














Legal and Democratic Services – Priority Performance Indicators

Code	Frequency of reporting	PI Title	24/25 performance			2025/26	Rationale for Inclusion
			Value	Target	Status	Target	
LDS-BIP-02	Quarterly	Percentage of Committee / Council Action sheets issued within 24 hours	100%	100%		100%	Underpins the delivery of prompt action in relation to Council/Committee decisions and assurance of timeous reporting
LDS-BIP-03	Quarterly	Percentage of Reports checked by Monitoring Officer within 3 days of prescribed deadlines	99.25%	95%		95%	The review of all reports ensures that the Council is operating within its powers and is complying with prescribed procedures. This provides assurance to Members and reduces the risk of a successful challenge to decisions on procedural or compliance grounds.
LDS-BIP-04	Quarterly	Number of hours of members training delivered	6	8		8	The effective running of the Council requires Members to receive comprehensive, regular and up to date training
LDS-BIP-05	Quarterly	Percentage of FOI requests allocated to the correct named officer within 24 hours of receipt	97%	95%		95%	Compliance with statutory timescales for FOI is a fundamental duty and prompt allocation to the correct officer is essential to meeting timescales
LDS-BIP-06	Quarterly	Number of data protection spot checks carried out	12	12		12	Compliance with data protection is a fundamental statutory responsibility and spot checks are an essential assurance mechanism, particularly as officers return to office accommodation
LDS-BIP-08	Quarterly	Number of Information Management Liaison Officer (IMLO) Meetings	4	4		4	Improved Demand for quality information management performance
LDS-BIP-10	Quarterly	Open Market Purchase by Internal Legal Services- Number of Offers to buy completed within 5 days of receipt of full instructions and authorisation	100%	90%		95%	Early settlement of open market purchased properties supplements the Council's housing stock and supports the reduction of the housing waiting lists
LDS-BIP-11	Quarterly	Percentage of Public Entertainment Licence applications approved or refused by Legal Services	100%	100%		100%	The timeous administration of public entertainment licensing is necessary to ensure good customer service and helps ensure local community events take place

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		within 5 days of receipt of the complete application, together with all documentation and completed consultation responses.					
LDS-BIP-12	Quarterly	Percentage of applications for guardianship orders and intervention orders under AWI legislation prepared within 10 days of receipt of full instructions and fully completed statutory reports.	100%	100%		100%	Drafting applications of these nature in good time contributes towards the protection of vulnerable adults.
LRS-BIP-01a	Monthly	% of Contract acceptances completed within 7 days of full instructions	100%	100%		100%	It is critical in terms of legal compliance and effective use of resources (both human and financial) that contracts are awarded promptly
LRS-BIP-07	Monthly	Percentage of Taxi licence applications approved or refused by Legal Services within 5 days of receipt of the complete application	100%	100%		100%	The timeous administration of taxi licensing is necessary to ensure good customer service and underpins public confidence and safety
LRS-BIP-09	Monthly	Number of Housing Improvement and Repairs Grants Processed and authorised within 7 days of receiving full instructions	66%	90%		90%	The timeous administration of Housing Improvement and Repairs Grants ensure good customer service and provides support to vulnerable persons.
OT-SOL-CORP8	Quarterly	Invoice Payments - Percentage of invoices paid within 30 days %	57.32%	92%		92%	The continued pressure on the Procurement Team from the implementation of Fusion alongside availability of resources to assist with the system actions has impacted on the ability to pay invoices on time. However, as at the time of writing this report, payments are up to date except where there is a dispute or outstanding service-based housekeeping.

