

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

To: Cabinet – 26 March 2026

Decision No: n/a

Subject: **Quarterly Performance Report, Quarter 3, 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 December 2025 (Quarter 3, 2025/26).

Of the 39 Key Performance Indicators (KPIs) contained within the QPR, 18 achieved target (Green), and 15 achieved or exceeded the floor standard but did not meet target (Amber). Six KPIs did not meet the floor standard (Red).

**Recommendation(s):** Cabinet is asked to NOTE the Quarter 3 Performance Report and the actions being taken to address areas where performance is not as targeted, and the proposed indicators for 2026/27

## 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 3, 2025/26 is attached at Appendix 1, and includes data up to the end of December 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 3 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:
  - 18 are rated Green (two fewer than the previous quarter) - the target was achieved or exceeded.
  - 15 are rated Amber (one more than the previous quarter) – performance achieved or exceeded the expected floor standard but did not meet target.
  - 6 are rated Red (one more than the previous quarter) – performance did not meet the expected floor standard.

2.3. The six 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
- Children, Young People and Education (Education and Skills)
  - Percentage of pupils (with EHCP's) being placed in independent or out of county special schools
- 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)
- Adult Social Care
  - Percentage of KCC supported people in residential or nursing care where the CQC rating is Good or Outstanding.

2.4. With regards to Direction of Travel, six indicators show a positive trend, 29 are stable or with no clear trend, and four are showing a negative trend. Two KPIs with a negative trend are within Integrated Children's Services (both relating to foster care, including the Red RAG rated indicator above); one is within Adult Social Care (long-term support needs of older people met by admission to residential and nursing care homes); and one is in Public Health (Number of eligible people receiving an NHS Health Check).

### **3. Key Performance Indicator review for 2026/27**

- 3.1. To ensure the KPIs within Cabinet Committee dashboards and the QPR remain aligned with the strategic priorities of KCC, an annual review is undertaken by each service before the start of every financial year.
- 3.2. Following this review, a new section for Commercial and Procurement is proposed for inclusion in the QPR and dashboard for PRCC, which should highlight value-for-money through procurement, market-shaping and financial control. The KPIs in this section will cover: money saved during the procurement of KCC contracts; the percentage of contracted spend with SMEs, VCSEs and Kent-based businesses; and compliance with KCC's procurement standards.
- 3.3. For other services, many KPIs and targets are remaining consistent with last year however there have been some proposed changes to individual KPIs, including some removals and some additions, wording changes, etc, which would be expected as part of the usual annual review process
- 3.4. The full list of indicators proposed for QPR in 2026/27 can be found in appendix 2.

#### **4. Recommendation(s)**

Cabinet is asked to NOTE the Quarter 3 Performance Report and the actions being taken to address areas where performance is not as targeted, and the proposed indicators for 2026/27

#### **5. Contact details**

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