

Annual Performance Monitoring Report

Committee name	Corporate Resources and Infrastructure Select Committee
Officer reporting	Ian Kavanagh, Head of Business Intelligence
Papers with report	Appendix 1 – Annual Performance Report 2024/25
Ward	All

HEADLINES

This report presents Council's Annual Performance for 2024/25. It outlines the performance cycle and shows corporate performance for 2024/25 across Health & Social Care.

RECOMMENDATIONS

That the Committee:

- 1. Notes the Annual Performance Report for 2024/25, as attached in Appendix 1.**

Performance management is a critical function in local government, enabling councils to use data-driven insights to improve outcomes for residents. It supports accountability—both internally and externally—by demonstrating how public services respond to local needs and ensure value for money.

The Council's performance framework is aligned with the Hillingdon Council Strategy and incorporates a suite of reports accessible to services, senior management, the Corporate Management Team, and Cabinet. This annual report draws on key performance indicators and monitoring data to assess progress against strategic objectives. Where applicable, it includes the most recent data available, including pre-2024/25 benchmarks.

Notably, the report integrates indicators from the newly proposed introduced Local Government Outcomes Framework (LGOF), which defines 15 priority outcomes and 115 measures—most of which are statutory and allow for regional and national comparison. Hillingdon will contribute to the development of the LGOF ahead of its formal launch in April 2026 and will assimilate its measures into the Council's performance management framework.

Following Cabinet's consideration of this Annual Report, all 4 select committees have scheduled consideration of this on their work programme in November to enable the monitoring of the performance of services within their respective remits. This ensures the Council can discharge its overview and scrutiny responsibilities effectively.

SUPPORTING INFORMATION

1. Performance management is about using data to drive evidence-based decision making to challenge current ways of working and service delivery models. It is an important tool for local government to take responsibility for its own performance and for the public and national governments to hold local service providers to account, ensuring they respond to local needs and that public money is being spent wisely.
1. Performance management includes a range of processes and methods to identify shared goals and various measurements of progress towards these. Closely aligned to the concept of governance it ensures arrangements are in place so an authority's objectives can be achieved.
2. Within Hillingdon performance is aligned to the Council Strategy, where a suite of performance reports is available to services, senior management teams, our Corporate Management Team, and the Leader and Cabinet. Monthly reports are presented to CMT and action logs completed.
3. This annual report uses key performance indicators and monitoring data to show performance on key services for Financial Year 2024/25 (or in some cases, the latest data available as well as pre-financial year 2024/25).
4. The Annual Performance Report for 2024/25 presents a detailed and transparent account of how Hillingdon Council is performing across its core service areas, with a clear emphasis on putting residents first. The report reflects a council that is actively responding to significant challenges—rising demand, financial pressures, and evolving community needs—while maintaining a strong commitment to service quality, accountability, and resident wellbeing.

Residents Services

1. Over the past year, the Directorate has strengthened delivery across key areas aligned to the Council's corporate plan ambitions—particularly around sustainability, affordable housing, and a thriving local economy.
2. Highways maintenance continues to outperform London averages, with well-managed street works and an expanding network of EV charging points supporting greener travel and effective traffic management.
3. Housing delivery remains a priority, with over 400 new homes completed and further developments underway, including regeneration schemes at Hayes Town Centre, the Former RAF Uxbridge site, and Grays Road, where early resident consultation has been completed. These efforts are expanding the borough's housing stock to meet growing demand.
4. Planning and Building Control services remain robust, ensuring safe and well-designed developments. The Local Plan is currently being refreshed, and the Directorate is actively engaging with local businesses to drive inward investment and economic growth. Initiatives such as the Hillingdon Takes Off conference, supported by UK Shared Prosperity Fund (SPF)

resources, have brought together over 100 businesses to explore new opportunities for jobs, skills, and apprenticeships.

5. Housing repairs and maintenance have also improved, with over 3,000 repairs completed across council-owned dwellings, contributing to safer, healthier homes and helping to earn a C2 rating in the recent housing inspection.

Corporate Services

6. In October 2024, the Council adopted its first Digital Strategy, setting out a vision to embrace technology for greater efficiency and improved access to services, while supporting residents who are digitally excluded. Since then, notable progress has been made across several areas.
7. In November 2024, the Local Government Association's Cyber 360 review commended Hillingdon for its strong leadership, robust governance, and proactive investment in cyber security. Currently, 97.9% of residents have access to superfast broadband, supporting digital inclusion and connectivity.
8. The strategy has led to a reduction in phone calls and increased use of self-service and the Council website. In parallel, the Counter Fraud team recovered £10.9 million—well above the £8 million target—strengthening the Council's financial position and reducing fraud.
9. Additionally, there has been a positive shift in local economic engagement. The proportion of spend with local suppliers rose to nearly 25%, and over 43% of individual transactions were placed with local businesses in the most recent quarter.

PERFORMANCE DATA

Performance data is included throughout the report.

RESIDENT BENEFIT

This report enables residents, communities, and service users to understand how well services are performing, ensuring transparency, accountability, and continuous improvement in meeting local needs.

FINANCIAL IMPLICATIONS

There are no direct financial implications to the Council associated with the recommendations in this report.

LEGAL IMPLICATIONS

There are no direct legal implications that arise out of the recommendations set out in this report.

BACKGROUND PAPERS

None

APPENDICES

Annual Performance Report, 2024/25