



**Report To:** Performance Monitoring Panel

**Date:** Tuesday, 10<sup>th</sup> March 2026

**Subject:** Q3 Performance Report 25-26

**Purpose:** To provide an update on how the Council is performing for the period 1 October 2025 to 31 December 2025

**Key Decision:** No

**Portfolio Holder:** Cllr Jim Astill, Portfolio Holder for Corporate, Governance, Communications 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 3 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 3 (1 October 2025 to 31 December 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.

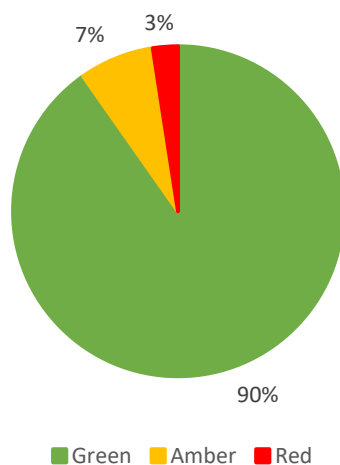
## 2. Report

2.1 The SHDC Q3 Performance Report details areas of under-performance. Key areas to note are:

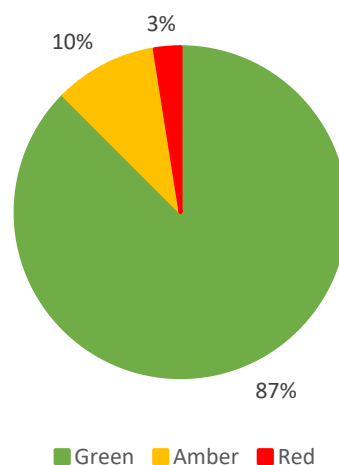
- **Percentage of corporate complaints responded to within corporately set timescales:** Complaints responded to within set timescales has dropped slightly to 77.5% from (85.19% in Q2), against target of 95%. (Details for this indicator can be found within appendix A of this report)

2.2 The pie charts below show the Quarter 3 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.

South Holland Quarter 2



South Holland Quarter 3



### **3. Conclusion**

- 87% of the Council's performance metrics present a positive position against targets.
- 10% 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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