

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

To: Cabinet – 1 October 2026

Decision No: n/a

Subject: **Quarterly Performance Report, Quarter 1, 2026/27**

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 June 2026 (Quarter 1, 2026/27).

Of the 42 Key Performance Indicators (KPIs) contained within the QPR, 19 achieved target (Green), and 13 achieved or exceeded the floor standard but did not meet target (Amber). 10 KPIs did not meet the floor standard (Red).

Recommendation(s): Cabinet is asked to NOTE the Quarter 1 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 1, 2026/27 is attached at Appendix 1, and includes data up to the end of June 2026.
- 1.2. The QPR includes 42 Key Performance Indicators (KPIs) where results are assessed against Targets set at the start of the financial year.

2. Quarter 1 Performance Report

- 2.1. Results for KPIs compared to Target are assessed using a Red/Amber/Green (RAG) status.
- 2.2. Of the 42 KPIs included in the report, the latest RAG status are as follows:
 - 19 are rated Green - the target was achieved or exceeded.
 - 13 are rated Amber – performance achieved or exceeded the expected floor standard but did not meet target.
 - 10 are rated Red – performance did not meet the expected floor standard.

2.3. The 10 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 enquiries requiring a response 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
- Adult Social Care
 - Long Term support needs of older people (65 and over) met by admission to residential and nursing care homes
 - Percentage of KCC supported people in residential or nursing care where the CQC rating is Good or Outstanding
- Public Health
 - Number of eligible people receiving an NHS Health Check

2.4. With regards to Direction of Travel, **six** indicators show a positive trend, **31** are stable or with no clear trend, and **three** are showing a negative trend; two new indicators have no date prior to Quarter 1 and therefore have no trend. Of those KPIs with a negative trend:

- Two are within Integrated Children's Services (both relating to foster care)
- One is in Public Health (Number of eligible people receiving an NHS Health Check)

3. Recommendation(s)

Cabinet is asked to NOTE the Quarter 1 Performance Report and the actions being taken to address areas where performance is not as targeted.

4. Contact details

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