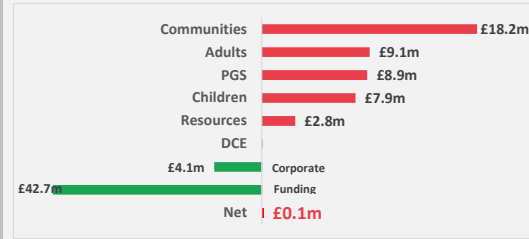


Q3 2020/2021 scorecard

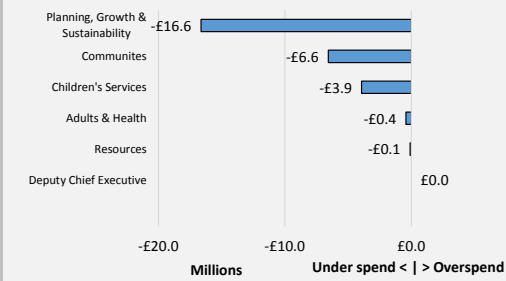
Quad 1 - Managing resources (finance)

Revenue - Year End variance for 2020/2021 at Q3

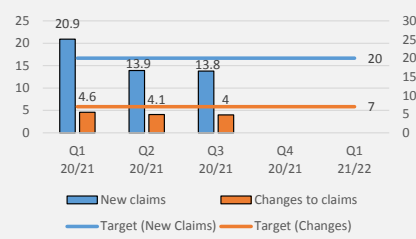


Note: Funding of £42.5m includes non ring-fenced COVID-19 grants

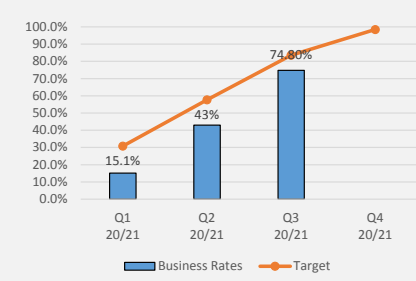
Capital (released) - Year End variance for 2020/2021 at Q3



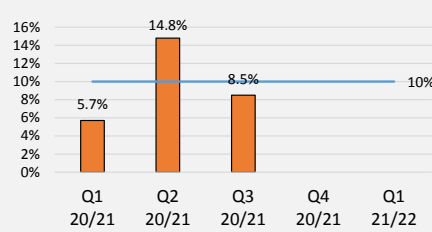
Average time to process Housing Benefit Claims (days)



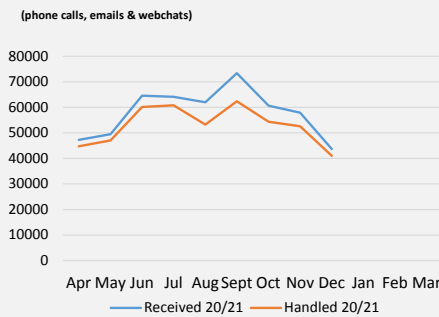
Percentage of business rates collected



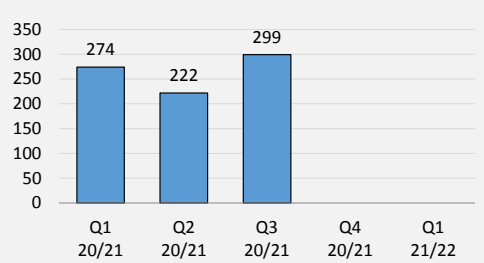
Average % of phone calls in Customer Service Centres abandoned before being answered



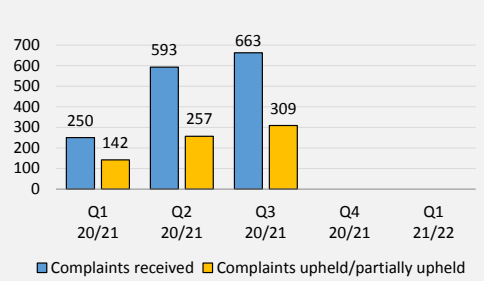
Number of Customer Service Centre contacts



Number of Compliments Received (across the Council)



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



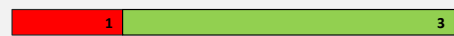
Quad 2 - Customer service

Quad 3 - Strategic priority indicators (performance)

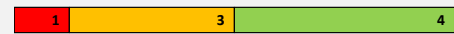
RAG Status of Indicators by Portfolio

Red: performance is more than 5% from target
Amber: performance is within 5% of target
Green: performance is at or better than target

Leader Portfolio



Adult Social Care Portfolio



Communities & Public Health Portfolio



Children's Services Portfolio



Culture Portfolio

There are no indicators reported this quarter

Environment & Climate Change Portfolio



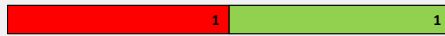
Education & Skills Portfolio



Housing & Homelessness Portfolio



Logistics Portfolio



Property & Assets Portfolio



Planning & Environment Portfolio



Regulatory Services Portfolio



Resources Portfolio



Sport & Leisure Portfolio



Transport Portfolio

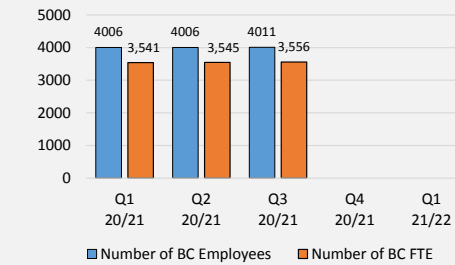


Overall Performance

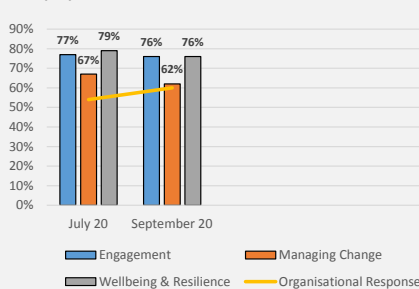


Quad 4 - Colleagues, self and partners (HR)

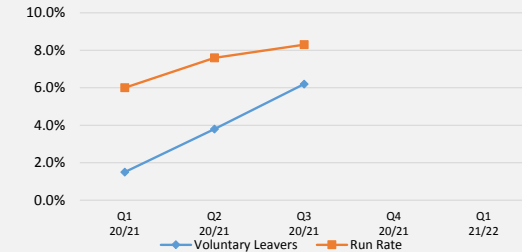
Numbers of BC staff (Headcount & FTE)



Employee Sentiment

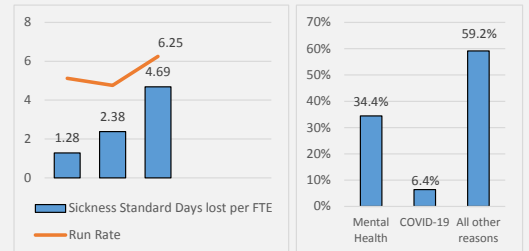


Staff Turnover



Note: This chart displays cumulative performance. The increase in turnover is expected as data for additional quarters is added

Number of Sickness Absence Days Lost per FTE & Q3 Absence Reasons (Apr - Dec)



Note: This chart displays cumulative performance. The increase in sickness is expected as data for additional quarters is added