



Report to: Cabinet Meeting: 21 July 2026

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

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

Lead Officer: Carl Burns, Transformation & Service Improvement Manager,
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Report Summary	
Type of Report	Open Report / Non-Key Decision
Report Title	Performance Framework 2026-27
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 Councils performance against the refreshed Community Plan.
Recommendations	That Cabinet a. consider the comments from the Policy and Performance Improvement Committee in relation to the Corporate Planning, Performance Management and Assurance Framework (appendix 1) and the refreshed performance indicators (appendix 2); and b. after which, note and endorse the Corporate Planning, Performance Management and Assurance Framework (appendix 1) and the refreshed performance indicators (appendix 2).
Alternative Options Considered	None considered
Reason for Recommendations	The Committee receives quarterly reports on progress against the Council's Community Plan, using the key performance indicators set out in the Performance Framework. This report provides Members with the annual update to the Performance Framework and the refreshed set of performance indicators for information and awareness.

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 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.

2.0 Proposal/Options Considered

- 2.1 The Performance Framework for 2026/27 was presented to the Policy and Performance Improvement Committee on 1 June 2026, with Appendices 1 and 2 submitted for noting.

The Committee reviewed the report and presentation which sought to provide Members with an update on the Performance Framework and indicators that were used to monitor and measure the Council's performance against the Community Plan.

In considering the report Members referred to comments made during the previous agenda item, which was the Housing Repairs & Empty Homes Annual report. Members commented specifically on the performance of telephone answering times and the re-letting of council houses. It was therefore suggested that rather than reducing the targets, further work should be undertaken as to how improvements could be made to ensure the current targets were met.

The Vice-Chair suggested that those comments and concerns in relation to telephone waiting times and the re-letting of council houses be forwarded to Cabinet for consideration when considering the Performance Framework 2026/2027, alongside a recommendation that Action Plans be developed to improve the service provision in both areas.

- 2.2 That Cabinet note and endorse the Performance Framework 2026/27. 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.

Implications Considered			
Yes – relevant and included / NA – not applicable			
Financial	N/A	Equality & Diversity	N/A
Human Resources	N/A	Human Rights	N/A

Legal	N/A	Data Protection	N/A
Digital & Cyber Security	N/A	Safeguarding	N/A
Sustainability	N/A	Crime & Disorder	N/A
LGR	N/A	Tenant Consultation	N/A

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.

[01.06.26 - Performance Framework 2026-27.pdf](#)

[01.06.26 - Performance Framework 2026-27 Appendix 1.pdf](#)

[3. Appendix 2 - Pls 26.27 Committee.pdf](#)