

SIX MONTH PERFORMANCE MONITORING REPORT

Committee name	Health and Social Care Select Committee
Officer reporting	Ian Kavanagh, Head of Business Intelligence
Papers with report	Appendix 1 – Six-month performance report 2025-26
Ward	All

HEADLINES

This six-monthly performance report monitors the value the council provides by benchmarking expenditure against key performance indicators. The analysis is based entirely on publicly available data to ensure a fair, transparent, and repeatable comparison with other local authorities.

The latest Adult Social Care Outcomes Framework (ASCOF) 2024–25 data was published in December 2025, after this performance report had been finalised. A short summary of this has been provided in the ‘Performance Data’ section below, but full analysis of this data will follow in the future performance report.

RECOMMENDATIONS

That the Health and Social Care Select Committee:

1. notes the Six-month performance report for 2025/26, as attached in Appendix 1; and
2. makes any comments which will be presented to full Council in January alongside the Six-month performance report for information.

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 – and then reported to select committees. 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 financial benchmarking from the 2024-25 local authority revenue expenditure and financing outturn report.

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.

2. 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.
3. 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.
4. This report uses key performance indicators and benchmarking data to show performance and value on key services for financial Year 2024/25 (or in some cases, the latest data available as well as pre-financial year 2024/25).
5. The 6-month performance report for 2025/26 presents a detailed and transparent benchmarking 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.
6. **Hillingdon had the 4th lowest net expenditure in London per 100,000 residents.** Heathrow Airport's presence within the borough creates unique operational and financial pressures that many other London authorities do not face. Despite years of government underfunding and these unique challenges, Hillingdon continues to be recognised as a well-run council, consistently delivering strong value for money and maintaining one of the lowest net expenditure levels in London.

Adult Social Care and Health (ASC&H)

7. Hillingdon continues to deliver Adult Social Care in a financially sustainable and outcome-focused way. The borough has the 2nd lowest net expenditure on Adult Social Care among statistical neighbours, remaining below both the London and national averages. Despite this Hillingdon achieved a 'Good' Care Quality Commission (CQC) rating with an overall score of 73%. This score continues to see Hillingdon in the top quartile of inspected authorities.
8. Hillingdon's rate of people in residential and nursing placements was in line with the average of our statistical neighbours and London average. This is a positive indicator of our ability to support people in the least restrictive setting and to promote independence wherever possible with the success of our discharge-to-assess model, short-term intervention pathways, and community-based support services, which together help residents avoid unnecessary long-term care placements.
9. 58.4% of service users are satisfied with care (slightly below London average), but Quality of Life score is above London average. Hillingdon continues to deliver Adult Social Care services with a strong emphasis on personalisation, safety, and positive outcomes for both residents and carers. The borough's performance in key satisfaction measures reflects a service that is responsive, targeted, and committed to continuous improvement.

10. Hillingdon has the 5th lowest net expenditure on Public Health and Adult Obesity among neighbours but remains above London averages. Adult obesity (15.4%) is higher than England, London and NWL ICB, with highest prevalence in Hayes and Yiewsley. Hypertension prevalence has increased from 10% to 13.5%, reflecting the success of proactive case-finding, with 85% of diagnosed cases controlled—above target and national benchmarks.

PERFORMANCE DATA

The latest Adult Social Care Outcomes Framework (ASCOF) 2024–25 data was published in December 2025, after this performance report had been finalised. The summary below highlights the newly published results and compares them with the 2023–24 figures referenced on the slide “Adult Social Care and Health – Adult Social Care Satisfaction”.

Please note that several ASCOF measures have changed in the latest return. A full analysis of all updated metrics will be undertaken using the new dataset.

1. Overall satisfaction of service users increased to 62% in 2024–25, up from 58.4% in 2023–24 and is now above the London average (60.7%).
2. Older people still at home 91 days after discharge from hospital into reablement/rehabilitation was 89.9% in 2023–24. This measure has been revised and now focuses on new clients aged 65 and over who were discharged from hospital into reablement and remained in the community at 12 weeks. The 2024–25 figure is 65.6%, which is above the London average (63.3%).
3. Older people offered reablement services following discharge from hospital was 2.4% in 2023–24. This measure has changed to include only those clients who received reablement. The 2024–25 figure is 1.6%, which is below the London average (7.1%).
4. Overall satisfaction of carers with social services is collected biennially and is therefore not available for 2024–25.
5. The measure “Carers who receive self-directed support” is no longer collected as part of the ASCOF return.

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

Six-Month Performance Report, 2025/26