

Appendix 2 – Measures of Success – Section 24 Report

Recommendation	Measure of Success	Current performance	Target	Status against target	Frequency of data refresh	Current performance data:	Current performance period:	Previous performance data:	Previous performance period:
1	Delivery of the Corporate Governance Improvement Plan activity	Complete	n/a	Complete	Monthly	6 out of 10 workstreams activity on target	Nov-23	10 out of 10	Oct-23
2	Number of roles at Head of Service and above that are vacant / occupied by Agency or interim staff	No change	3	At target	Monthly	3	Jun-24	3	May-24
2	Number of Transformation roles that are vacant / occupied by Agency or interim staff	No change	No target set	No target set - baseline	Monthly	10	Jun-24	10	May-24
3	Reduce the number of audits that have limited or no assurance	No change	0	Below target	Quarterly	2 out of 16 complete audits	March 2024 report	2 out of 12 complete audits	December 2023 report
3	Improve the percentage of priority One and Priority Two actions from Internal Audits that are delivered within original timescales	n/a baseline	80% or higher	n/a baseline	Annual	No P1s or P2s so far in 24/25	Jun-24	20% of P1 actions and 13% of P2 actions were complete within original timescales	Mar-24
3	Percentage of members completing all mandatory training	Complete	100%	Complete	Annual	100%	Oct-23	100%	Oct-22
3	Percentage of Members attending wider skills	No change	95%	Above target	Annual	98%	Oct-23	Data not available	Oct-22
3	Member satisfaction with the Member development programme	No change	90%	Below target	Annual	87.5% this is based on 21 responses out of 24	Oct-23	71% this is based on 5 responses out of 7	Oct-22
4	2024/25 revenue budget is balanced and maintained during 2024/25	n/a baseline	Balanced budget set	At target	Quarterly	Balanced budget set	Feb-24	n/a	n/a
5	90% of projects within the programme, once launched are on track		n/a	n/a at this stage	Quarterly once live	90% once launched	n/a		
5	90% of benefits from projects realised in line with benefits realisation trackers		n/a	n/a at this stage	Quarterly once live	90% once launched	n/a		

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6	Actual expenditure and Forecast revenue outturn within the approved budget for 2023/2024	Complete	£0	Complete	Quarterly	£3.6m	Period 10 2023/24	£7.023m	Period 8 2023/24
6	Balanced MTFP to 2026/27	Below target	Balanced MTFP set	n/a baseline	Annually	n/a	n/a	n/a	n/a
6	Maintain GF balance at £12m at 31/3/24	Complete	£12m or more	Improved	Annually	£10.986m on 31/3/24 (but on 1/4/24 will increase to £11.1m due to release of Collection Fund surplus)	23/24 outturn (to Executive 26/6/24)	£9.09m	Q3 23/24
6	Maintain usable revenue reserves at a minimum of £4m at 31/3/24.	Complete	£4m or more	Improved	Annually	£1.069m on 31/3/24 (but on 1/4/24 will increase to £9.280m due to release of Collection Fund surplus)	23/24 outturn (to Executive 26/6/24)	£6.3m	Feb-24
6	Set 2024/25 revenue budget	Complete				Balanced budget set	Feb-24	n/a	n/a
6	Maintain expenditure in line with agreed budgets in 2024/5	n/a baseline		n/a baseline					
6	Maintain GF balance at £11.1m at 31/3/24	At target	11.1m	n/a baseline		11.1m	Q1		
6	Maintain usable revenue reserves at a minimum of £4m at 31/3/24.	Improved	Between 8m and 10m	n/a baseline		9.25m	Q1	6.2m	Q3 23/24
7 and 8	LMT, WLMT, all Budget Holders and all staff involved in Purchase to Pay trained by 31 December 2023	Complete	100%	Complete	Monthly	100.00%	Feb-24	76.88%	Jan-24
8	Deliver training to LMT, WLMT and all budget holders in use of Power BI budget monitoring dashboard to support budget monitoring and forecasting in 2024-25 by 30 June 2024	Improved	100%	n/a baseline	Monthly	100% of LMT 70% DMT Wider teams in next phase	Jun-24	n/a	n/a
9	Number of contract extensions that do not comply with contract extension rules	At target	0	n/a	Quarterly	0	Mar-24	0	2022/23