



**Service Delivery
Committee**

**Tuesday, 10 March
2026**

**Matter for
Information**

Report Title: Corporate Performance Update (Q3 2025/26)

Report Author(s): Trish Hatton (Head of Customer Service & Transformation)

<p>Purpose of Report:</p>	<p>To provide an update on progress during Quarter 3 of the 2025/26 Financial Year towards achieving the priorities of the Oadby and Wigston Borough Council's Strategic Objectives as agreed in the Corporate Strategy 2024 - 2027. The report updates Members on the Council's key performance indicators with appendices for information on service updates, and future events.</p>
<p>Report Summary:</p>	<p>This report contains information on the Council's performance in relation to Continuous Improvement KPIs, Statutory KPIs and Corporate Strategy KPI's.</p> <p>There are 16 Continuous Improvement KPI's for 2025-2026. 13 are to be reported for Quarter 3.</p> <p>There are 38 statutory KPI's for 2025-2026. 34 are to be reported for Quarter 3.</p> <p>There are now 22 remaining Corporate Strategy KPI's for 2025-2026. 14 are to be reported for Quarter 3.</p> <p>Each target has been graded using the Red/Amber/Green status ranking system.</p>
<p>Recommendation(s):</p>	<p>That the performance of the Council against its Corporate Objectives in delivering services be noted.</p>
<p>Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):</p>	<p>Trish Hatton (Head of Customer Service & Transformation) (0116) 257 2700 trish.hatton@oadby-wigston.gov.uk</p> <p>Teresa Neal (Strategic Director) (0116) 257 2642 teresa.neal@oadby-wigston.gov.uk</p>
<p>Strategic Objectives:</p>	<p>Our Council (SO1) Our Communities (SO2) Our Communities (SO2) Our Environment (SO4) Our Partners (SO5)</p>
<p>Vision and Values:</p>	<p>"Our Borough - The Place To Be" (Vision) Customer & Community Focused (V1) Proud of Everything We Do (V2) Collaborative & Creative (V3)</p>

	Resourceful & Resilient (V4)
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	There are no implications arising from this report.
Corporate Risk Management:	Reputation Damage (CR4) Organisational / Transformational Change (CR8)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. EA not applicable
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
Statutory Officers' Comments: -	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Interim Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	Corporate Strategy (2024 -2027)
Appendices:	Appendix 1 - Operational Update Q3 2025-26 Appendix 2 - SLM Annual Review Appendix 3 - Helping Hands Full Report Q3 Appendix 4 - Helping Hands Client Data Q3 Appendix 5 - Helping Hands Total number of Issues Q3 Appendix 6 - Helping Hands Financial Outcomes Q3 Appendix 7 - Lightbulb Dashboard Q3 Appendix 8 - Lightbulb Home Support Grant Dashboard Q3 Appendix 9 - Lightbulb Home Gadgets Dashboard Q3 Appendix 10 - Lightbulb Hospital Discharge Dashboard Q3 Appendix 11 - Lightbulb HRI Pilot Dashboard Q3 Appendix 12 - Lightbulb Safe Spaces Dashboard Q3 Appendix 13 - Events Calendar

1. Introduction

1.1 As part of the Council's ongoing development to performance management and reporting, we report on KPIs in three areas:

- Continuous improvement KPI's
- Statutory KPI's (that have to be delivered as part of legislative or legal duty)
- Corporate Strategy KPI's

- 1.2 The Council has produced 16 new Continuous Improvement Key Performance Measures for 2025/26, and these measures relate to the strategic objectives in the Council's vision and Corporate Strategy (2024 – 2027).
- 1.3 The Council has produced 38 Statutory Key Performance Measures for 2025/2026, and these measures relate to the strategic objectives in the Council's vision and Corporate Strategy (2024 – 2027). Statutory KPIs refer to those that the Council has to report and measure from a legislative or legal need or need to report to a particular body.
- 1.4 The Council produced 42 Corporate Strategy Key Performance Measures for the strategy period 2024/2027, and these measures relate to the strategic objectives in the Council's vision. Targets have been set over a three year period and 22 targets remain. Not all targets are reportable each quarter. All targets however will be reported on over the three-year period.
- 1.5 All measures are "outcome" based measures, meaning that they identify key deliverables for the authority that actively work towards meeting the strategic objectives and will allow for greater accountability and transparency. This will mean that the public, Members and Officers can clearly see how the Council is performing against its objectives, and if it isn't, then why it isn't.

2. Corporate Performance

- 2.1 The following report provides analysis and statistics on the performance of the indicators used to monitor our progress against the Council's strategic objectives as set out in the Council's vision and Corporate strategy (2024-2027).
- 2.2 There are five main objectives, with these being:
 - Our Environment
 - Our Communities
 - Our Economy
 - Our Council
 - Our Partners
- 2.3 KPI's are categorised by each service delivery arm. Each target has been graded using the Red/Amber/Green status ranking system.

There is also a "blue" ranking and this is for indicators where work has yet to begin, and therefore cannot be ranked.

Finally, there is a "white" rating where the indicator cannot be met due to circumstances outside of the Council's control. The scoring system has been applied using the following definitions:

Green Target fully achieved or currently on track to achieve target

Amber Indicator is in danger of falling behind target

Red Indicator is off target or has been completed behind the deadline target.

- 2.4 **Continuous Improvement Key Performance Indicators** - Out of the 16 indicators, 13 were due for reporting as at the end of Quarter 3 (2025-2026). Of the 13:

13 were Green status

0 were Amber status

0 was Red status

This equates to 100% Green, 0% Amber and 0% Red status.

The following table identifies the Council's performance, by objective and service delivery section.

Performance Chart – Continuous Improvement KPI's - By Service Area

Quarter Three 2025/26	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	13	100%	0	0%	0	0%
Department						
Built Environment	2	100%	0	0%	0	0%
Finance, Law & Democracy	3	100%	0	0%	0	0%
Neighbourhood Services	2	100%	0	0%	0	0%
Policy, Performance & Transformation	6	100%	0	0%	0	0%

2.5 Statutory Key Performance Indicators

Out of the 38 indicators, 34 were due for reporting as at the end of Quarter 3 2025-2026. Of the **34**:

31 were Green status

3 were Amber status

0 were Red status

This equates to 91% Green, 9% Amber and 0% Red status.

The following table identifies the Council's performance, by objective and service delivery section.

Performance Chart - Statutory KPI's - By Service Area

Quarter Three 2025/26	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	31	91%	3	9%	0	0%
Department						
Built Environment	19	95%	1	5%	0	0%
Finance, Law & Democracy	10	83%	2	17%	0	0%
Neighbourhood Services	2	100%	0	0%	0	0%
Policy, Performance & Transformation	0	0%	0	0%	0	0%

2.6 Corporate Strategy Key Performance Indicators

Out of the 22 remaining indicators, 14 were due for reporting as at the end of Quarter 3 2025-2026. Of the 14:

- 13** were Green status
- 1** was Amber status
- 0** were Red status

This equates to 93% Green, 7% Amber and 0% Red status.

The following table identifies the Council's performance, by objective and service delivery section.

Performance Chart – Corporate Strategy KPI's - By Service Area

Quarter Three 2025/26	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	13	93%	1	7%	0	0%
Department						
Built Environment	3	75%	1	25%	0	0%
Finance, Law & Democracy	4	100%	0	0%	0	0%
Neighbourhood Services	5	100%	0	0%	0	0%
Policy, Performance & Transformation	1	100%	0	0%	0	0%

3. Built Environment Update

3.1 Exception Reporting – Built Environment

In order to highlight potential areas for improvement, this section details the targets that have been given a "Red" or "Amber" Status for the Built Environment section.

Continuous Improvement Key Performance Indicators

There is no exception reporting for Quarter 3 2025-2026.

Statutory Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 3 Commentary	Forecast
OCOM 7 (s)	Ensure we monitor the number of stage 1 complaints received & responded to within the Housing Ombudsman Complaint Handling Code timescales	Provide a stage 1 response within 10 working days (TSM)	A total of 10 complaints were received, 2 of which were not responded to within the required timescales.	Amber

Corporate Strategy Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 3 Commentary	Forecast
S02-05	To provide good, affordable and efficient housing for everyone	Housing Business Plan approved	We were unable to commence work on the Business Plan until the Stock Condition Survey had been completed and the outcomes considered. Preparation of the Plan has now been incorporated into a wider programme of work associated with the RSH Action Plan.	Amber

4. Finance, Law & Democracy Update

4.1 Exception Report – Finance, Law & Democracy Update

In order to highlight potential areas for improvement, this section details the targets that have been given a "Red" or "Amber" Status for the Finance, Law & Democracy section.

Continuous Improvement Key Performance Indicators

There is no exception reporting for Quarter 3 2025-2026.

Statutory Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 3 Commentary	Forecast
OE1 (s)	NNDR Collection rate	98.5%	Below Target - End of December Collection Rate = 77.44% (target 82.29%)	Amber
OC1 (s)	Council Tax Collection rate	97.5%	Below Target - End of December Collection Rate = 82.21% (target 85.20%)	Amber

Corporate Strategy Key Performance Indicators

There is no exception reporting for Quarter 3 2025-2026.

5. Neighbourhood Services Update

5.1 Exception Reporting – Neighbourhood Services

In order to highlight potential areas for improvement, this section details the targets that have been given a 'Red' or 'Amber' status for Neighbourhood Services.

Continuous Improvement Key Performance Indicators

There is no exception reporting for Quarter 3 2025-2026.

Statutory Key Performance Indicators

There is no exception reporting for Quarter 3 2025-2026.

Corporate Strategy Key Performance Indicators

There is no exception reporting for Quarter 3 2025-2026.

6. Policy, Performance & Transformation Update

6.1 Exception Reporting of Policy, Performance & Transformation

In order to highlight potential areas for improvement, this section details the targets that have been given a 'Red' or 'Amber' status for Policy, Performance & Transformation Transformation.

Continuous Improvement Key Performance Indicators

There is no exception reporting for Quarter 3 2025-2026.

Statutory Key Performance Indicators

There is no exception reporting for Quarter 3 2025-2026.

Corporate Strategy Key Performance Indicators

There is no exception reporting for Quarter 3 2025-2026.