

Corporate Performance Dashboard - Quarter 4 2023/24

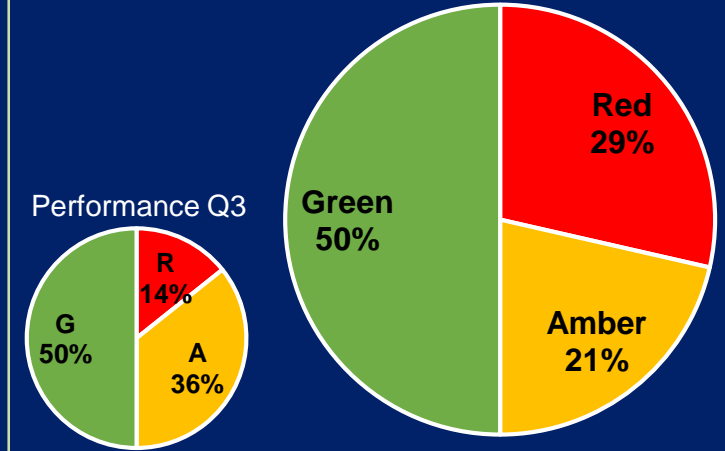
Performance Measures	Performance	Annual Target	RAG
Sickness absence (working days lost YTD)	10.45 days	6 days	R
Staff turnover (YTD)	17.0 %	15 %	R
Number of projected FTE filled (Average YTD)	90.9 %	90.0 %	G
Council Tax collected (YTD)	97.5 %	96.5 %	G
National Non-Domestic rates collected (YTD)	99.4 %	97 %	G
Council Tax paid by Direct Debit (Current)	78 %	80 %	A
Non-domestic rates paid by Direct Debit (Current)	48 %	50 %	A
Cyber security awareness training uptake (Current)	91 %	90 %	G

Finance Measures	Performance	Annual Target	RAG
Cabinet Services – Outturn	£7,219k	£6,416k	R
No. of Procurement Waivers required (QTR)	2	0	A
Treasury Income – £ return	(£1,835k)	(£1,073k)	G
Invoices Paid on time (YTD)	98.6%	98.0 %	G
Sundry Debt recovery rate (YTD)	98.9 %	95.0%	G
Agency Spend 'v' Budget	£44k	£0	R

Corporate Risk	Risk Rating (Trajectory)
Cyber Security	20 (no change)
Information Security	12 (increasing)
Workforce Shortage	6 (no change)

Corporate Risk	Risk Rating (Trajectory)
Financial Sustainability	16 (no change)
Cost of Living Crisis	16 (no change)
Corporate Property Fire Safety	9 (no change)

Overall Performance Q4



In Focus

Interest received on treasury investments were significantly higher (£762k) than budget due to the increase in interest rates, along with increased and extended lending to 3 Rivers Developments Ltd to complete their live projects.

Performance Dashboards will be reviewed and aligned to the new PDG structure and Corporate Plan 2024-28.

Corporate Risk	Risk Rating (Trajectory)
3 Rivers - Delivery of closedown plan	3 (decreasing)
Reputational Impact of 3 Rivers	3 (decreasing)