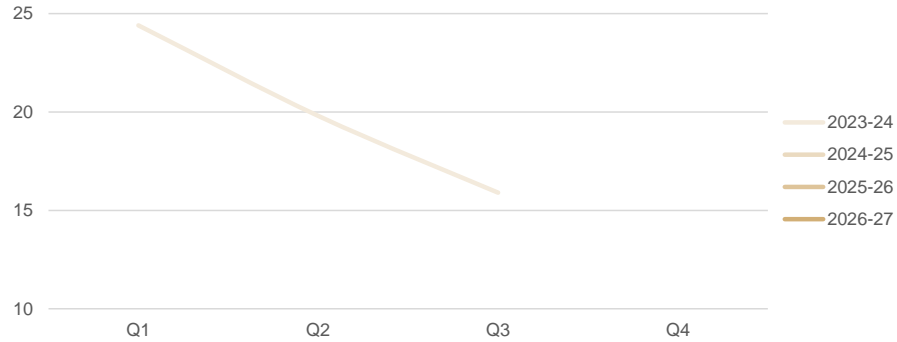


POLICY COMMITMENT

Customer excellence: continued.

PI 62 Average processing time for new CTRS claims (days)

	Q1	Q2	Q3	Q4
2023-24	24.4	19.8	15.9	
2024-25				
2025-26				
2026-27				



PI 63 Average processing time for CTRS changes of circumstance (days)

	Q1	Q2	Q3	Q4
2023-24	1.8	2.0	1.8	
2024-25				
2025-26				
2026-27				



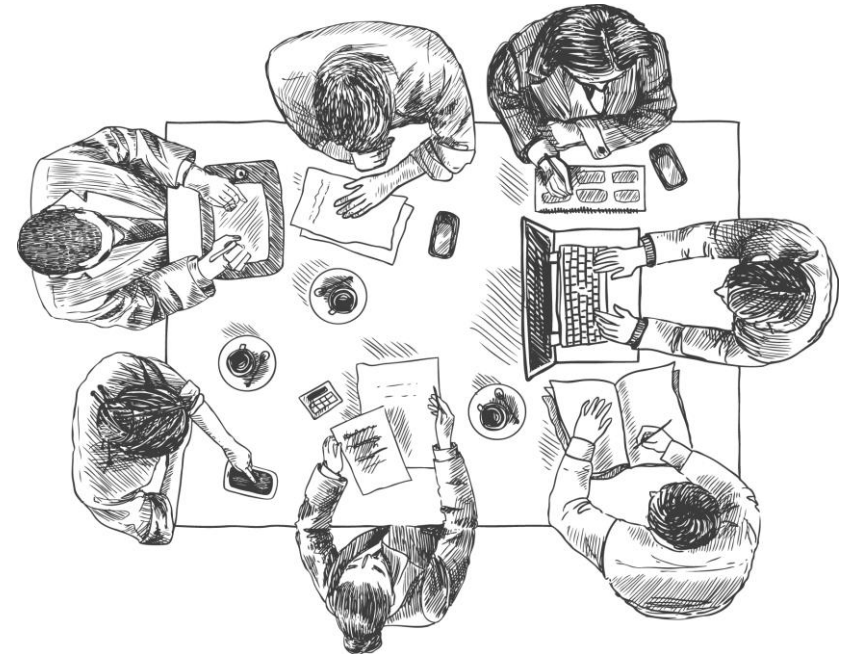
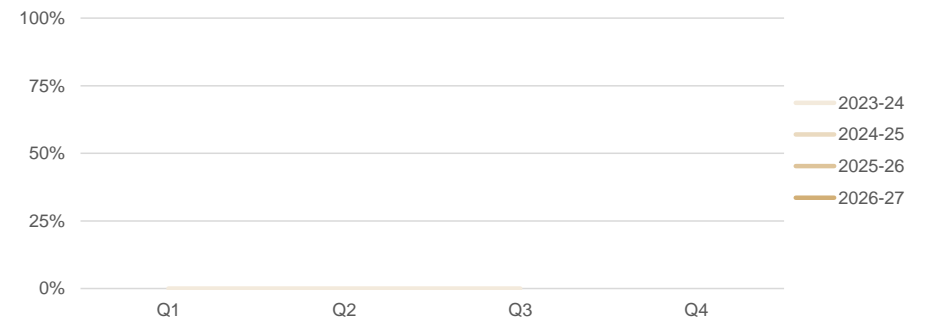
POLICY COMMITMENT

Continuous improvement: develop a best practice authority, where a programme of corporate improvement designs innovative services, delivering the best possible community outcomes at the best value.

The council is continuing with its Continuous Improvement programme and is dovetailing this project with a recent exercise undertaken by officers across the council to identify potential budget savings and income generation initiatives. The Continuous Improvement team will be working with officers to assist them in the delivery of the initiatives identified, but also to support delivery of non-financial initiatives that will deliver improved service or efficiencies in the way in which the services are delivered.

PI 54 % of Corporate Improvement Programme savings target delivered

	Q1	Q2	Q3	Q4
2023-24	TBC	TBC	TBC	
2024-25				
2025-26				
2026-27				



POLICY COMMITMENT

Robust standards: a comprehensive, timely and benchmarked framework of performance management, delivered by services built on corporate principles and sound internal controls.

Internal Audit update

As of 31 December 2023, 45% of the plan had been delivered (audit fieldwork completed), with a further 20% underway. These percentages are based on the number of reviews to be undertaken following amendments to the agreed plans to account for lost resources.

A cumulative total of 42 actions were due to be implemented by the end of Q3 and as of 31 December 2023, ten of these remained outstanding:

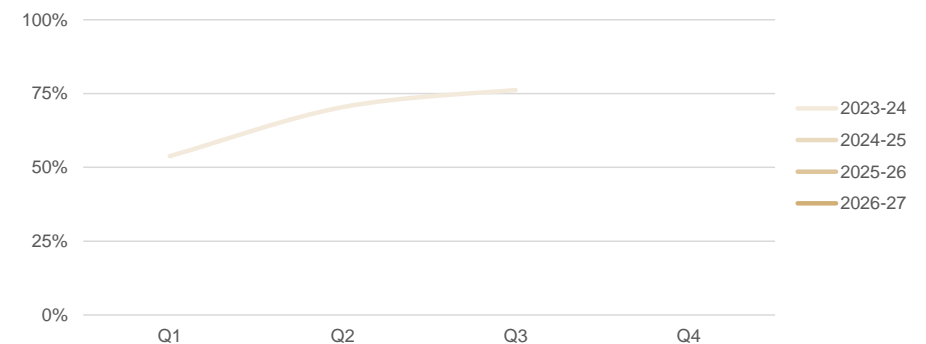
- Arrangements to publish the annual Infrastructure Funding Statements for 2020-21 and 2021-22 in line with the appropriate Regulations.
- Arrangements to be made for approval arrangements for planning applications set out in the Constitution to be reviewed.
- Arrangements to be made to review the Whistleblowing Policy, including guidance on responding to concerns raised, with the appropriate governance process to be followed and a revision schedule included.
- Arrangements to be made to raise awareness of the Whistleblowing Policy across the council, including ensuring that it is covered in staff inductions.
- Arrangements to be made to review whistleblowing training for employees and managers.
- Arrangements to be made to identify, record, and manage risks to the delivery of the Climate Change Delivery Plan.
- Review the arrangements in place to raise interim service charges, with an appropriate policy explaining how interim charges are calculated.
- An updated Procurement Strategy will be put into place and shared with all relevant officers.
- Effective monitoring will be put in place to ensure contracts are established where required for spend that meets the required thresholds.
- The Leaseholder handbook should be updated and made available to Leaseholders.

Progress made towards implementing outstanding actions is monitored on a quarterly basis, through reports to the council's Management Team. Details of all actions agreed, implemented and outstanding are provided to the council's Finance & Audit Committee as part of the quarterly and annual Internal Audit update reports. All actions that remain outstanding more than six months after their agreed implementation date are specifically highlighted with updates from the relevant services provided.



PI 68 % of agreed internal audit actions implemented

	Q1	Q2	Q3	Q4
2023-24	53.8%	70.4%	76.2%	
2024-25				
2025-26				
2026-27				



Counter Fraud update

Online fraud awareness training sessions took place throughout October and November 2023 and staff were able to sign up to these via the iShare training platform. All sessions were well attended.

Fraud risk assessments have been undertaken across a number of council services and a fraud risk register created which will be used to target counter fraud activity to highest risk areas.

Work has continued on the National Fraud Initiative exercises, with all relevant data submissions for 2023-24 completed. Additional matches for the 2022-23 exercise were received in December 2023, so there are currently a large number awaiting initial checks alongside the matches expected for the 2023-24 exercise.

Investigation activity during the quarter to date has led to the following;

- Additional council tax (historic liability) of £339 (£100,125 YTD)
- Additional council tax liability of £921 for future years (£51,854 YTD)
- Savings of £12,740 associated with the cancellation of two temporary accommodation placements.

POLICY COMMITMENT

Corporate compliance: a responsible organisation, ensuring all constitutional, policy and legislative demands are met, and pro-active risk management practices adopted.

During Q3 2023/24, the council has remained consistent in its handling of requests for information under Freedom of Information Act and Environmental Information Regs. with 90.3% of requests receiving a response within the statutory deadline of 20 working days. The council's response rate is meeting target rate set by the ICO at 90%.

There were 15 incidents reported internally to the Information Governance team, none of which met the threshold for reporting to the ICO. These incidents were carefully risk assessed and colleagues reporting the incidents have been issued with further guidance to minimise risk of recurrence of such incidents.

The Information Governance & Security Group (IGSG) meets regularly on a quarterly basis and have recently updated a suite of Data Protection Policies and procedures.

P I 69	% of information requests completed within statutory deadline			
	Q1	Q2	Q3	Q4
2023-24	89.0%	91.6%	90.3%	
2024-25				
2025-26				
2026-27				

