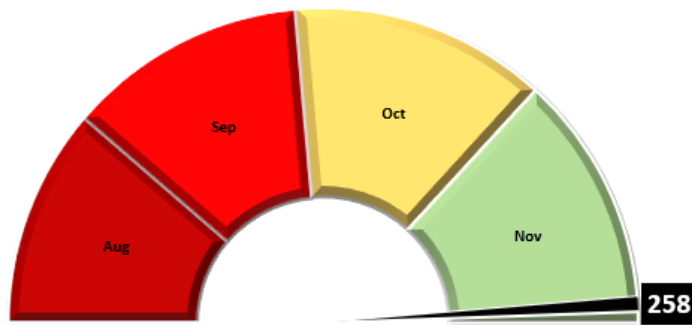
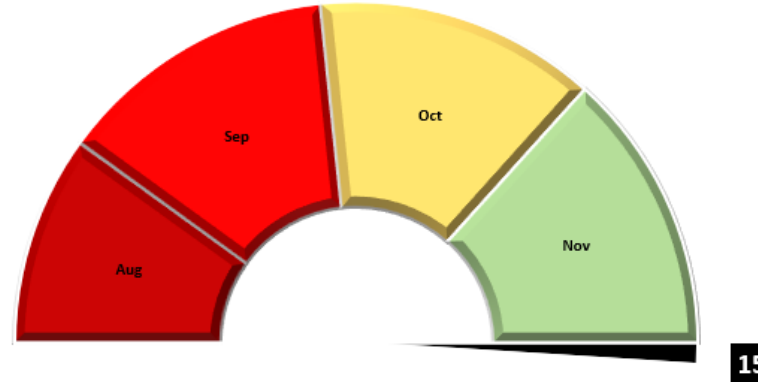


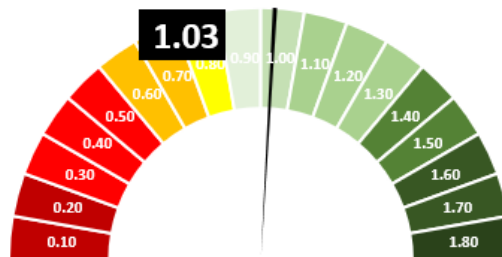
Progress against the Term 2 Plan 2024-25



Term 2 Days target - 265
Position as at end of Nov 2024



Term 2 Jobs target - 15
Position as end of Nov 2024



Term 2 Productivity at end of Nov 2024
Target = 1.0

Key Performance Indicators

Performance Measure/Criteria	Target	Outcome in Term 2
1. Risk-aware Council		
Completion of Termly Plan – Days	90%	✓ 97%
- Jobs	90%	✓ 100%
Productivity	1.0	✓ 1.03
Regular progress reports to: <ul style="list-style-type: none"> - Departmental Leadership Teams - Corporate Leadership Team - Governance & Ethics Committee 	1 per term 1 per term 1 per term	✓ Completed ✓ Completed ✓ Completed
Publication of periodic fraud/control awareness updates	2 per annum	✓ Counter Fraud Annual Report, July 2024; and Progress Report, Jan 2025
2. Influential Audit Section		
Recommendations agreed	95%	✓ 96%
One recommendation was not accepted, in our audit of Debtors. Introducing a check digit in the customer number, to prevent invoicing the wrong customer, was not possible in the current BMS system. We accepted that mitigating controls already exist.		
3. Improved internal control & VFM		
Percentage of Priority 1 & 2 recommendations implemented. (Position as at latest action tracking exercise reported in Nov 2024)	75%	✓ 90% of 2022/23 actions ✓ 81% of 2023/24 actions
4. Quality measures		
Compliance with the Public Sector Internal Audit Standards (PSIAS)	Compliance achieved	✓ An External Quality Assurance review is required every 5 years. Last undertaken in March 2023. An annual self-assessment was done for the Chief Internal Auditor's Annual Report to the June 2024 committee. Both of

Performance Measure/Criteria	Target	Outcome in Term 2
		these reviews confirmed compliance.
Positive customer feedback through Client Satisfaction Survey (CSS) scores	Feedback good or excellent (where a score of 4 is excellent and a score of 3 is good)	✓3.6