

Governance and Audit Committee



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Thursday, 13 November 2025 at 2.00 pm
Council Chamber - Council Offices, St. Peter's Hill,
Grantham. NG31 6PZ

Committee Councillor Tim Harrison (Chairman)
Members: Councillor Paul Wood (Vice-Chairman)

Councillor Robert Leadenham, Councillor Bridget Ley, Councillor Rhea Rayside,
Councillor Rob Shorrocks, Councillor Paul Stokes, Councillor Sue Woolley, Vacancy
(Conservative) and Alan Bowling

Supplementary Paper

8. **Corporate Plan 2024-27: Key Performance Indicators Report - (Pages 3 - 10)**
Mid-Year (Q2) 2025/26

To present the Council's performance against the Corporate Plan 2024-
27 Key Performance Indicators (KPIs) within the purview of this
Committee for Quarter Two 2025/26.

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Governance & Audit Committee

Thursday 13 November 2025

Report of Councillor Philip Knowles,
Cabinet Member for Corporate
Governance and Licensing

Corporate Plan 2024-27: Key Performance Indicators Report - Mid-Year (Q2) 2025/26

Report Author

Charles James, Policy Officer

✉ Charles.James@southkesteven.gov.uk

Purpose of Report

To present the Council's performance against the Corporate Plan 2024-27 Key Performance Indicators (KPIs) within the purview of this Committee for Quarter Two 2025/26.

Recommendations

That the Committee:

- 1. Notes and scrutinises the performance against the Corporate Plan Key Performance Indicators in relation to the delivery of the Corporate Plan 2024-27.**

Decision Information	
Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Effective council
Which wards are impacted?	All

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 There are no significant financial implications arising from this report, which is for noting.

Completed by: David Scott, Assistant Director of Finance (Deputy s151 officer)

Legal and Governance

- 1.2 Regular monitoring of service area performance is to be welcomed and represents good governance. This report is for noting and there are no significant legal or governance implications arising from the report.

Completed by: James Welbourn, Democratic Services Manager

2. Background to the Report

- 2.1 The Corporate Plan 2024-2027 was adopted by Council on 25 January 2024. It was proposed actions, key performance indicators (KPIs) and targets would be developed by the relevant Member led Committees, which would retain oversight of the performance management arrangements at a strategic level.
- 2.2 The actions within the purview of this Committee with accompanying measures were presented to and agreed by the Committee on 19 June 2024.

3. Key Considerations

- 3.1 This report is the third of the reporting cycle and covers the period July to September 2025 (Quarter 2 2025/26).
- 3.2 Appendix A presents the overall performance against the 3 actions being presented in this session. Commentary by the responsible officer is provided for each action. Performance is summarised using a RAG system as follows:
- 3.3 One of the actions are rated Green. These are actions which are on or above target as planned.
- 3.4 Two actions are rated as Amber, these are those off target by less than 10% or where milestone achievement is delayed but with resolution in place to be achieved within a reasonable timeframe.
- 3.5 The KPIs have been developed in close consultation with the relevant Officers for each service. It is expected that the KPI suite will experience a degree of evolution over the corporate plan delivery period. This improvement will be prompted by the needs of decision makers and the Committees, and further consideration of how to best meet those needs by Officers.

4. Other Options Considered

- 4.1 As Council has agreed the Committees will lead monitoring performance, there are no viable alternatives. An absence of performance arrangements would mean the delivery of the Corporate Plan is unmonitored and prevent continuous improvement. A purely internal KPI suite would prevent effective and transparent scrutiny and accountability.

5. Reasons for the Recommendations

- 5.1 This is a regular report where Members are invited to scrutinise and comment on performance.

6. Appendices

- 6.1 Appendix A – Corporate Plan 2024-27 KPI Report: Governance and Audit Committee Mid-Year (Q2) 2025/26

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Corporate Plan 2024-27: KPI Summary Report Q2 2025/26 – Governance & Audit Committee							
Index	Priority	Action	Owner	Quarterly Overall Status			
				2024/25		2025/26	
				Q3	Q4	Q1	Q2
COUN4	Effective Council	Produce and deliver a Councillor Development Strategy and accompanying programme to achieve accredited Councillor Development Charter status.	Assistant Director (Governance & Public Protection) and Monitoring Officer	On Target	On Target	Below Target (on hold)	Below Target (on hold)
COUN11	Effective Council	Deliver the Internal Audit Plan and drive continuous organisational improvement.	Risk Officer	On Target	On Target	On Target	On Target
COUN15	Effective Council	Complaints, Freedom of Information (FOI) and Subject Access Request (SAR) reporting.	Data & Information Governance Officer	On Target	On Target	On Target (majority of elements)	Some elements Below Target others On Target

Corporate Plan 2024-27: KPI Summary Report Q2 2025/26 – Governance & Audit Committee							
Index	Priority	Action	Owner	Target/s	Q2 Value	Q2 Status	Manager Commentary
COUN4	Effective Council	Produce and deliver a Councillor Development Strategy and accompanying programme to achieve accredited Councillor Development Charter status.	Assistant Director (Governance & Public Protection) and Monitoring Officer	Strategy scheduled for approval in November 2024	Adopted	Below Target (on hold)	The progression of the Development Charter status is currently on hold until the new Director of Legal and Governance and Monitoring Officer commences in their role in January 2026. This work will be a priority of the new Director once in post.
				Achievement of Councillor Development Charter Status (accreditation by end of 2025)	See Commentary	Below Target (on hold)	The collation of evidence required for the East Midlands Councillor Development Charter accreditation is currently on hold until the new Director of Legal and Governance commence in their role.
				% of Councillors with personal development plans	26.79%	Below Target (on hold)	The progression of this KPI is on hold until the new Director of Legal and Governance commence in their role.
COUN11	Effective Council	Deliver the Internal Audit Plan and drive continuous organisational improvement.	Risk Officer	Progress on the internal plan - 100% completion of the audit plan by 31st March 2026	30%	On Target	Delivery of the audit plan is on track. Three audits were completed in Q1 and Q2 as planned: Climate Plan, Payroll, and Voids Management.
COUN15	Effective Council	Complaints, Freedom of Information (FOI) and Subject Access Request (SAR) reporting.	Data & Information Governance Officer				<p>The Council's complaints processing has continued to improve. A dedicated complaints administrator was employed in Q2.</p> <p>There is an effective process in place for Stage 1 and 2 Housing complaints. A Complaints review group has been established who review the complaints received and lessons are learnt.</p>

							<p>The Council has exceeded the goal for the calendar year for FOI response times. Service areas continue to engage with the information governance team.</p> <p>Service areas have also improved their turnaround time for collating information allowing more time to be spent on checking and redacting documents before release.</p>
				*Number of Complaints (% dealt with within defined timescales)	289 received 277 (95%) completed on time	On Target	
				*Number of FOIs (% dealt with within defined timescales)	233 received 93% completed on time	On Target	
				*Number SARs (% dealt with within defined timescales)	14 received 64% completed on time	Below Target	
				* Stage 1 complaints per quarter with a resolution & Stage 2 resolution	104 Stage 1 10 Stage 2		
				Ombudsman determinations against the LA (Housing)	0 100%		

				*Percentage of complaints responded to within target time (Housing)	92% -Stage 1 96% - Stage 2	On Target	
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