



Report To:	Overview & Scrutiny Committee
Date:	16 th July 2026
Subject:	Quarter 4 25/26 Performance Report
Purpose:	To provide an update on performance as at the end of March 2026 to feed into the Committee's work programme
Key Decision:	No
Portfolio Holder:	Councillor Dale Broughton, Leader of the Council
Report Of:	James Gilbert, Service Director – Corporate Services
Report Author:	Suzanne Rolfe, Group Manager – Insights & Transformation
Ward(s) Affected:	All
Exempt Report:	No

Summary

This performance report covers Q4 of 2025/26, up to the end of March 2026. 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

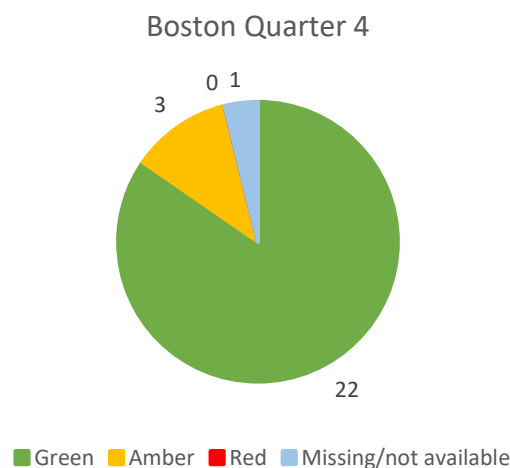
Alternative reporting arrangements.

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 4 of 2025/26 (as at the end of March 2026).
- 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 A)

- 2.1 In total there are 92 KPIs for Boston Borough Council in 2025/26. These are set out by priority in Appendix A following the adoption of the Sub-regional Strategy.
- 2.2 There are 26 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 at year end only now. Commentary is provided in Appendix A for the red indicators.



- 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 65 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 Q4 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 A	Q4 performance
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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

Cabinet: 24th June 2026

Report Approval

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