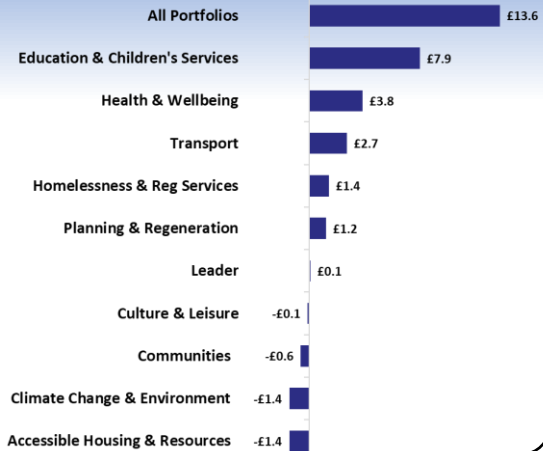


## Quad 1 - Managing resources (finance)

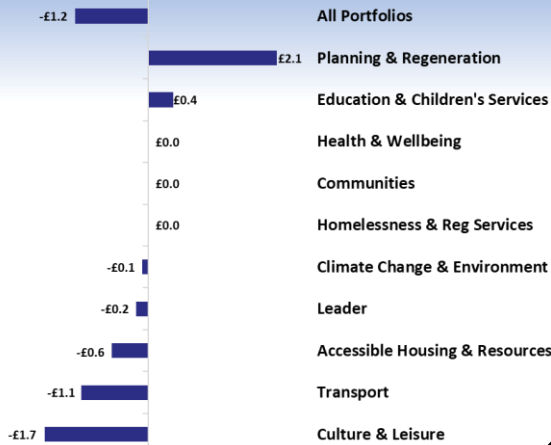
### Revenue

Year End variance (millions) for 2023/2024 at Q3



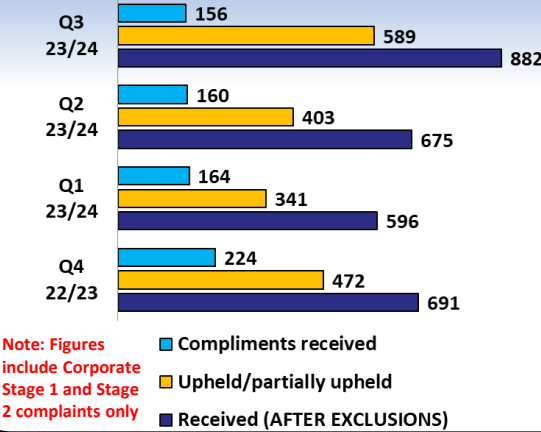
### Capital

Year End variance (millions) for 2023/2024 at Q3

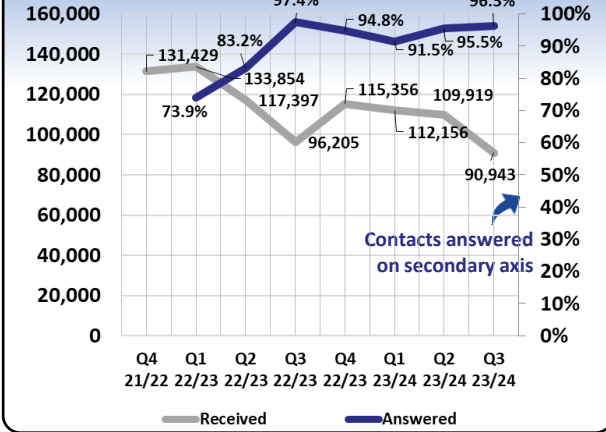


## Quad 2 - Customer service

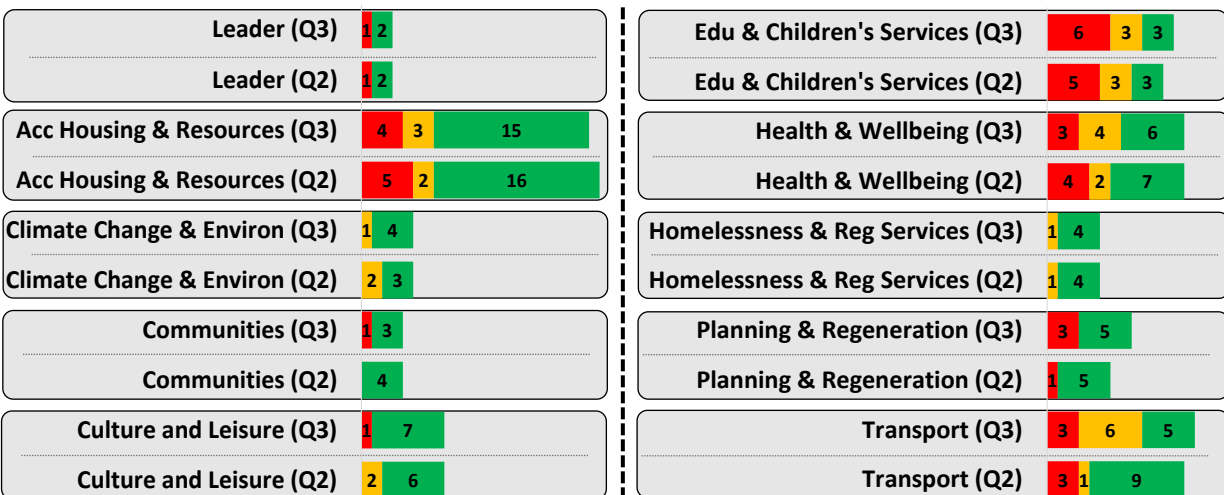
### No of Compliments; No. Complaints Received; No. Complaints Upheld (Stage 1 & 2) - across the Council



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



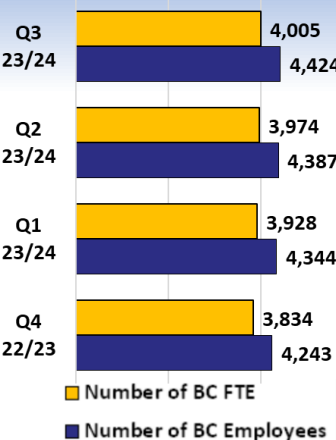
## Quad 3 - Strategic priority indicators (RAG Status of Indicators by Portfolio Q2 & Q3 23/24)



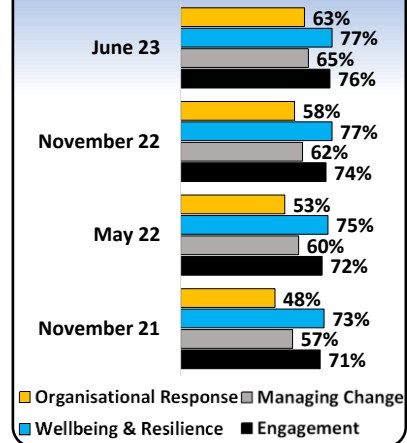
Note: the total number of PIs does not match for Acc Housing & Resources, Edu & Children's Services, Planning & Regeneration and Transport between Q2 and Q3 because one PI has been removed, one is reported termly, and two PIs have moved Portfolios.

## Quad 4 - Colleagues, self and partners (HR)

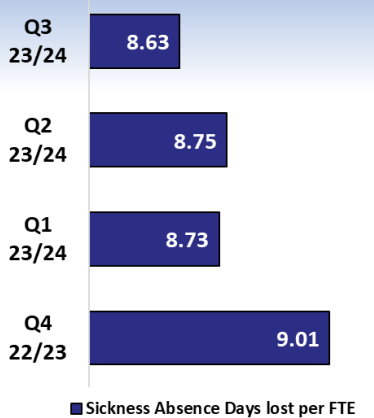
### Numbers of BC staff (Headcount & FTE)



### Employee Sentiment



### Sickness Absence Days Lost per FTE (rolling 12 months)



Red Amber Green