

| Corporate Plan 2024-27: KPI Summary Report Q2 2024/25 – 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 | Scheduled for approval by Cabinet in November 2024. | On Target | The first meeting of the Councillor Development Group in September saw the adoption of its terms of reference and endorsement of a draft Councillor Development Strategy. The Councillor Development Strategy was approved by Cabinet in November 2024. |
| | | | | Achievement of Councillor Development Charter Status (accreditation by end of 2025) | See Commentary | On Target | The collation of evidence required for the East Midlands Councillor Development Charter accreditation continues to be collated and an action plan has been developed to set out timelines attributed to individual elements of the criteria. Having a Councillor Development Group in place, together with a Councillor Development Strategy, places the Council in a positive position with regard to meeting the accreditation criteria |
| | | | | % of Councillors attending mandatory training | 90% (Q1 71%) | Below Target | Mandatory training sessions have been rolled out since 23 May 2024 with a number of refreshers. Councillors have until 23 November 2024 to attend all four mandatory sessions. Attendance at Mandatory training sessions has been relatively high and political group leaders continue to be provided with details of those who are yet to attend. |
| | | | | % of Councillors with personal development plans | N/A | N/A | Personal Development Plans will be rolled out after the adoption of the Strategy and when deemed necessary by the Councillor Development Group |
| 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 1st March 2025 | On schedule. | On Target | Delivery of audit plan is on track. Three audits were completed in Q2 as planned: the Arts Council Grant, Social Housing Decarbonisation Fund, and Staff Capacity & Capability. |

South Kesteven District Council - Appendix A – Corporate Plan 2024-27 KPI Report: Governance & Audit Committee Mid-Year (Q2)
2024/25

| Index | Priority | Action | Owner | Target/s | Q2 Value | Q2 Status | Manager Commentary |
|--------|-------------------|--|---------------------------------------|---|---|-----------|---|
| COUN15 | Effective Council | Complaints, Freedom of Information (FOI) and Subject Access Request (SAR) reporting. | Data & Information Governance Officer | *Number of Complaints (% dealt with within defined timescales) | 231 received (Q1 201). 85% completed on time (Q1 83%) | On Target | A dedicated complaints administrator has been introduced. |
| | | | | *Number of FOIs (% dealt with within defined timescales) | 60 received (Q1 59) 100% completed on time (Q1 96.12%) | On Target | The Council has exceeded the goal for the first quarter for FOI response times. Service areas are engaging with the information governance team earlier in the process and are providing their responses at a faster rate than before in the majority of cases. |
| | | | | *Number SARs (% dealt with within defined timescales) | 5 received (7 Q1) 100% completed on time (Q1 100%) | On Target | The Council have performed very well in this quarter with a 100% turnaround within 1 calendar month. Service areas have also improved their turnaround time for collating information allowing more time to be sent on checking and redacting documents before release. |
| | | | | * Stage 1 complaints per quarter with a resolution & Stage 2 resolution Ombudsman determinations against the LA (Housing) | 45 received (Q1 37) Stage 1 Resolved 43 (36 on time) Stage 2 Resolved – 1 Ombudsman Determinations Against – 2 | On Target | An effective process is in place for Stage 1 and 2 complaints. A complaints review group has been established who review the complaints received and lessons are learnt. |
| | | | | *Percentage of complaints responded to within target time (Housing) | 80% completed on time (Q1 78.37%) | On Target | |