

2025-26 Quarter to December Report – GOVERNANCE

Performance report – Service Performance Indicators



PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Operational Indicators Committee Services

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
CS003	Local	Committee Draft minutes - Percentage issued within 5 working days	85%	74.3%	82.7%	64.8%	91.7%	55.6%	63.6%	66.7%	76.9%	Quarter 4 - 10 of the 13 draft minutes were issued within the 5 working day target for the period (76.9%). 2025/26 - 35 of the 54 draft minutes were issued within the 5 working day target for the year (64.8%).		
CS133	Local	Committee Services - Customer Satisfaction Index	Data Only	N/A	N/A	N/A	N/A	N/A				Due to the introduction of new report templates and report drafting timetable, it was agreed to develop a Customer Satisfaction Survey once the new procedures have had time to embed.		
CS001d		Committee Agenda - Percentage issued within 24 hours after receipt of committee reports	100%	N/A	100%	100%	100%	100%	100%	100%	100%			

Operational Indicators Legal Services

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
CS136	Local	Legal Services - Customer Satisfaction Index	Data Only	N/A	N/A		N/A	N/A				No planned survey due to ongoing staffing issues within Legal Service.		

Operational Indicators Registrars

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
CS031	Local(b)	General Register Office Report - % error rate in Registration of Births, Marriages and Deaths	3%	3.46%	3.43%		3.43%	Annual				2024/25 - Very good performance, with a slight decrease in errors from last year.		
CS143	Local	Registrars - Customer Satisfaction Index	Data Only	N/A	N/A		N/A	N/A				Intend to carry out survey once settled in HQ.		

Operational Indicators Health & Wellbeing

Code	Code	Short Name	Current Target	2023/24	2024/25	2025/26	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H&WBGOV 1.1	MI	Sickness absence days lost (Governance)	Data Only	N/A	40.4		11.2	15.2	10.2	2.1	N/A	Q3 - A total of 39.5 days was lost due to sickness, equating to 2.1 per FTE. 70% were due to long term absence.		
H&WBGOV 1.2	MI	% of Sickness absence (Governance)	Data Only	N/A	3.3%		3.7%	5%	3.4%	1.8%	N/A	Governance - % absence rate 1.8% for Q3		