

**AREA SCORECARD FQ4 2018-19**

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**1 Background**

- 1.1 This paper presents the Area Report and Scorecard for Financial Quarter 4 2018/19 (January-March 2019) and illustrates the agreed performance measures.
- 1.2 A summary of all the measures is now included at the start of the report. The summary provides an overview of the number of measures and how many are Red, Amber, Green or No Target.
- 1.3 To improve the response to performance queries, it is requested that either Sonya Thomas or the Responsible Named Officer are contacted once the Quarterly Performance Report is received with any queries. This should enable some queries being resolved or clarified prior to the Area Committee meeting, and therefore being carried forward as Actions at a subsequent meeting.
- 1.4 A short key to symbols / layout is attached. (Appendix 1).

**2 Recommendations**

- 2.1 It is recommended that the Area Committee notes the performance presented on the Scorecard and supporting commentary.
- 2.2 It is recommended that upon receipt of the Quarterly Performance Report the Area Committee contact either Sonya Thomas or the Responsible Named Officer with any queries.
- 2.3 The Area Committee are asked to note that work is ongoing and to respond to Sonya Thomas with requests or comments regarding the layout and format of the Report and Scorecard.

**Douglas Hendry**  
**Executive Director, Customer Services**

**Jane Fowler**  
**Head of Improvement & HR**

For further information, please contact:  
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Appendix 1: Key to symbols

Appendix 2: Word Report in pdf format

Appendix 3: B&C Scorecard