

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

To: Cabinet – 25 June 2026

Decision No: n/a

Subject: **Quarterly Performance Report, Quarter 4, 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 March 2026 (Quarter 4, 2025/26).

Of the 39 Key Performance Indicators (KPIs) contained within the QPR, 18 achieved target (Green), and 12 achieved or exceeded the floor standard but did not meet target (Amber). Nine KPIs did not meet the floor standard (Red).

Recommendation(s): Cabinet is asked to NOTE the Quarter 4 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 4, 2025/26 is attached at Appendix 1, and includes data up to the end of March 2026.
- 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 4 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 (the same as the previous quarter) - the target was achieved or exceeded.
 - 12 are rated Amber (three fewer than the previous quarter) – performance achieved or exceeded the expected floor standard but did not meet target.
 - 9 are rated Red (three more than the previous quarter) – performance did not meet the expected floor standard.

2.3. The nine 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
 - Percentage of emergency highway incidents attended within 2 hours of notification
- Children, Young People and Education (Education and Skills)
 - Percentage of annual EHCP reviews waiting less than 12 months
 - 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)
 - Percentage of care leavers in education, employment or training (of those KCC is in touch with)

2.4. With regards to Direction of Travel, **seven** indicators show a positive trend, **28** are stable or with no clear trend, and **four** are showing a negative trend. Of those KPIs with a negative trend:

- Two 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)
- One is in Public Health (Number of eligible people receiving an NHS Health Check)

These are the same four which had a negative trend last quarter.

2.5. This report is scheduled to go before full council in July.

3. 2026/27 performance reporting

3.1. The next QPR report, covering performance for Quarter 1 of 2026/27, will incorporate the revisions agreed by Cabinet in March.

4. Recommendation(s)

Cabinet is asked to NOTE the Quarter 4 Performance Report and the actions being taken to address areas where performance is not as targeted.

5. Contact details

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