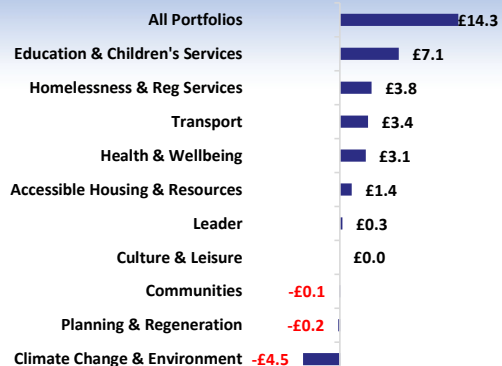




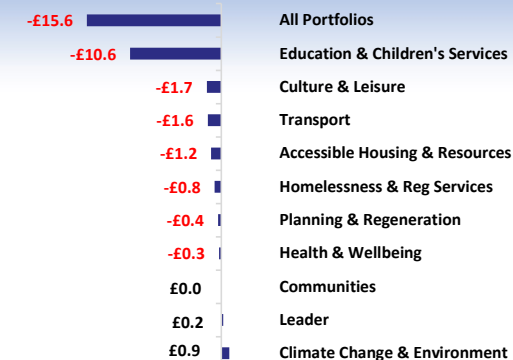
Q3 2022/2023 Scorecard

Quad 1 - Managing resources (finance)

Revenue Year End variance (millions) for 2022/2023 at Q3

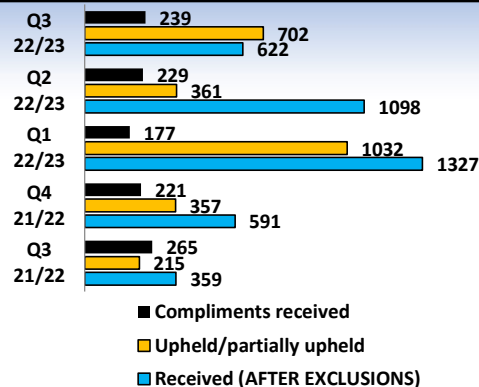


Capital Year End variance (millions) for 2022/2023 at Q3

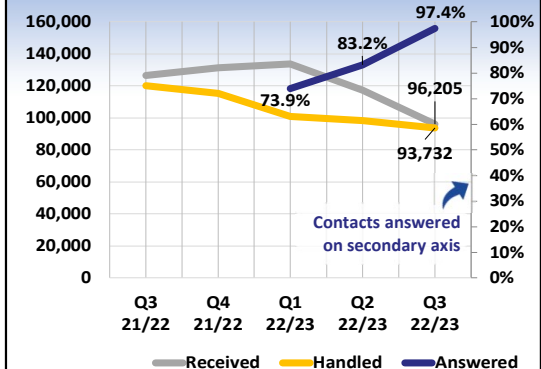


Quad 2 - Customer service

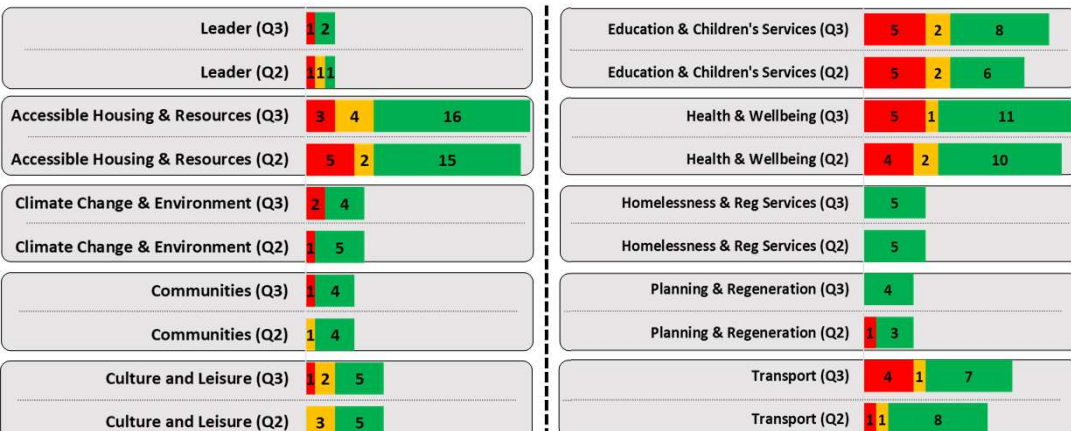
No of Compliments; No. Complaints Received; No. Complaints Upheld (Stage 1 & 2) - across the Council



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



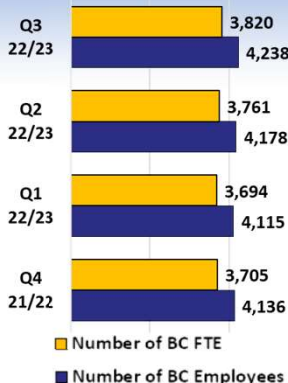
Quad 3 - Strategic priority indicators (RAG Status of Indicators by Portfolio Q2 & Q3 22/23)



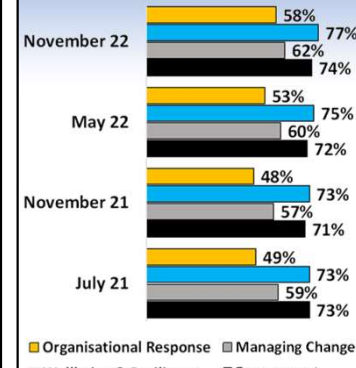
Red Amber Green

Quad 4 - Colleagues, self and partners (HR)

Numbers of BC staff (Headcount & FTE)



Employee Sentiment



Sickness Absence Reasons (rolling 12 month period)

