

Corporate Performance 2023/24

Alongside the performance reporting of the Corporate Plan, the council presents performance information on a wide range of corporate performance indicators. These are listed below.

Performance Indicator	2020/21	2021/22	2022/23	2023/24	Target (2023/24)	Performance
Sickness Absence	2.10%	2.73%	3.67%	3.93%	2.38%	Red
Sickness Absence (days)	5.8	7.8	9.9	10.5	6.0	Red
Staff Turnover	24.5%	21.3%	19.3%	17.0%	15.0%	Red
Staff appraisals completed	97%	62%	94%	72%	100%	Red
Council Tax Collected	97.0%	96.7%	97.1%	97.5%	96.5%	Green
National Non-Domestic Rates (NNDR) Collected	96.8%	98.6%	96.8%	99.4%	97.0%	Green
New Performance Planning Guarantee determine within 26 weeks	100%	100%	99%	98%	100%	Amber
Major applications overturned at appeal (over last 2 years)	4.8%	5.5%	2.9%	1.0%	10.0%	Green
Major applications overturned at appeal (% of appeals)	0.1%	2.3%	3.0%	1.0%	10.0%	Green
Minor applications overturned at appeal (over last 2 years)	2.5%	0.4%	0.8%	0.5%	10.0%	Green
Minor applications overturned at appeal (% of appeals)	1.7%	0.8%	0.9%	0.5%	10.0%	Green
Response to FOI/EIR Requests (within 20 working days)	100%	100%	99%	100%	97%	Green