



Report To: Performance Monitoring Panel

Date: Wednesday, 10th December 2025

Subject: Q2 Performance Report 25-26

Purpose: To provide an update on how the Council is performing for the period 1st July 2025 to 30th September 2025

Key Decision: No

Portfolio Holder: Cllr Jim Astill, Portfolio Holder for Corporate and Environmental Services

Report Of: James Gilbert, Assistant Director - Corporate

Report Author: Corey Gooch, Business Intelligence and Change Manager

Ward(s) Affected: *None*

Exempt Report: No

Summary

The Quarter 2 2025-26 Performance Report, detailed in Appendix A, provides Members, businesses, and residents with an overview of how the Council is performing against its key performance indicators.

Recommendations

That the contents of this report be noted.

Reasons for Recommendations

To ensure Council performance is properly scrutinised.

Other Options Considered

Not to monitor performance – this isn't recommended.

1. Background

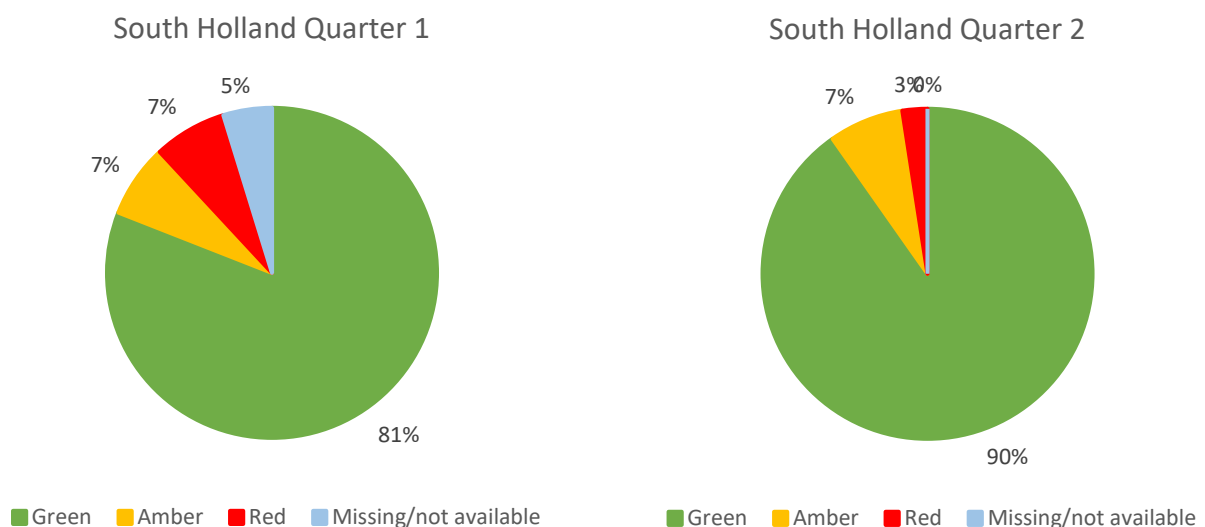
- 1.1. This report provides Cabinet with an overview of the key performance indicators for the Council at the end of Quarter 2 (1st July 2025 to 30th September 2025)
- 1.2. The Performance Framework's role is to drive improvement in service delivery, and this includes ambitious targets that aim to stretch service delivery.
- 1.3. Whilst the Performance Framework is agreed across the South & East Lincolnshire Councils Partnership, each Council continues to scrutinise the performance of its own services on a quarterly basis.

2. Report

2.1 The SHDC Q2 Performance Report details areas of under-performance. Key areas to note are:

- **Percentage of corporate complaints responded to within corporately set timescales:** Complaints responded to within set timescales is holding steady at 85.19% (85% in Q1), against target of 95%. (Details for this indicator can be found on page 8 of the report)
- **Percentage of fly-tips collected within 5 working days of being reported:** The collection rate has dipped slightly below target rate of 95% for the first time in the past year.

2.2 The pie charts below show the Quarter 2 outturn compared to the previous Quarter, Further details of these areas can be found in Appendix A of this report which underscores the council's efforts to address key issues while also pointing out areas requiring more focused strategies to meet targets and improve service delivery.



3. Conclusion

- 90% of the Council's performance metrics present a positive position against targets.
- 7% are slightly below target.
- 3% are significantly under target.

It should, however, be noted that targets are set to help drive performance improvements as opposed to being easy goals to achieve.

Implications

South and East Lincolnshire Councils Partnership

The Performance Framework is partnership wide, some indicators feature data which is measured across the partnership and some indicators are sovereign to South Holland District Council

Corporate Priorities

The report presents progress monitoring of key performance indicators from the corporate priorities which highlight the areas of focus in Council delivery of services.

Staffing

The report contains information on Council's performance which does convey some information relating to staffing.

Workforce Capacity Implications

None

Constitutional and Legal Implications

None

Data Protection

None

Financial

None

Risk Management

Performance issues may be subject to risk management measures to protect Council interests.

Stakeholder / Consultation / Timescales

None

Report Approval

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Approved for publication:

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