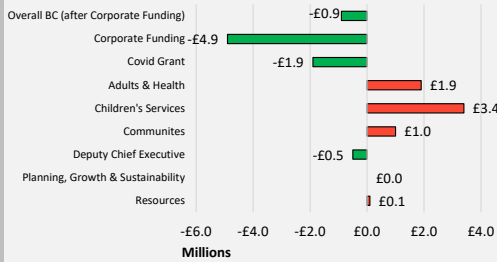


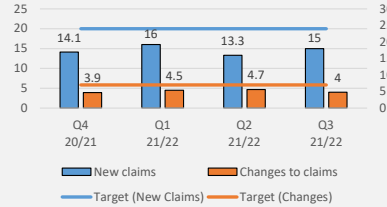
# Q3 2021/2022 scorecard

Quad 1 - Managing resources (finance)

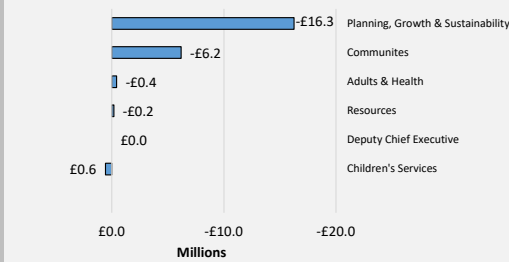
## Revenue - Year End variance for 2021/2022 at Q3



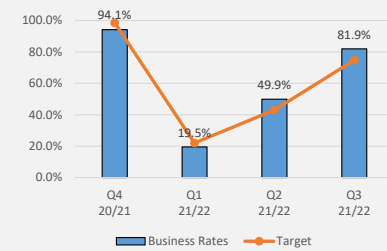
## Average time to process Housing Benefit Claims (days)



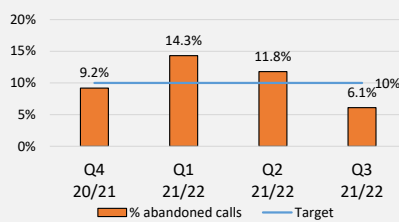
## Capital - Year End variance for 2021/2022 at Q3



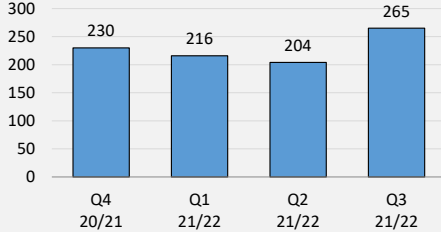
## Percentage of business rates collected



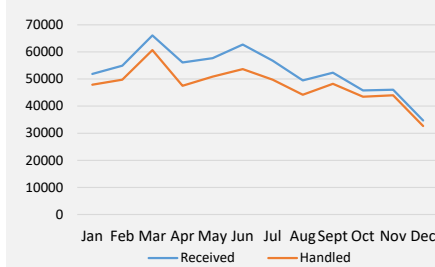
## Average % of phone calls in Customer Service Centres abandoned before being answered



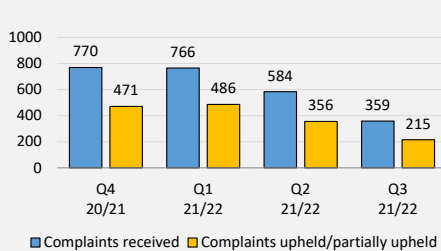
## Number of Compliments Received (across the Council)



## Number of Customer Service Centre contacts (phone calls, emails & webchats)



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

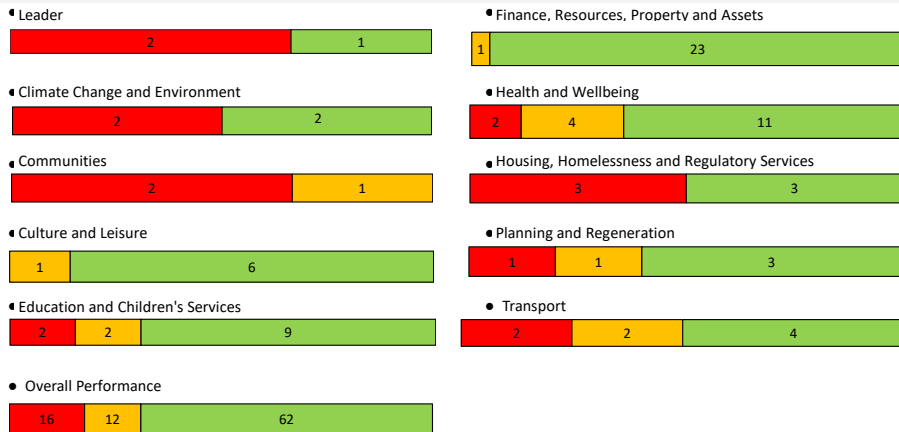


Quad 2 - Customer service

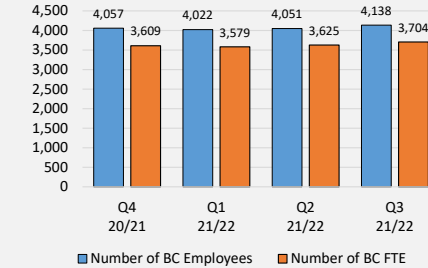
Quad 3 - Strategic priority indicators (performance)

## RAG Status of Indicators by Portfolio

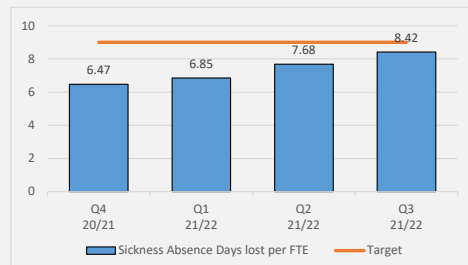
Red: performance is more than 5% from target  
 Amber: performance is within 5% of target  
 Green: performance is at or better than target



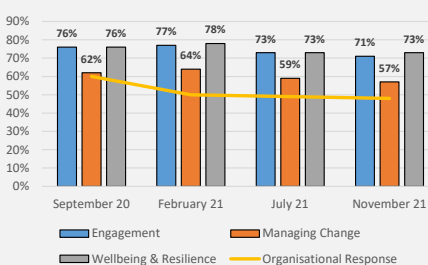
## Numbers of BC staff (Headcount & FTE)



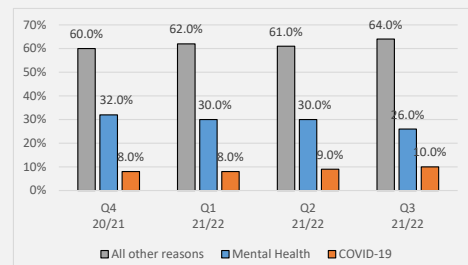
## Sickness Absence Days Lost per FTE (rolling 12 month period)



## Employee Sentiment



## Sickness Absence Reasons (rolling 12 month period)



Quad 4 - Colleagues, self and partners (HR)