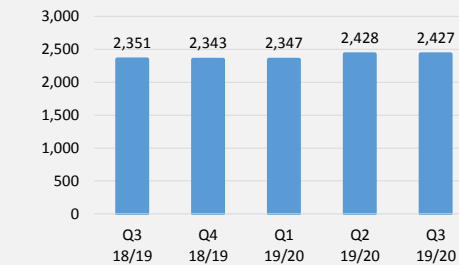


Quad 3 - Strategic priority indicators (performance)

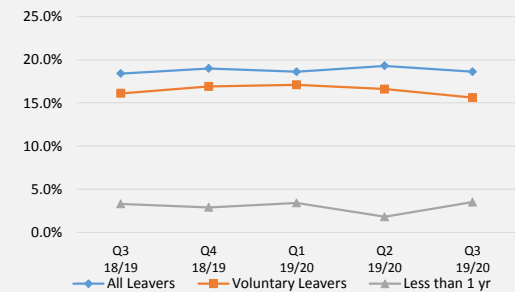
## RAG Status of Indicators by Portfolio



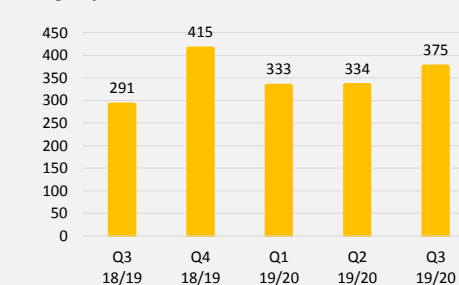
## Numbers of BCC staff (FTE)



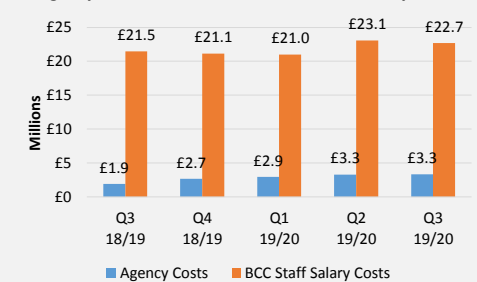
## Staff Turnover



## Agency, interim, contractor numbers



## Agency, interim, contractor and BCC Staff Salary Costs



Quad 2 - Customer service

Quad 4 - Colleagues, self and partners (HR)