

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

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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>

								The Council has exceeded the goal for the calendar year for FOI response times. Service areas continue to engage with the information governance team.  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 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  Ombudsman determinations against the LA (Housing)	104 Stage 1 10 Stage 2  0 100%			

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