

Corporate Plan 2024-2027: KPI Summary Report 2025/2026 – Governance & Audit Committee							
Index	Priority	Action	Owner	Quarterly Overall Status			
				2025/26			
				Q1	Q2	Q3	Q4
COUN4	Effective Council	Produce and deliver a Councillor Development Strategy and accompanying programme to achieve accredited Councillor Development Charter status.	Director of Law & Governance	Below Target	Below Target	Below Target	Below Target
COUN11	Effective Council	Deliver the Internal Audit Plan and drive continuous organisational improvement.	Governance & Risk Officer	On Target	On Target	On Target	Below Target
COUN15	Effective Council	Complaints, Freedom of Information (FOI) and Subject Access Request (SAR) reporting.	Data & Information Governance Officer	Below Target	Below Target	Below Target	Below Target

Corporate Plan 2024-2027: KPI Summary Report Q4 2025/2026 – 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.	Director of Law & Governance	Achievement of Councillor Development Charter Status	See Commentary	Under Review	The programme has been on hold since April 2025. The new Monitoring Officer was appointed in January 2026. The Development Charter project is being reviewed by the new Monitoring Officer and Cabinet member.
				100% of Councillors to complete mandatory training	94% (excluding the members for Aveland, and Belmont wards elected in December 2025).	Below Target	<p>There are four mandatory training topics: Code of Conduct, Equalities, Diversity & Inclusion (EDI), PREVENT, and Safeguarding for members to undertake during the civic year. Newly elected members have six months to complete the mandatory training from the time of their election. Therefore the two members for the Aveland and Belmont wards elected in by-elections in December 2025 have a deadline of 11 June 2026 to complete the mandatory training. Excluding those two members, as of the end of Q4 2025/26, 94% of members have completed all four mandatory topics. By mandatory training topic:</p> <ul style="list-style-type: none"> - Code of Conduct: 98.14% (53 of 54). - EDI: 92.59% (50 of 54) - PREVENT: 92.59% (50 of 54) - Safeguarding: 94.44% (51 of 54). <p>Of the two members elected in December 2025:</p> <ul style="list-style-type: none"> - Code of Conduct: 1 of 2 - EDI: 0 of 2 - PREVENT: 0 of 2 - Safeguarding: 2 of 2
COUN11	Effective Council	Deliver the Internal Audit Plan and drive continuous organisational improvement.	Governance & Risk Officer	Progress on the internal plan - 100% completion of the audit plan by 31st March 2026	91%	Below Target	10 audits have been completed. Audits of the Climate Plan, Payroll, Voids Management, Performance Management, Treasury Management, ICT Strategy, Building Control, Accounts Payable, Main Financial Systems and Market Services have been completed. The final programmed audit: Stock Control, is being finalised.

South Kesteven District Council - Appendix A – Corporate Plan 2024-2027 KPI Report: Governance & Audit Committee End-Year (Q4) 2025/2026

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.	Director of Law & Governance (Data Protection Officer)	*Number of Complaints (% dealt with within defined timescales)	543 received 81% completed on time	On Target	The Council has a target of responding to 80% of complaints within defined timescales. In Q4 2025/26, the Council received 543 complaints. 81% were resolved within the target timescale, this is slightly below the performance of Q4 2024/25 (85%). Complaint volume has averaged at 474 per quarter over 2025/26. Processing performance within targeting times has averaged 81.5%.
				*Number of FOIs (% dealt with within defined timescales)	205 received. 90.73% completed on time	Below Target	The Council has a target of resolving 95% of FOI requests within defined timescales. In Q4 the Council received 205 FOI requests. 90.73% were resolved within the defined timescales. This is in line with the performance of Q3. Whilst this is within nationally acceptable performance levels, it is below the Corporate KPI stretch target, which was consistently achieved in 2024/25. FOI volume has averaged 205 per quarter over 2025/26. Note that is not an indication of the complexity level of individual FOI requests.
				*Number SARs (% dealt with within defined timescales)	11 received. 81.82% completed on time	Below Target.	The Council has a target of resolving 90% of SARs within defined timescales. An influx of SARs in the first two quarters of 2025/26 resulted in a significant decline in processing performance. 23.08% of SARs were resolved within defined timescales in Q2. At the end of Q4, performance had been raised to 81.82%, with SAR volume in line with that of the first two quarters of 2025/26. Note that is not an indication of the complexity level of individual SAR cases.

South Kesteven District Council - Appendix A – Corporate Plan 2024-2027 KPI Report: Governance & Audit Committee End-Year (Q4) 2025/2026

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.	Director of Law & Governance (Data Protection Officer)	* Stage 1 complaints per quarter with a resolution & Stage 2 resolution Ombudsman determinations against the LA (Housing)	90 received Stage 1 Resolved 90 on time (96%) Stage 2 received 9 Resolved 9 on time (100%) Ombudsman Determinations Against – 0 (14 ongoing cases)	On Target	In Q4, the Housing directorate received a total of 90 Stage 1 complaints (Housing Services 44, Housing Technical Services 46) and 9 Housing Stage 2 complaints. 96% of Housing Stage 1 complaints and 100% of Housing Stage 2 complaints. were responded to within the target timescale. As of the end of Q4, 90 Stage 1 complaints have been successfully resolved and 9 Stage 2 complaints had been successfully resolved. Housing is now undertaking a more detailed review of complaint data across all service areas to identify themes, learning, and opportunities for service improvement.