



Report To: Performance Monitoring Panel

Date: Tuesday, 26th May 2026

Subject: Q4 Performance Report 25-26

Purpose: To provide an update on how the Council is performing for the period 1st January 2026 to 31st March 2026

Key Decision: No

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

Report Of: James Gilbert, Service Director - Corporate

Report Author: Richard Baldwin, Strategic Performance Analyst

Ward(s) Affected: *None*

Exempt Report: No

Summary

The Quarter 4 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 Performance Monitoring Panel with an overview of the key performance indicators for the Council at the end of Quarter 4 (1st January 2026 to 31st March 2026)
- 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.

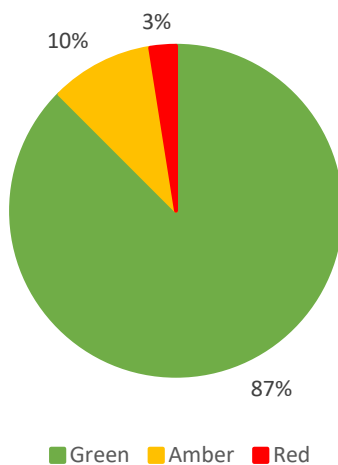
2. Report

2.1 The SHDC Q4 Performance Report details areas of under-performance. Key areas to note are:

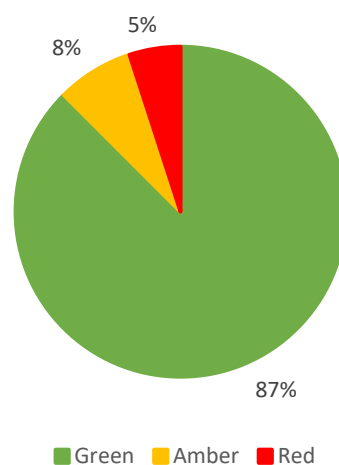
- **Percentage of corporate complaints responded to within corporately set timescales:** Complaints responded to within set timescales has dropped slightly to 76.92% (from 77.5 in Q3), against target of 95%. (Details for this indicator can be found within appendix A of this report)
- **Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless:** Performance has fallen to 46.67% (from 64.44% in Q3), against a target of 50%. (Details for this indicator can be found within appendix A of this report)

2.2 The pie charts below show the Quarter 4 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 3



South Holland Quarter 4



3. Conclusion

- 87% of the Council's performance metrics present a positive position against targets.
- 8% are slightly below target.
- 5% 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

Report author:

Richard Baldwin, Strategic Performance Analyst

richard.baldwin@e-lindsey.gov.uk

Signed off by:

James Gilbert, Service Director - Corporate Services

james.gilbert@e-lindsey.gov.uk

Approved for publication:

Jim Astill, Portfolio Holder for Corporate, Governance,
Communications and Environmental Services (if required)