



To: BSO Board

From: Director of Customer Care & Performance

**Subject: Annual Business Plan Performance Report ,  
period ending 31 December 2018**

Status: For Noting

Date of Meeting: 24 January 2019

The BSO Board approved, in August 2013, the approach and initial content of the Annual Business plan performance report. It was further agreed that performance would be reported on an Exception basis to both Senior Management Team meetings and the BSO Board at Board meetings.

### **Updates**

This report provides an update on performance against the BSO Annual Business Plan 2018-19 as at 31 December 2018.

As at end of quarter three of 2018-19, 85% of the actions within the Business Plan were reported as Blue/Green i.e. complete/ within agreed tolerance level.

### **Recommendation**

The Board is asked to note and note the information contained within the Annual Business Plan Performance report as at 31 December 2018.

**Date: 14 January 2019**

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