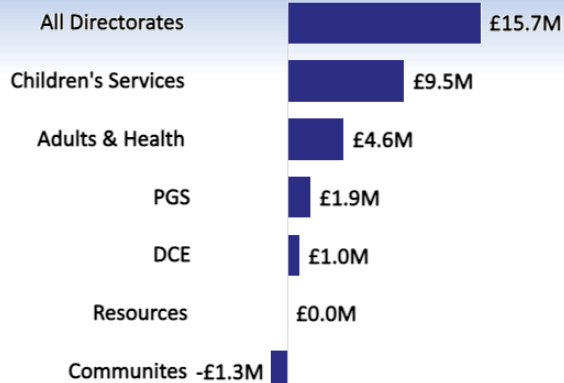


Quad 1 - Managing resources (finance)

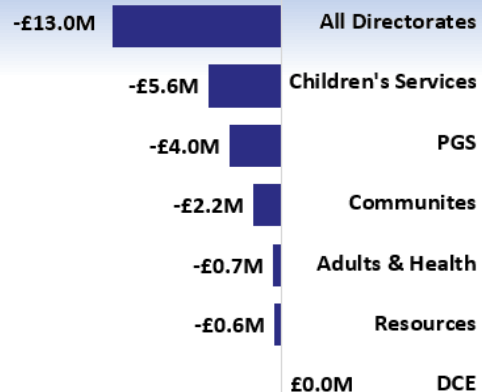
Revenue

Year End variance for 2022/2023 at Q2



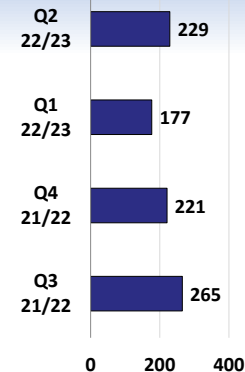
Capital

Year End variance for 2022/2023 at Q2



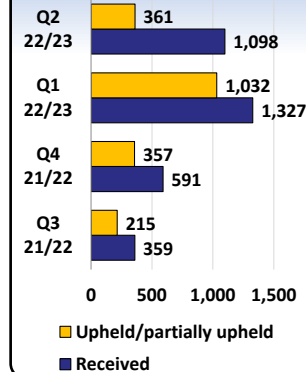
Quad 2 - Customer service

No. of Compliments Received (across the Council)

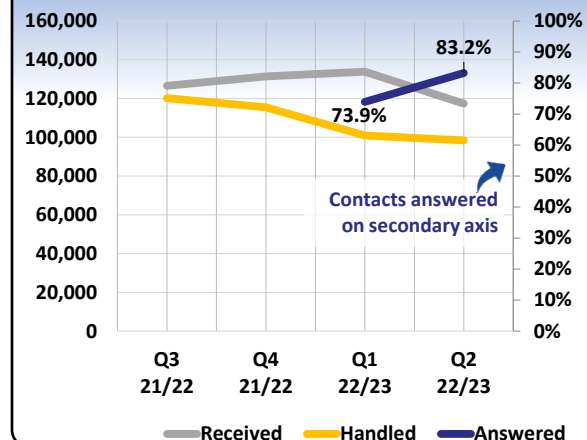


No of Complaints Received & Complaints Upheld

(Stage 1 & 2) - across the Council



No. of Customer Service Centre contacts (phone calls, emails & webchats)



Quad 3 - Strategic priority indicators (RAG Status of Indicators by Portfolio Q1 & Q2 22/23)

Leader (Q2) 1 1 1
Leader (Q1) 2 1

Accessible Housing & Resources (Q2) 5 2 15
Accessible Housing & Resources (Q1) 6 3 13

Climate Change & Environment (Q2) 1 5
Climate Change & Environment (Q1) 1 5

Communities (Q2) 1 4
Communities (Q1) 1 4

Culture and Leisure (Q2) 3 5
Culture and Leisure (Q1) 3 5

Education & Children's Services (Q2) 5 2 6
Education & Children's Services (Q1) 4 4 5

Health & Wellbeing (Q2) 4 2 10
Health & Wellbeing (Q1) 5 1 10

Housing, Homelessness & Reg (Q2) 5
Housing, Homelessness & Reg (Q1) 5

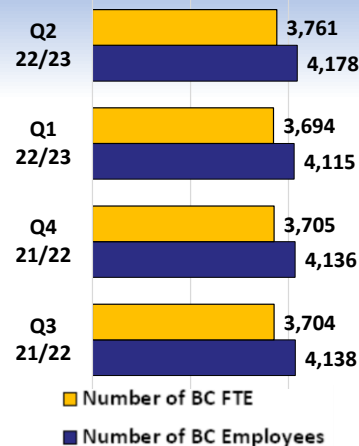
Planning & Regeneration (Q2) 1 3
Planning & Regeneration (Q1) 1 1 2

Transport (Q2) 1 1 8
Transport (Q1) 3 7

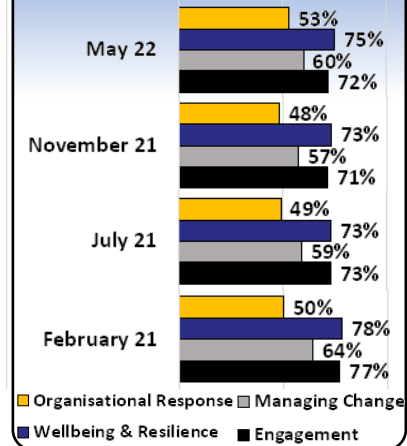
Red Amber Green

Quad 4 - Colleagues, self and partners (HR)

Numbers of BC staff (Headcount & FTE)



Employee Sentiment



Sickness Absence Reasons (rolling 12 month period)

