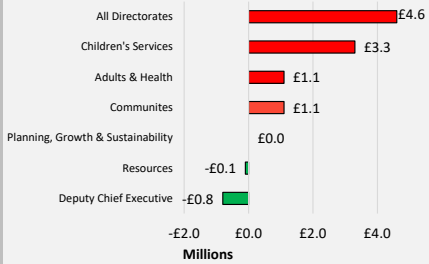


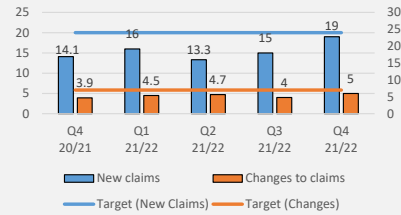
Q4 2021/2022 scorecard

Quad 1 - Managing resources (finance)

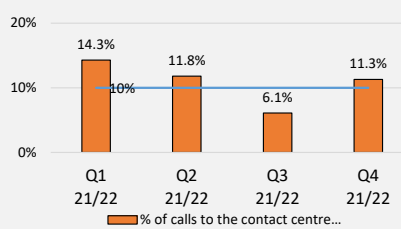
Revenue - Year End variance for 2021/2022 at Q4



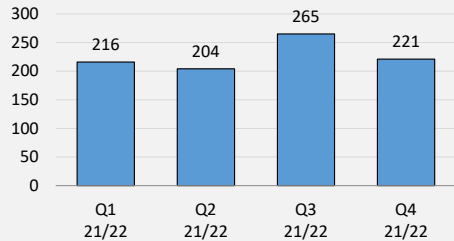
Average time to process Housing Benefit Claims (days)



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



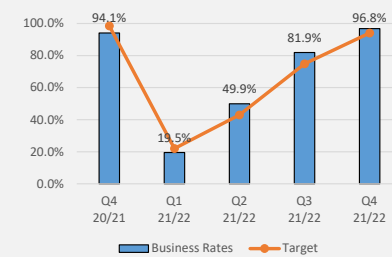
Number of Compliments Received (across the Council)



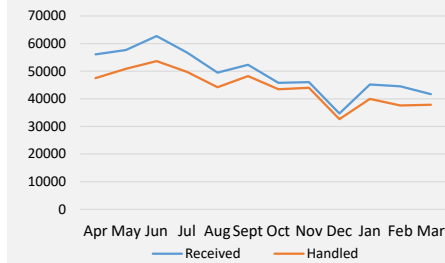
Capital - Year End variance for 2021/2022 at Q4



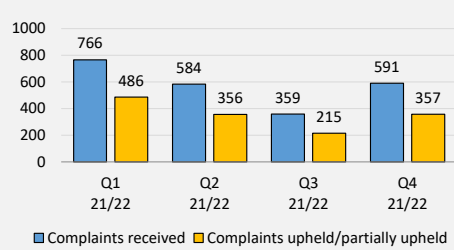
Percentage of business rates collected



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



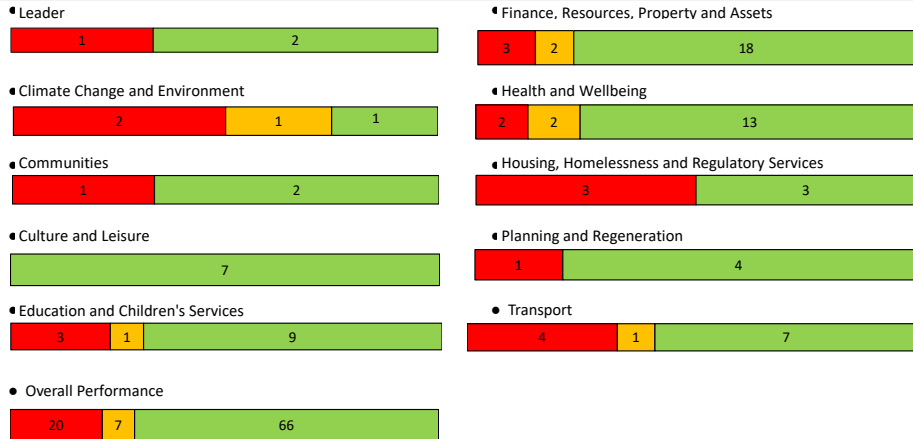
Number of Complaints Received & Complaints Upheld (Stage 1 & 2) - across the Council



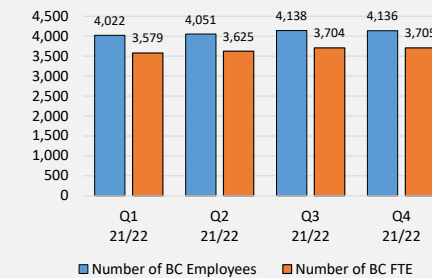
Quad 3 - Strategic priority indicators (performance)

RAG Status of Indicators by Portfolio

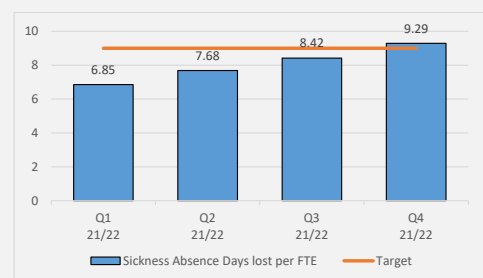
Red: performance is more than 5% from target
 Amber: performance is within 5% of target
 Green: performance is at or better than target



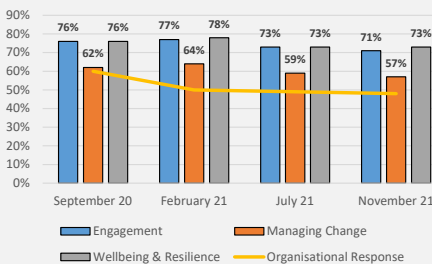
Numbers of BC staff (Headcount & FTE)



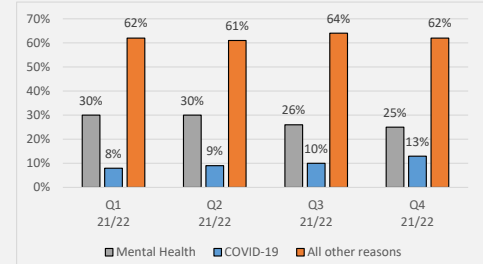
Sickness Absence Days Lost per FTE (rolling 12 month period)



Employee Sentiment



Sickness Absence Reasons (rolling 12 month period)



Quad 2 - Customer service

Quad 4 - Colleagues, self and partners (HR)