

Corporate Plan 2024-27: KPI Summary Report 2024/25 – Governance & Audit Committee							
Index	Priority	Action	Owner	2024/25 Quarterly Overall Status			
				Q1	Q2	Q3	Q4
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	On Target	On Target
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	On Target

Corporate Plan 2024-27: KPI Summary Report Q4 2024/25 – Governance & Audit Committee							
Index	Priority	Action	Owner	Target/s	Q4 Value	Q4 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	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	99.1%	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. Two Councillors have not attended.
				% of Councillors with personal development plans	26.79%	Below Target	Personal Development Plans were rolled out in January 2025 and Members had until March 2025 to return these. Fifteen have been completed, to date.
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	Completed	On Target	Internal Audit plan for 2024/25 has been completed. Audits were undertaken of the Social Housing Decarbonisation Fund, Staffing Capacity & Capability, Homelessness, Income Generation, Business Continuity & Disaster Recovery, Council Tax & NNDR. Moderate or Substantial assurance was achieved for all completed audits. An audit of the Data Protection, FOI, EIR & SAR processes was also undertaken and is currently being finalised.

Index	Priority	Action	Owner	Target/s	Q4 Value	Q4 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)	305 received 75.4% completed on time	On Target	The Council's complaints processing has continued to improve. An effective process is 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. The Council has exceeded the goal for the 24/25 calendar year 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. The Council has performed very well in the past year with a 100% turnaround of SARs within 1 calendar month. Service areas have also improved their turnaround time for collating information allowing more time to be spent on checking and redacting documents before release.
				*Number of FOIs (% dealt with within defined timescales)	248 received 100% completed on time	On Target	
				*Number SARs (% dealt with within defined timescales)	36 received (100% completed on time)	On Target	
				* Stage 1 complaints per quarter with a resolution & Stage 2 resolution Ombudsman determinations against the LA (Housing)	294 received Stage 1 Resolved 287 on time (97.6%) Stage 2 received 11 Resolved 9 on time (81.8%) Ombudsman Determinations Against – 0 (3 ongoing cases)	On Target	
				*Percentage of complaints responded to within target time (Housing)	80.26% completed on time	On Target	