



Report to: Cabinet Meeting: 8 July 2025

Portfolio Holder: Councillor Paul Peacock, Strategy, Performance & Finance

Director Lead: Deborah Johnson, Director of Customer Services & Organisational Development

Lead Officers: Carl Burns, Transformation & Service Improvement Manager, Ext. 5293
Rowan Bosworth-Brown, Senior Transformation & Service Improvement Officer, Ext. 5824

Report Summary	
Type of Report	Open Report / Non-key Decision
Report Title	Performance Framework 2025/26
Purpose of Report	To provide members of Cabinet with an update on the Performance Framework and indicators that will be used to monitor and measure the Council's performance against the refreshed Community Plan. As well as to share with members the results of the recent Assurance Review of Performance Management.
Recommendations	That Cabinet note: <ul style="list-style-type: none"> (a) the Corporate Planning, Performance Management and Assurance Framework at Appendix 1 to the report; (b) the refreshed performance indicators at Appendix 2 to the report; and (c) the findings of the recent Assurance Review of Performance Management at Appendix 3 to the report.
Alternative Options Considered	None considered, a mechanism is required to measure the Council's performance.
Reason for Recommendations	The Performance Framework is refreshed on a regular basis to reflect the priorities of the Council.

1.0 Background

1.1. The Council's performance management framework is a collection of principles that are used to help achieve high quality service delivery. Understanding our performance

enables us to deliver quality services and embed good practice, as well as identify and address areas for improvement.

- 1.2. The Community Plan 2023-2027 has recently undergone a process to be refreshed and updated in line with our achievements to date, as well as ensuring the plan is still reflective of our current priorities. It is therefore necessary to revisit the overarching performance framework and how we monitor and measure performance.
- 1.3. Performance indicators are created to measure performance against the actions detailed within the Community Plan and are owned by relevant Business Managers, who review the performance indicators relevant to their business unit each year in line with the business planning cycle. The relevant Director responsible for that business unit will also review these indicators alongside the Business Manager, before the Council wide list of indicators are taken to SLT for approval. The indicators are shared with PPIC and Cabinet for awareness, prior to the reporting cycle commencing.
- 1.4. It is also timely to report that the Council's Performance Management process has recently undergone an assurance process, as carried out by TIAA. The purpose of this assurance process was to review and consider the way in which key performance data is collected to inform effective decision making, taking into account the accuracy, integrity and consistency of the data collected.
- 1.5. This has resulted in the Council being assessed as having 'Substantial Assurance' which is the highest level of assurance that can be awarded based on the methodology used by TIAA and the key strategic findings can be found detailed within appendix 3.

2.0 Proposal/Details of Options Considered

- 2.1. That Cabinet note the Performance Framework and Assurance Results. Further information will be provided to Members through a presentation at the committee.

3.0 Implications

In writing this report and in putting forward recommendations, officers have considered the following implications: Data Protection; Digital & Cyber Security; Equality & Diversity; Financial; Human Resources; Human Rights; Legal; Safeguarding & Sustainability and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

- 3.1 Legal Implications (LEG2526/4484)

This report is for noting only.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

[Performance Framework report to Policy & Performance Improvement Committee 14 April](#)