



<b>Report To:</b>	Overview & Scrutiny Committee
<b>Date:</b>	6 <sup>th</sup> November 2025
<b>Subject:</b>	Quarter 1 25/26 Performance Report
<b>Purpose:</b>	To provide an update on performance as at the end of June 2025 to feed into the Committee's work programme
<b>Key Decision:</b>	No
<b>Portfolio Holder:</b>	Councillor Dale Broughton, Leader of the Council
<b>Report Of:</b>	James Gilbert, Assistant Director – Corporate
<b>Report Author:</b>	Suzanne Rolfe, Group Manager – Insights & Transformation
<b>Ward(s) Affected:</b>	All
<b>Exempt Report:</b>	No

### **Summary**

This performance report covers Q1 of 2025/26, up to the end of March 2025. This may assist Committee members to identify areas of particular interest to add to their work programme

### **Recommendations**

To note the performance information and consider if there are any items that Committee members would like to add to the Committee's future work programme.

### **Reasons for Recommendations**

This is a regular quarterly performance report to potentially feed in to plans for the Committee's future work programme.

## Other Options Considered

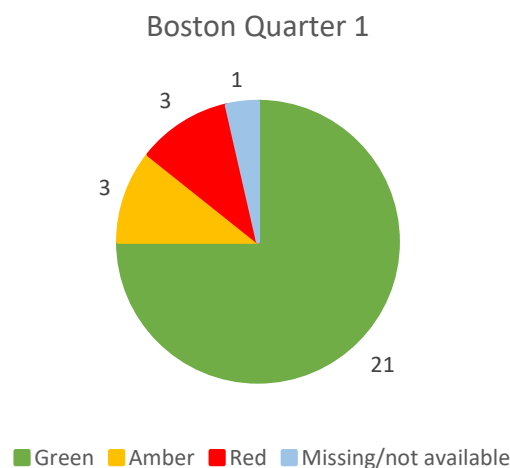
Alternative reporting arrangements.

### 1. Background

- 1.1 A joint performance management framework was agreed across the South & East Lincolnshire Councils Partnership for 2025/26 to support the delivery of services. Key Performance Indicators (KPIs) have been agreed to capture performance against the strategic priorities of the Partnership and the individual Councils.
- 1.2 This report presents the information for Boston Borough Council for Quarter 1 of 2025/26 (as at the end of June 2025).
- 1.3 This information is presented to Overview & Scrutiny Committee to assist in the identification of areas of particular interest for the future work programme.

### 2. Performance (Appendix 1)

- 2.1 In total there are 98 KPIs for Boston Borough Council in 2025/26. These are set out by priority in Appendix 1 following the adoption of the Sub-regional Strategy.
- 2.2 There are 28 targeted indicators where performance is within the direct control of the Council, with past data or comparisons available on which to base those targets. Indicators were developed to stretch performance in teams. Green indicators are on target, amber indicators are within tolerance and red indicators are off target. One of the waste measures is reported as a target measure in Q1 but will revert to a trend only until Q1 26/27. Commentary is provided in Appendix 1 for the red indicator.



- 2.3 Shading has been added to the past quarters' data where possible, to show whether it was on target previously, to help provide more visual context for direction of travel. The shading is deliberately more muted for past data to keep the focus on the current performance. Where targets have changed since the previous year, this has been noted in the commentary, otherwise targets are the same.
- 2.4 There are also 72 trend indicators, which show context for policy decisions and resource allocation. The trend indicators have been reviewed to consider if any can

become targeted measures if past data is now available. No changes are proposed at this time.

- 2.5 Performance indicators relating to PSPS Revenue and Benefits call volumes, answer rate and call time have been removed from the SLA for 2025/26. Customer contact related calls and answer rate PIs remain.

### **3. Conclusion**

- 3.1 Overall, performance in Q1 of 2025/26 is in line with targets and remedial action is in place where required.

### **Implications**

#### **South and East Lincolnshire Councils Partnership**

A Partnership approach has been agreed for 2025/26.

#### **Corporate Priorities**

Whole report. Performance information is set out by priority.

#### **Staffing**

No implications specific to this report. KPIs relating to staffing are included in the report.

#### **Workforce Capacity Implications**

No implications specific to this report. KPIs relating to workforce capacity are included in the report.

#### **Constitutional and Legal Implications**

No implications specific to this report

#### **Data Protection**

No implications specific to this report

#### **Financial**

No implications specific to this report

#### **Risk Management**

No implications specific to this report

#### **Stakeholder / Consultation / Timescales**

Consultation with SLT

## **Reputation**

No implications specific to this report.

## **Contracts**

No implications specific to this report. KPIs relating to contracts and procurement are included in the report.

## **Crime and Disorder**

No implications specific to this report.

## **Equality and Diversity / Human Rights / Safeguarding**

No implications specific to this report.

## **Health and Wellbeing**

No implications specific to this report.

## **Climate Change and Environmental Implications**

No implications specific to this report.

## **Acronyms**

2Y: 2 year rolling period

B&B: Bed & Breakfast accommodation

BAU: Business As Usual

CC: Customer Contact

DD: Direct Debit

DWP: Department for Work and Pensions

EAP: Employee Assistance Programme

KPIs: Key Performance Indicators

LGR: Local Government Reorganisation

OFLOG: Office for Local Government

Q: Quarterly (Q1: April to June; Q2: July to September; Q3: October to December; Q4: January to March)

NDR: Non-domestic rates (business rates)

R&B: Revenues & Benefits

SLA: Service Level Agreement

SLT: Senior Leadership Team

YE: Year End (April to March)

## **Appendices**

Appendices are listed below and attached to the back of the report:

Appendix 1

Q1 Performance

## Background Papers

No background papers as defined in Section 100D of the Local Government Act 1972 were used in the production of this report.

## Chronological History of this Report

### Name of Body

### Date

Cabinet

17<sup>th</sup> September 2025

## Report Approval

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