



Dear Councillor

**OVERVIEW AND SCRUTINY PANEL (PERFORMANCE AND GROWTH) -
WEDNESDAY, 5 NOVEMBER 2025**

I am now able to enclose for consideration at the above meeting the following reports that were unavailable when the agenda was printed.

**Agenda Item
No.**

**5. CORPORATE PERFORMANCE REPORT 2025/2026 (QUARTER
2)(Pages 3 - 26)**

The Overview and Scrutiny panel (Performance & Growth) is invited to consider and comment on progress and performance during Quarter 2.

Executive Councillor: S Ferguson

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Performance Report

Quarter 2 - 2025/26

Do - Enable - Influence



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Outcome 1: Improving the happiness and wellbeing of residents

We want the highest possible quality of life for the people of Huntingdonshire. It will be a place which attracts employers and visitors and somewhere residents are proud to call home. We will be evidence based, responsive and support the foundations of a good life. This includes personal independence, prosperity, social connection, community and good health.



All of the corporate plan actions for this outcome are on track at the end of this quarter. The priorities of Huntingdonshire Futures continue to be embedded in our work as a council, whilst enabling our communities to do the same. The Huntingdonshire Futures grants scheme continued to focus on fostering Pride in Place in Huntingdonshire, with 19 organisations across Huntingdonshire being awarded grants. The project to determine the value of establishing a self-designated landscape in the Great Ouse Valley has been completed, with a business case to be finalised in quarter three.

The Community Health & Wealth Strategy has continued to progress well this quarter, with 71 Expressions of Interest received in the August Pilot. This resulted in two training workshops being held alongside Support Cambridgeshire, and 17 full applications being received. The outcome of these applications will be determined by the first panel meeting in October.

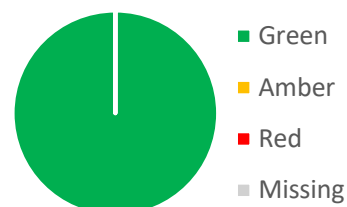
We have continued to work with partners to further skills and opportunities in Huntingdonshire by continuing to engage with WorkWell. There was a focus on supporting businesses in managing sickness absence in the workplace and helping residents back into the workplace after extended sick leave. Following the success of our operation and collaboration model, WorkWell has awarded us an additional three years of funding to continue supporting residents back into the workplace.

The One Leisure Improvement Programme has continued to progress well since quarter one. The website redevelopment has been completed and has been launched this quarter, and the upgrades to Huntingdon gym have been concluded. Works in Ramsey are targeted for implementation in quarter three. The continued investments and improvements to our One Leisure sites have resulted in an 8.5% increase in admissions to our One Leisure facilities compared to the same period last year.

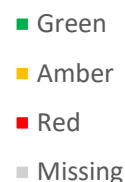
Active Lifestyles is continuing to deliver weight management programmes for inactive adults, along with activities for frailty in older adults, in partnership with the local Primary Care Network and integrated neighbourhoods. New activities for teens have been hosted in partnership with the Community Action Team and funded by the Crime and Police Commissioner's Office. Active Leisure has continued to roll-out specialised and targeted sessions across this district. The delivery of established and new classes has seen a year-on-year increase of 8.5k more attendances, and by attending seventeen events, direct contact has been made with 720 residents.

Performance Summary:

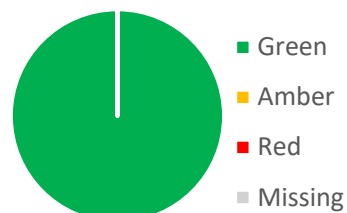
Status of Corporate Plan actions	Number	%
Green (on track)	10	100%
Amber (within acceptable variance)	0	0%
Red (behind schedule)	0	0%
Missing	0	0%



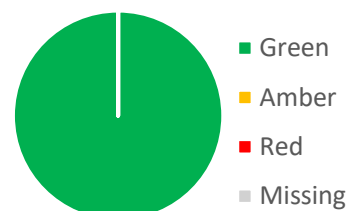
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)		
Amber (behind schedule, project may be recoverable)		
Red (significantly behind schedule, serious risk/issues)		
Missing		



Operational PI latest status	Number	%
Green (achieved)	2	100%
Amber (within acceptable variance)	0	0%
Red (below acceptable variance)	0	0%
Missing	0	0%



Operational PI year-end forecast status	Number	%
Green (achieved)	2	100%
Amber (within acceptable variance)	0	0%
Red (below acceptable variance)	0	0%
Missing	0	0%



Corporate Plan Action	Direction of Travel	Latest Status
1. Deliver the approved Community Health & Wealth Strategy and go-live with funding mechanisms to invest in initiatives identified and chosen by our communities.	↔	G
2. Refresh our Social Value Procurement Policy to ensure our spend benefits local communities and ensure our work complies with recent changes to the Procurement Act 2024.	↔	G
3. Improve our evaluation of how we make a difference to local people ensuring we become even better at demonstrating impact	↔	G
4. Deliver continued improvements to the One Leisure offer, enhancing existing facilities, implementing recommendations of the One Leisure Long-Term Operating Model and other beneficial opportunities.	↔	G
5. Work with partners to further skills and employment opportunities in the District: including direct delivery of funded schemes.	↔	G
6. Work with other organisations and businesses to maximise the impact they can have on the health and wellbeing of local communities. Our focus will be on piloting new approaches that can be embedded in future years	↔	G
7. Focus on maximising physical activity in the district, and work to promote this across local partners.	↔	G
8. Maximise, and report on, the benefits of a targeted approach to support residents to improve their quality of life through the promotion and delivery of relevant services.	↔	G
9. Continue to work with statutory partners to secure improvements to transport options for Huntingdonshire, including active travel.	↔	G
10. Embed the priorities of Huntingdonshire Futures across the work of the Council and Partners whilst influencing and enabling communities to do the same.	↔	G

Operational Performance Indicator	Latest Status	Forecast Status
The number of attendances at One Leisure Active Lifestyles and Sports Development Programmes	G	G
The number of One Leisure Facilities Admissions - swimming, Impressions and fitness classes, sports hall and pitches (excluding Burgess Hall and school admissions)	G	G

Outcome 2: Keeping people out of crisis



We will identify the root causes that lead people into crises and find ways to prevent them. We will do this through our own actions. We will also work in partnership with residents, businesses, community groups, charities and our public sector partners.

The delivery of an integrated financial vulnerability model, working with our partners, has progressed well this quarter. The first multi-agency group meetings of professionals was held, and an approach of response, implement, and resilience has been agreed. Works are ongoing to achieve the aim of moving communities from poverty to resilience.

Quarter two has also seen progress in our aim to prevent homelessness through targeting its root causes. The vulnerable young people pathway has been completed and signed off, with roll-out taking place through a series of joint webinars with the Cambridgeshire & Peterborough Safeguarding Partnership Board. Reviews of the pathways for care and prison leavers also commenced in this quarter, with completion on track for this year.

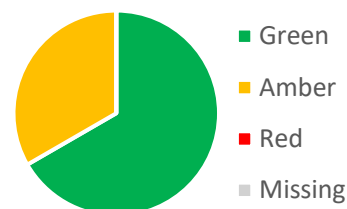
Our project which aims to maximise the benefits of a targeted approach to support residents at risk of experiencing crisis through the promotion and delivery of relevant services has stalled this quarter. This is due to other priorities for all partners in preparing for this work taking precedence. However, conversations with Cambridgeshire Police on a potential expansion of the successful trial in sharing data to help tackle the risks of serious violence in the District remain ongoing.

The number of residents enabled to live safely at home and prevented from requiring a long hospital stay due to Disabled Facilities Grants (DFG) has exceeded target this quarter, with 124 residents getting access to the funding this year, a 49% increase in the same period two years ago. The average time taken between referral and completion of DFG-funded jobs is now surpassing its target, and has decreased by over 9 weeks since the same period last year. Improvements to this service are essential in enabling residents to access the funding they need to live independently.

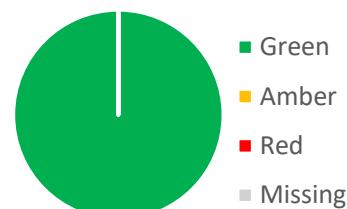
However, the number of households housed through the Housing Register and Home-Link scheme remains below target this quarter, at 270 households. The number of new builds becoming available from our partners continues to cause underperformance in this area; however, as new homes become available, we are working hard to get our residents into long-term housing. This trend has also impacted the number of homelessness preventions achieved. However, this metric remains above target, due to our work with our partners to deliver more homes and target the root causes of homelessness.

Performance Summary:

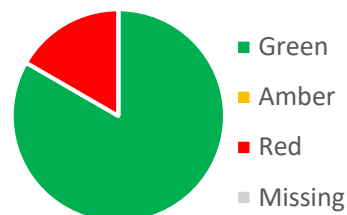
Status of Corporate Plan actions	Number	%
Green (on track)	2	67%
Amber (within acceptable variance)	1	33%
Red (behind schedule)	0	0%
Missing	0	0%



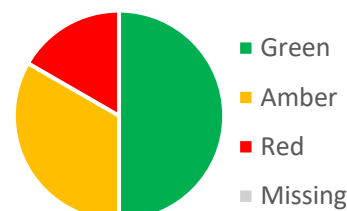
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	1	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	5	83%
Amber (within acceptable variance)	0	0%
Red (below acceptable variance)	1	17%
Missing	0	0%



Operational PI year-end forecast status	Number	%
Green (achieved)	3	50%
Amber (within acceptable variance)	2	33%
Red (below acceptable variance)	1	17%
Missing	0	0%



Corporate Plan Action	Direction of Travel	Latest Status
12. Act on opportunities for early intervention and regularly report on learning and impact.	↔	G
13. Maximise, and report on, the benefits of a targeted approach to support residents at risk of experiencing crisis through the promotion and delivery of relevant services (e.g. improve data sharing with the police to inform a targeted on-the-ground door-knocking campaign to help prevent crime).	↓	A
14. Prevent the causes of homelessness wherever we can by our own efforts but also by working with other partners to tackle the root causes where we can	↔	G

Corporate Plan Project/Programme	Direction of Travel	Latest Status
11. Report regularly on progress on the delivery of an integrated financial vulnerability model between HDC and partners (PROJECT).	↔	G

Operational Performance Indicator	Latest Status	Forecast Status
The number of residents enabled to live safely at home and prevented from requiring care or a prolonged stay at hospital due to a Disabled Facilities Grant (DFG)	G	G
The average time (weeks) between date of referral and practical completion of jobs funded through Disabled Facilities Grants	G	A
The average number of days to process new claims for Housing Benefit and Council Tax Support	G	G
The average number of days to process changes of circumstances for Housing Benefits and Council Tax support	G	G
The number of homelessness preventions achieved	G	A
The number of households housed through the Housing Register and Home-Link Scheme	R	R

Outcome 3: Helping people in crisis

Where a crisis has already happened, we will work holistically to understand the issues, the cause of these issues and what opportunities exist to address them. We will seek to prevent multiple personal crises becoming entrenched and unmanageable by addressing root causes



All actions relating to this outcome have continued to remain on target since quarter one. We have continued to support guests in Huntingdonshire, helping them to establish independent and resilient lives in our district. As the number of new arrivals remains low, the focus remains on ensuring that our existing guests have sustained accommodation so that they can successfully integrate and build resilient lives. We are also continuing to offer support to our hosts across the district.

To ensure that the recommendations from the review into Disabled Facilities Grants (DFG) process are delivered, a national consultation has now been completed. This has provided an opportunity to highlight the issues established by the review and continually affirm that our funding is being used to effectively provide residents with the support that they need. The improvements to the DFG system continue to be reflected in the performance of both of the DFG metrics, with an additional 30 residents supported this year compared to the same period last year.

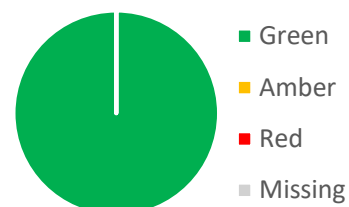
Our work to lobby and support campaigns for improvements to the living conditions of local residents has seen sustained progress in quarter two. Discussions have begun with partners to capitalise on the work already completed across the district to help tackle recommendations from the commission. This work is ensuring that those most in need are aware of and have access to the support available, and ensuring all residents have a safe place to live.

Through our work in being an active partner in health and social care, we have been able to ensure that new projects and initiatives are delivered in Huntingdonshire and that they maximise the positive impact felt locally. In this quarter, a successful bid was made to the government to be involved in the national pilots of local neighbourhood services based in GP areas, which will help to bring healthcare back into the hands of our residents and improve access to medical help and advice. Alongside this, we are continuing to work with local GPs to measure the impacts of our Active Lifestyles and the WorkWell programme interventions.

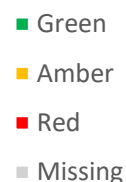
Our efforts to tackle the root causes of homelessness have resulted in the number of households in temporary accommodation continuing to exceed its target every month this quarter, and is below the regional and national average, keeping the associated costs low. This is despite a lower number of households housed through Home-Link and the Housing register this period.

Performance Summary:

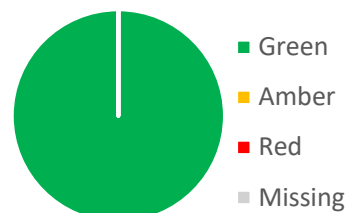
Status of Corporate Plan actions	Number	%
Green (on track)	5	100%
Amber (within acceptable variance)	0	0%
Red (behind schedule)	0	0%
Missing	0	0%



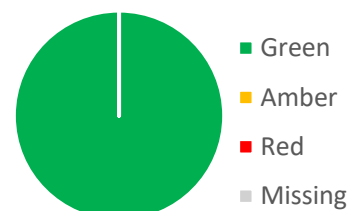
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	0	0%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	1	100%
Amber (within acceptable variance)	0	0%
Red (below acceptable variance)	0	0%
Missing	0	0%



Operational PI year-end forecast status	Number	%
Green (achieved)	1	100%
Amber (within acceptable variance)	0	0%
Red (below acceptable variance)	0	0%
Missing	0	0%



Corporate Plan Action	Direction of Travel	Latest Status
15. Continue to support refugees and other guests, seeking to support good community relations and smooth transition into long-term residency or return home.	↔	G
16. Deliver the recommendations of the review into Disabled Facilities Grants undertaken by Officers and Members in 2024/25.	↔	G
17. Maximise, and report on, the benefits of a targeted approach to support residents experiencing crisis through the promotion and delivery of relevant services (e.g. identifying individuals who could benefit from support offered by the Resident Advice and Information team and reporting on outcomes).	↔	G
18. Lobby, and support campaigns, for improvements to the living conditions of local residents.	↔	G
19. Be an active partner working with others within health and social care to make sure projects and new initiatives are delivered within Huntingdonshire and maximise the positive impact felt locally	↔	G

Operational Performance Indicator	Latest Status	Forecast Status
The number of households in temporary accommodation	G	G

Outcome 4: Improving housing



We want everyone to live in a safe, high quality home regardless of health, stage of life, family structure, income and tenure type. Homes should be energy efficient and allow people to live healthy and prosperous lives. New homes should be zero carbon ready and encourage sustainable travel.

Quarter two saw further development of the new Housing Strategy and Action Plan for 2025-2030. The Housing Needs Assessment, which is essential for informing the completion of the Housing Strategy, has now been completed as evidence for the review of the Local Plan. The progress made has enabled an advanced draft to be provided towards the end of next quarter, which will enable the direct delivery of new homes where they are needed the most, as well as ensuring that the correct types of homes are built to match the needs of the district.

The project aiming to maintain the level of new housing delivery to meet the needs of our residents retains its amber status this quarter. We are continuing to work with partner Housing Associations and Developers to deliver new homes across key sites in the district. The construction of new homes tends to begin in the spring and summer months, with the remaining deliveries expected in the final two quarters of this financial year. This has also impacted the performance in the construction of affordable homes, which remains below target.

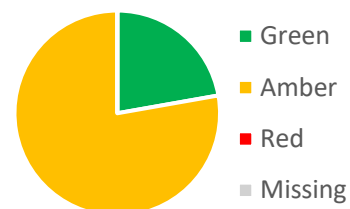
We continue to work with Places for People, our primary social housing provider, to improve living conditions in their properties through existing regeneration schemes. Residents have now been informed of the regeneration project, and we are regularly meeting with Places for People to address issues that are identified by the Corporate Team. We are now prepared for Awaab's law which is coming into effect in quarter three, giving the council a greater ability to take action against indecent accommodation.

Our work to produce sustainable housing guidance for developers remains at an amber status this quarter. The work, which encourages sustainable construction methods and new homes to be of high environmental standards, will focus on compliance with Future Homes Standard for net zero ready home.

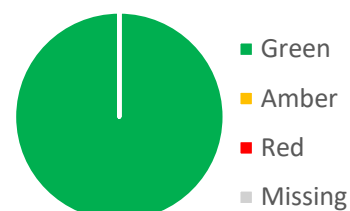
The planning service continues to perform excellently in ensuring new planning applications are processed on time. The percentage of planning applications processed within 8 weeks or the agreed extension period for major, minor, and household extension applications is 95% or higher. However, the backlog of planning applications has fallen below the tolerance level this quarter, with 43 applications now behind schedule. This is an improvement from the 79 cases in the backlog last year, and with additional resources acquired to drive positive performance in this metric.

Performance Summary:

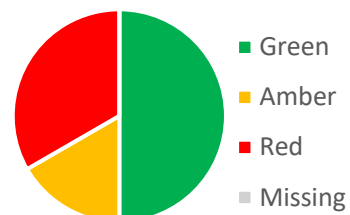
Status of Corporate Plan actions	Number	%
Green (on track)	2	22%
Amber (within acceptable variance)	7	78%
Red (behind schedule)	0	0%
Missing	0	0%



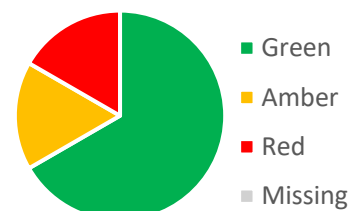
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	1	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	3	50%
Amber (within acceptable variance)	1	17%
Red (below acceptable variance)	2	33%
Missing	0	0%



Operational PI year-end forecast status	Number	%
Green (achieved)	4	67%
Amber (within acceptable variance)	1	17%
Red (below acceptable variance)	1	17%
Missing	0	0%



Corporate Plan Action	Direction of Travel	Latest Status
20. Develop a new Housing Strategy and Action Plan for 2025-26.	↔	G
22. Develop policy to support the use of civil penalties with regard to private sector housing enforcement.	↔	A
23. Implement the government's new Supported Housing (Regulatory Oversight) Act, review of supported exempt accommodation in the area and introduce licensing regulations.	↔	A
24. Maintain the level of new housing delivery, which meets the needs of Huntingdonshire residents, including the type of home and tenure (open market and social housing).	↔	A
25. Work in partnership to look at best practice and funding to improve housing conditions, including retrofit programmes in social and private housing.	↔	A
26. Work with Registered Providers to improve conditions in existing accommodation through regeneration schemes.	↓	A
27. Work with partners to address barriers to housing delivery and support housing delivery rates.	↔	A
28. Work with Health and Social Care Providers to explore future models of housing, support and care, enabling people to live independently for longer.	↔	G
29. Produce sustainable housing guidance for developers that encourages sustainable construction methods and new homes to be of high environmental standards.	↔	A

Corporate Plan Project/Programme	Direction of Travel	Latest Status
21. Continue to use surplus Council owned sites to deliver affordable housing (PROJECT).	↑	G

Operational Performance Indicator	Latest Status	Forecast Status
The net change in the number of homes with a council tax banding	A	A
The number of new affordable homes delivered	R	R
Percentage of planning applications process on target - Major (within 8 weeks or agreed extended period)	G	G
Percentage of planning applications process on target - Minor (within 8 weeks or agreed extended period)	G	G
Percentage of planning applications process on target - Household Extension (within 8 weeks or agreed extended period)	G	G
The number of planning applications over 16 weeks old where there is no current extension in place (total at the end of the month)	R	G

Outcome 5: Forward-thinking economic growth

We want our local economy to attract businesses that prioritise reducing their carbon footprint. A place where businesses choose to start up, grow and invest in high value jobs so they and our residents and high streets, can flourish and thrive. Local people should be able to develop their skills to take advantage of these opportunities, with businesses and education providers working more closely together to deliver an inclusive economy.



The Economic Growth Strategy and Action Plan continue to progress this quarter. The Economic Growth Strategy has now been approved and has been published on the Invest in Huntingdonshire website for residents to view. The actions within the Strategy have been centralised to an action plan, which is now in the hands of officers, where work is underway to deliver these actions in partnership with key stakeholders and businesses.

Applications for the delivery of business grants within the UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund programme opened to businesses this quarter. A total of 41 applications are live between the two funds. The grants will aim to drive robust local engagement and will help to build capacity for growth and innovation within the local economy.

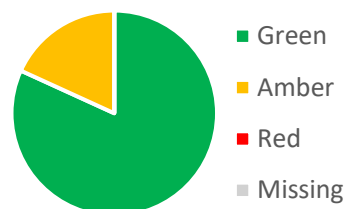
We continue to support our Market Towns and Town Centres as hubs of economic and social activity. We have begun to work with Business Improvement District Association (BIDA) to deliver a variety of UKSPF projects, including retail support for the 2025 festive period. An extension to footfall monitoring has also been committed to, as we are 1.9% ahead of target this year for this metric in our market towns.

The Development Management team continues to influence the delivery of infrastructure in the district. Engagement with the East-West Rail scheme is ongoing, including briefings and workshops on the design proposals. Specialist Officers are set to review the Fens Reservoir proposal in quarter three, including potential pipeline routes through the District. This work will help to ensure our residents have access to high-quality transport and infrastructure, locally and nationwide.

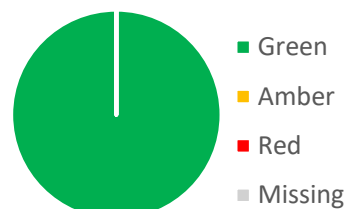
The Economic Development Team continued to engage with local and national businesses this quarter to promote Huntingdonshire as a place to invest, grow, and deliver economic growth. The team has engaged with 265 unique businesses this quarter, leading to strengthened local business networks, new opportunities for collaboration, and the raised profile of Huntingdonshire as a supportive place to do business. This has been achieved by attending a developers forum (UKREiiF), delivering CEO breakfasts, and running Business Booster drop-in sessions in Ramsey. These consistent interactions with businesses help to strengthen local networks and create more opportunities for collaboration, driving greater investment within the district.

Performance Summary:

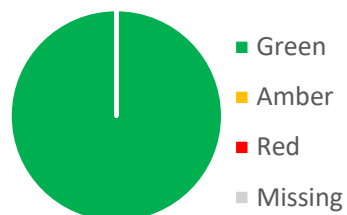
Status of Corporate Plan actions	Number	%
Green (on track)	9	82%
Amber (within acceptable variance)	2	18%
Red (behind schedule)	0	0%
Missing	0	0%



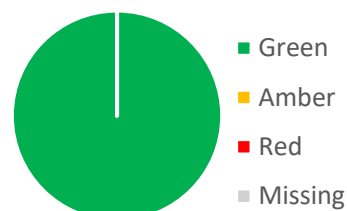
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	1	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	2	100%
Amber (within acceptable variance)	0	0%
Red (below acceptable variance)	0	0%
Missing	0	0%



Operational PI year-end forecast status	Number	%
Green (achieved)	2	100%
Amber (within acceptable variance)	0	0%
Red (below acceptable variance)	0	0%
Missing	0	0%



Corporate Plan Action	Direction of Travel	Latest Status
30. Promote Huntingdonshire as a destination for high value inward investment, prioritising businesses that are proactively reducing their carbon emissions, and produce an annual report on activity.	↔	G
32. Establish the Economic Growth Strategy and Action Plan.	↔	G
33. Delivery of the Market Town Programme and their High Street projects. Ensuring their promotion to drive additional economic and social activity.	↔	A
34. Continue the update to the Local Plan, including updating evidence bases in line with National Planning Policy, particularly where it relates to Economy, Environment and Housing.	↔	G
35. Support our market towns and town centres as hubs of economic and social activity.	↔	G
36. Support the visitor economy and culture sector including CPCA Local Visitor Economy Partnership.	↔	A
37. Work with the CPCA and partners to support skills development and opportunities.	↔	G
38. Work with partners to secure investment and growth in Huntingdonshire, maximising the opportunities presented through Local Government Reorganisation and additional devolved powers.	↔	G
39. Influence delivery of infrastructure including East West Rail, A428, A141 Strategic Outline Business Case and future Transport Strategies.	↔	G
40. Support and engage in the development of the Local Growth Plan as it is developed by the CPCA, highlighting the inward investment and growth priorities and opportunities for Huntingdonshire	↔	G
41. Run and attend a programme of events to promote the profile of Huntingdonshire as a place to invest, grow and deliver economic growth.	↔	G

Corporate Plan Project/Programme	Direction of Travel	Latest Status
31. Deliver the business grants within the UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund (REPF) programme.	↔	G

Operational Performance Indicator	Latest Status	Forecast Status
Cumulative footfall in our market towns (Huntingdon, St Ives, St Neots & Ramsey) (monthly)	G	G
Total number of business engagements by the Economic Development team	G	G

Outcome 6: Lowering carbon emissions



We will take positive action to reduce carbon emissions and become a net zero carbon Council by 2040. We will enable and encourage local people and businesses to reduce carbon emissions and increase biodiversity across Huntingdonshire.

To help maximise the decarbonisation of our fleet, and minimise the use of fossil fuels for energy, we have capitalised on opportunities to expand the use of Hydrotreated Vegetable Oil (HVO) this quarter, by implementing HVO vehicles across the entire operational fleet. This change will reduce CO2 emissions from the fleet by 82%. This quarter also saw our waste fleet continue to surpass its energy-efficient driving score target, helping to lower our CO2 emissions by targeting the greatest source in the district - transportation.

Our work to showcase and encourage community action to lower carbon emissions has also continued to progress well this quarter. Officers now form a Climate Champions group for quarterly Climate initiatives, and an annual climate conversation is due to take place in November. Additionally, Huntingdonshire Business Awards has received submissions, and they are to be announced in October. Recognising these businesses for decarbonisation initiatives will promote positive climate actions and strengthen the partnership between the local climate and the local economy.

The project to implement household food waste collections has progressed this quarter, with the rollout of the service on track to start the next financial year. The first of the additional vehicles have arrived, and the works surrounding the caddies has been finalised. We will continue communicating with our residents in quarter three as we prepare for the start of the additional collections.

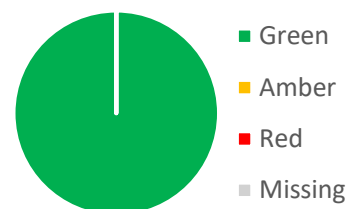
We continue to support community projects that reduce carbon emissions, with eight of eleven Net Zero Villages projects now completed. To continue this work, a bid has been submitted for the Heat Networks Delivery Unit (HNDU), which will allow us to conduct a study to ascertain what would be needed to establish a heat network within the district.

The action to deliver climate awareness training across the council was completed in quarter two. All staff now have access to 30-minute online climate training, and this has been promoted through internal communications, leading to a strong initial uptake.

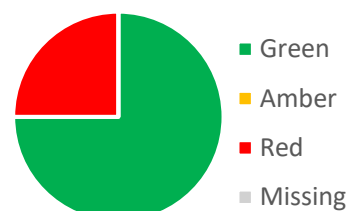
Our project to enable community action and engagement to achieve greater biodiversity has been reported as red this month, as there have been delays in completing the report for the St Ives project due to staffing changes. Additional resources have now been assigned to the project to prevent further delays. The natural flood defence project is on schedule, with two sites confirmed and a positive response from a third interested land-owner.

Performance Summary:

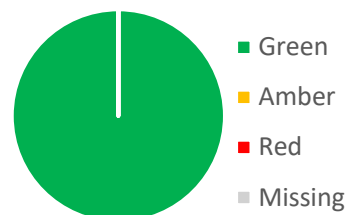
Status of Corporate Plan actions	Number	%
Green (on track)	8	100%
Amber (within acceptable variance)	0	0%
Red (behind schedule)	0	0%
Missing	0	0%



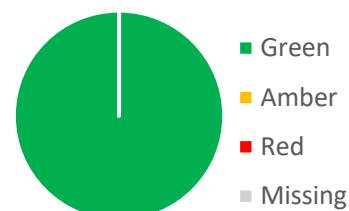
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	3	75%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	1	25%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	1	100%
Amber (within acceptable variance)	0	0%
Red (below acceptable variance)	0	0%
Missing	0	0%



Operational PI year-end forecast status	Number	%
Green (achieved)	1	100%
Amber (within acceptable variance)	0	0%
Red (below acceptable variance)	0	0%
Missing	0	0%



Corporate Plan Action	Direction of Travel	Latest Status
42. Maximise opportunities to expand the use of Hydrotreated Vegetable Oil (HVO) Fuel where there is a business case to do so.	↔	G
43. Maximise decarbonisation of our fleet where there is a business case to do through a fleet strategy.	↔	G
44. Minimise use of fossil fuels for energy where there is a business case to do so.	↔	G
45. Showcase and encourage community action to lower carbon emissions.	↔	G
46. Identify emissions from HDC IT data centres to include in reporting and establish disposal methods for IT equipment to reduce environmental impact.	↔	G
47. Delivery of Climate Awareness Training across the Council.	↔	G
52. Develop the Council's procurement rules to further embed social and environmental value.	↔	G
53. Expand positive climate action support for local businesses, celebrating best practice and sharing knowledge.	↔	G

Corporate Plan Project/Programme	Direction of Travel	Latest Status
48. Maximise use of solar of Council operational buildings (PROJECT).	↔	G
49. Improve household recycling, reduce greenhouse gas emissions and reducing food waste through implementation of household food waste collections (PROJECT).	↔	G
50. Support community projects that reduce carbon emissions. Net Zero Villages (PROJECT).	↔	G
51. Enabling community action and engagement to achieve greater biodiversity. Biodiversity4All extension to pilot urban nature corridors and natural flood prevention (PROJECT).	↓	R

Operational Performance Indicator	Latest Status	Forecast Status
Efficiency of vehicle fleet driving - Energy Efficient Driving Index score for the waste service	G	G

Outcome 7: Delivering good quality, high value-for-money services

Around 80% of our resources are aligned to business as usual (BAU) service delivery and this priority focuses on delivering good quality, high value for money services with good control and compliance with statutory functions. We will continue to provide a wide range of existing statutory and important services and seek to improve their efficiency and effectiveness.



The Workforce Strategy Action Plan has continued to be delivered this quarter. Staff have engaged with health kiosks, blood pressure checks, and escape pain sessions, led by the Active Lifestyles team to promote wellbeing. These have allowed long-term sickness days lost to continue to reduce this quarter, allowing performance to exceed target. Additionally, staff received access to Local Government Pensions Scheme advisors, and the Electric and Hybrid Vehicle Salary Sacrifice Scheme has progressed to the launch phase.

Civil Parking Enforcement rolled out across the district this quarter, with warning notices issued in August and Penalty Charge Notices (PCNs) from September onwards. A total of 914 PCNs have been issued since the scheme began, and work to deliver this service will continue in quarter three.

This quarter also saw the Customer Services improvement programme progress positively. The customer satisfaction survey and a new forecasting model have been established to align resources with customer needs. This progress allows staff to continuously improve and has resulted in both operational performance indicators for Customer Services exceeding targets every month this period.

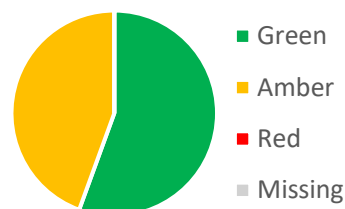
The number of missed bins has met its target this quarter, with a missed collection rate of 0.052% from a total of 1,471,471 total collections, remaining significantly below the national average of 0.076%. The percentage of household waste reused, recycled, or composted this quarter remains below the accepted tolerance. This is attributed to an exceptionally dry summer, with works continuing in the education of recycling to help drive improvements to our recycling rate.

Our street cleansing team excelled this quarter, with 611 of 614 inspections passing across 21 wards. Additionally, fly-tip reports remain ahead of target and improved by over 22% compared to the same period last year, leading to cleaner streets for residents

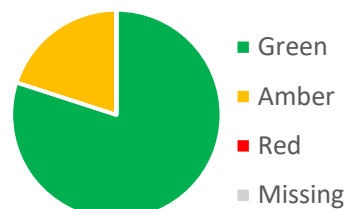
However, the average waiting time between referral and completion of jobs funded through the Disabled Facilities grants has improved by 4.4 weeks compared to last quarter, and by 9.4 weeks compared to the same period last year. The percentage of planning applications processed within 8 weeks or the agreed extension period for major, minor, and household extension applications has also consistently exceeded 95% or higher this quarter. Finally, the number of missed bins is on target, with a missed collection rate of 0.052% of the 1,471,471 bins collected.

Performance Summary:

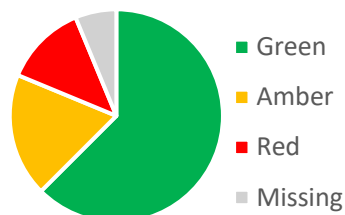
Status of Corporate Plan actions	Number	%
Green (on track)	5	56%
Amber (within acceptable variance)	4	44%
Red (behind schedule)	0	0%
Missing	0	0%



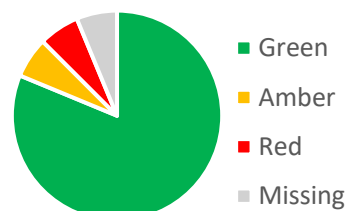
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	4	80%
Amber (behind schedule, project may be recoverable)	1	20%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	10	63%
Amber (within acceptable variance)	3	19%
Red (below acceptable variance)	2	13%
Missing	1	6%



Operational PI year-end forecast status	Number	%
Green (achieved)	13	81%
Amber (within acceptable variance)	1	6%
Red (below acceptable variance)	1	6%
Missing	1	6%



Corporate Plan Action	Direction of Travel	Latest Status
54. Refresh our Commercial Investment Strategy to support informed and impactful investment.	↔	G
60. Implement the recommendations and suggestions made from the Local Government Association Corporate Peer Challenge, continuing to drive transparent continuous improvement.	↔	G
61. Extend the use of benchmarking data to identify opportunities for transformation.	↓	A
62. Expand the use of unit costing within priority service areas to demonstrate productivity and opportunities for transformation.	↓	A
63. Identify opportunities to use Artificial Intelligence in a targeted way to support transformation and efficiency in compliance with emergent legislation.	↓	A
64. Listen to local residents and respond to their input on service delivery.	↔	A
65. Engage proactively with Local Government Reorganisation to ensure the priorities, opportunities and efficiencies for our communities are maximised	↔	G
66. Enable our outstanding volunteers in our parks, nature reserves and elsewhere to continue to improve the quality of those spaces.	↔	G
67. Our well-run Council will act as a model for our peers.	↔	G

Corporate Plan Project/Programme	Direction of Travel	Latest Status
55. Delivery of the Workforce Strategy Action Plan equipping the workforce with skills for the future whilst attracting, retaining and nurturing talent (PROJECT).	↔	G
56. Continue our Customer Services improvement programme to ensure that our customers are always at the heart of what we do (PROJECT).	↔	G
57. Progress the Development Management Improvement programme informed by the Local Government Association Peer Review to deliver continued efficiency in the planning service (PROJECT).	↔	G
58. Progress delivery of Civil Parking Enforcement across the District to enforce on-street parking activity (PROJECT).	↔	G
59. Build the enhancements to visitor facilities at Hinchbrooke Country Park (PROJECT).	↓	A

Operational Performance Indicator	Latest Status	Forecast Status
Percentage of household waste reused / recycled / composted	R	R
Collected household waste per person (kilograms)	G	G
Residual waste collected per household (kilograms)	A	G
Number of missed bins	G	G
The percentage of sampled areas which are clean or predominantly clean of litter, detritus, graffiti, flyposting or weed accumulations	G	G
The number of flytips reported (cumulative)	G	G
Sanctions against environmental crimes and anti-social behaviour	G	G

The number of programmed food safety inspections undertaken (cumulative)	G	G
Percentage of calls to the Contact Centre answered	G	G
Average wait time for customers calling the Contact Centre (seconds)	G	G
Customer Satisfaction (Contact Centre) [Collection Due to Commence in Q3]	0	0
Council Tax collection rate	A	G
Business Rates collection rate	A	G
Short-term staff sickness days lost per full time equivalent (FTE) (rolling 12-month total)	R	A
Long-term sickness days lost per full time equivalent (FTE) (rolling 12-month total)	G	G
Staff Turnover (per month)	G	G