Section 5 - 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	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

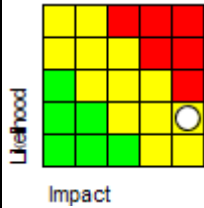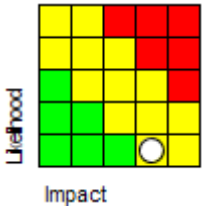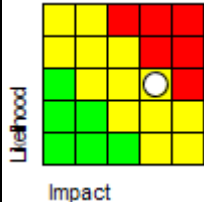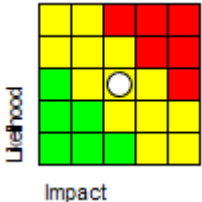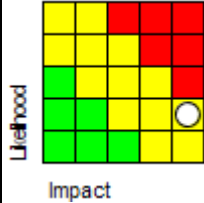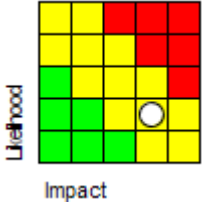| Code	Frequency of reporting	PI Title	24/25 performance			2025/26	Rationale for Inclusion
			Value	Target	Status	Target	
		refused by Legal Services within 5 days of receipt of the complete application, together with all documentation and completed consultation responses.					
LDS-BIP-12	Quarterly	Percentage 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.

Section 6 - Sustainability

Service activity	Impacts on climate change mitigation	Impacts on climate change adaptation	Impacts on biodiversity	Impacts on greenspace	Other sustainability impacts
Print reduction strategy	Reduce the local and global environmental impact of the Council's consumption and production	Validation of Council activities to reduce carbon emissions.	Validation and assurance over carbon emissions and impact on wider environment.	Reduction in reliance on printed materials will minimise consumption of paper and minimise the Council's carbon footprint.	Reduce the local and global environmental impact of the Council's consumption and production
Hybrid Mail	Reduce the local and global environmental impact of the Council's consumption and production. (Digital v Physical mail)	Validation of Council activities to reduce carbon emissions.	Validation and assurance over carbon emissions and impact on wider environment.	Reduction in reliance on printed materials and physical transportation will minimise consumption of paper and minimise the Council's carbon footprint.	Reduce the local and global environmental impact of the Council's consumption and production
Information Management strategy will make scanning & digital storage a default	Reduction in the local and global environmental impact of the Council's	Validation of Council activities to reduce carbon emissions.	Validation and assurance over carbon emissions	Information Management strategy will make scanning & digital storage a default	Reduce the local and global environmental impact of the Council's

arrangement; minimising carbon footprint.	consumption and production			arrangement; minimising carbon footprint.	consumption and production
Procurement Governance & Annual Strategy Actions	Scottish Model of Procurement to support a Sustainable Economic Environment Scottish Model of Procurement Objectives- -Reducing Waste -Reducing material usage -Use of sustainable materials -Supporting local businesses -Net Zero greenhouse gas emissions -Social impact - Supporting Circular Economy -Supporting Net Zero - Supporting Community Wealth Building				

Section 7 - Risk Management

Description	Treatment Strategy	Internal Controls Title	Category(s)	LOIP Outcome(s)	Current Risk Matrix	Target Risk Matrix	Linked Actions
Governance failure in relation to major decisions.	Treat	Administrative Scheme Committee Report Scrutiny Procurement Procedures Legal Document Scrutiny	Economic Legal/Compliance	All			Regular review of Administrative Scheme to ensure it remains up to date. Compliance with requirement to consult with CSMO and CFO Continuation and enhancement of existing arrangements

Description	Treatment Strategy	Internal Controls Title	Category(s)	LOIP Outcome(s)	Current Risk Matrix	Target Risk Matrix	Linked Actions
Inability to pay creditors	Treat	Manual Processing	Technological	All			Build assurance in current system. Develop knowledge across services. Revert to manual process.
Financial constraints and impact on resources across services	Treat	Delivery Model Reviews Review of ways of working Task Reviews	Economic	All			Review service structures. Expanding skills and knowledge of individual team members. Introduction of self-service arrangements, where appropriate to target expertise. Appropriate allocation of resources based on priorities and risk.

Description	Treatment Strategy	Internal Controls Title	Category(s)	LOIP Outcome(s)	Current Risk Matrix	Target Risk Matrix	Linked Actions
Legislation changes impacting on Resource Priorities	Treat	Ongoing awareness of potential changes	Legal/Compliance	All			Keep aware of potential change to identify Appropriate resources at an early stage.

Participation in groups such as SOLAR which may influence changes. |
| Occurrence of significant Civil contingency incident at the same time as an electoral event | Treat | Contingency Planning | Social Legal/Compliance | All | | | Continually review plans to ensure they remain up to date. Train officers not involved in election administration to support civic contingency response. |