

KPI	Agreed 2020/21 target	Proposed 2021/2022 target	Rationale
South West Mutual Bank	None	None	DCE to provide 1/4trly updates on progress during 21/22
Corporate Commercial Units Occupancy rates	None	90%	% actual occupancy reported, 5.5% ROI
Working days Sick	7 days	7 days	National Average public sector
Sickness Absence	2.78%	2.78%	SW Councils
Staff Turnover	14%	15%	SW Councils
Appraisals completed	100%	100%	
Council Tax Collection rate	98.50%	96%	Rate used in Taxbase calculation
NNDR Collection rate	99.20%	97%	Projected rate post Covid
FOI on time	100%	100%	Additional information has been requested by Audit Committee
Major applications overturned at Appeal	<10%	<10%	National Target
Major Appeals	None	none	Actual reported
Non-major applications overturned at Appeal	<10%	<10%	National Target
Non-major Appeals	None	none	Actual reported
Cost of Appeals	None	none	Actual reported
Performance Planning Guarantee	100%	100%	Statutory Target