

From: Linden Kemkaran – Leader of the Council  
Amanda Beer – Chief Executive Officer

To: Cabinet – 8 January 2026

Decision No: n/a

Subject: **Quarterly Performance Report, Quarter 2, 2025/26**

Classification: Unrestricted

**Summary:** The purpose of the Quarterly Performance Report (QPR) is to inform CMT and Cabinet about key areas of performance for the authority. This report presents performance to the end of September 2025 (Quarter 2, 2025/26).

Of the 39 Key Performance Indicators (KPIs) contained within the QPR, 20 achieved target (Green), and 14 achieved or exceeded the floor standard but did not meet target (Amber). Five KPIs did not meet the floor standard (Red).

**Recommendation(s):** Cabinet is asked to NOTE the Quarter 2 Performance Report and the actions being taken to address areas where performance is not as targeted.

## 1. Introduction

- 1.1. The Quarterly Performance Report (QPR) is a key mechanism within the Performance Management Framework for the Council. The detailed report for Quarter 2, 2025/26 is attached at Appendix 1, and includes data up to the end of September 2025.
- 1.2. The QPR includes 39 Key Performance Indicators (KPIs) where results are assessed against Targets set at the start of the financial year.

## 2. Quarter 2 Performance Report

- 2.1. Results for KPIs compared to Target are assessed using a Red/Amber/Green (RAG) status.
- 2.2. Of the 39 KPIs included in the report, the latest RAG status are as follows:
  - 20 are rated Green (three more than the previous quarter) - the target was achieved or exceeded.
  - 14 are rated Amber (two fewer than the previous quarter) – performance achieved or exceeded the expected floor standard but did not meet target.
  - 5 are rated Red (one fewer than the previous quarter) – performance did not meet the expected floor standard.

2.3. The five indicators where the RAG rating is Red, are in:

- Customer Services
  - Percentage of complaints responded to within timescale
- Governance and Law
  - Percentage of Freedom of Information Act (Fol) requests completed within 20 working days
  - Percentage of Data Protection Act (DPA) Subject Access requests completed within statutory timescales
- Environment and Transport
  - Percentage of routine highway repairs reported by residents completed within 28 days
- Children, Young People and Education (Integrated Children's Services)
  - Percentage of foster care placements which are in-house or with relatives and friends (excluding UASC)

2.4. With regards to Direction of Travel, eight indicators show a positive trend, 25 are stable or with no clear trend, and six are showing a negative trend.

### 3. Recommendation(s)

Cabinet is asked to NOTE the Quarter 2 Performance Report and the actions being taken to address areas where performance is not as targeted.

### 4. Contact details

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