Huntingdonshire
DISTRICT COUNCIL

Performance Report
Quarter 2 - 2023/24

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.

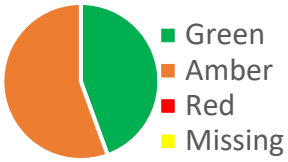
Several actions set out in the Corporate Plan to help deliver this outcome have been taken forward in this quarter. Significantly, this includes our commitment to engaging with and listening to people who live, work and visit Huntingdonshire. The Council has adopted a new set of Engagement Principles, setting out our approach to informing, engaging, consulting and empowering the local community. Future updates will give examples of how these principles are being put into practice. While a handful of actions are rated as Amber, these are due to minor delays or external factors outside our control.

We continue to work with our health and other system colleagues, seeking to influence the importance of preventative approaches and the role that district councils can play in the promotion of health and wellbeing and the prevention of physical and mental ill-health. A recent example of us acting to influence the health system is helping to shape and amend the performance framework for the Integrated Care System. While such activity will not have the profile of individual projects aimed at supporting those in need, the impact of this activity is likely to be significant across our whole population.

Supporting and enabling our population to be physically active has a wide range of benefits that extend beyond general fitness (such as lowering the long-term risk of a range of illnesses, improving mental health and well-being, supporting fitness for work, etc...). The services and opportunities provided by One Leisure and the Active Lifestyles and Sports Development teams are vital in this area as they allow us to deliver preventative interventions at scale (in the general population) as well as in a more targeted manner. This activity will impact positively across the first three outcomes of the Corporate Plan. While the number of attendances at One Leisure Facilities is below this year's higher target, it is over 50,000 higher than the number achieved at Q2 last year and the performance gap is forecast to remain at a similar level throughout the remainder of the year (reducing the gap in percentage terms).

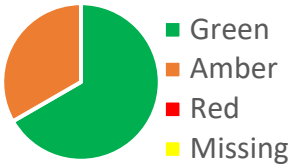
Performance Summary:

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

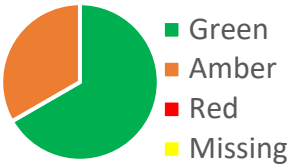


Note: 1 action is being reported on through a project/programme.

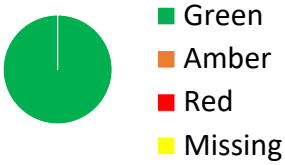
Operational PI latest status	Number	%
Green (achieved)	2	67%
Amber (within acceptable variance)	1	33%
Red (below acceptable variance)	0	0%



Operational PI year-end forecast status	Number	%
Green (achieved)	2	67%
Amber (within acceptable variance)	1	33%
Red (below acceptable variance)	0	0%



Corporate project status	Number	%
Green (progress on track)	1	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risks/issues)	0	0%



Action	Direction of Travel	Latest Status
1. Refresh Huntingdonshire's Community Strategy via a new Residents Outcome Strategy – linking Community and Health, building on the Place Strategy findings.	↔	G
3. Run a pilot with new movers to the area which seeks to support positive outcomes from residents' first arrival in Huntingdonshire.	↓	A
4. Listen to local residents and respond to their input on service delivery.	↔	G
5. Formally build assessments of the impact on the Corporate Plan priorities into Council decision making.	↔	A
6. Refresh our Social Value Procurement Policy and work with other local anchor institutions to encourage them to do the same.	↓	A
7. Work via the Integrated Care System to seek to embed an approach which places a focus on activity in the long-term interests of residents in ways of working across system partners.	↔	G
8. Continue to work with statutory partners to secure improvements to transport options for Huntingdonshire, including active travel.	↓	A
9. Formally engage with relevant stakeholders, residents and businesses to explore how place strategy priorities are transformed into practical delivery.	↔	G
10. Explore a campaign which seeks to extol the virtues of spending local and being physically active. Reviewing the benefits that places like Preston, Wigan and East Ayrshire have gained from this approach.	↓	A

Note: action 2 is being reported on through a project/programme (see 'UK Shared Prosperity Fund Programme' under the 'Forward-Thinking Economic Growth' outcome).

Operational Performance Indicator status	Latest Status	Forecast Status
1a. Number of attendances at One Leisure Active Lifestyles programmes	G	G
1b. Number of attendances at Sports Development activities and programmes	G	G
2. Number of One Leisure Facilities admissions – swimming, Impressions, fitness classes, sports hall and pitches (excluding Burgess Hall and school admissions)	A	A

Project/Programme	Direction of Travel	Latest Status
Community Health Prevention	↔	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.

This quarter has delivered the rollout of our 'Community Health Prevention Project' thanks to our successful £250,000 bid for Cambridgeshire and Peterborough Integrated Care System funding. With a focus on preventing frailty and cardiovascular disease, this project is addressing the greatest causes of early death and poor outcomes for our ageing population.

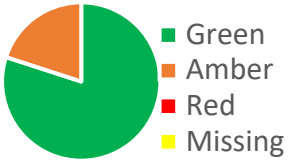
In line with our Corporate Plan principles of 'Do, Enable, Influence', we are seeking voluntary and community sector partners to deliver this programme alongside our Active Lifestyles team. It is intended that this approach can support activity that will be sustainable once the funding for the project has ended.

Three of the performance indicators linked to this outcome are currently on track, with the other three forecasting an 'amber' status at year-end. Disabled Facilities Grants measures will continue to be impacted by past delays in gaining consent for adaptations to Places for People properties so the year-end targets will be missed even though this issue has been resolved for newer applications. The average time taken to process changes of circumstances for Housing Benefit and Council Tax Support is now better than achieved at the same point last year as a result of improvements made through process changes within the team, however the year-end result is now forecast to be just above the 5 day target.

We continue to work closely with our partners to identify how we may better co-ordinate our various offers to the financially vulnerable. The system mapping we have undertaken in this space is allowing us to consider how we can best match capacity to need, so that support is easily identified and accessed.

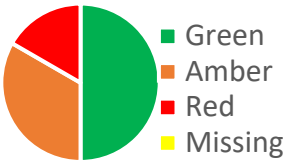
Performance Summary:

Status of actions	Number	%
Green (on track)	4	80%
Amber (within acceptable variance)	1	20%
Red (behind schedule)	0	0%

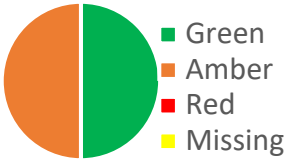


Note: 2 actions are being reported on through projects/programmes.

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



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



Corporate project status	Number	%
Green (progress on track)	1	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risks/issues)	0	0%

Action	Direction of Travel	Latest Status
12. Develop proposals to pilot activity to use Council debt data to target support before people enter crisis.	↓	A
13. Recognise that community sector partners are often the first point of call for those in a community, and as such we will work with community groups to explore appetite and define shared ways of working.	↔	G
15. Work with partners to explore options as to how we use early warning signs as opportunities to seek to offer support, with a view to preventing needs escalating.	↔	G
16. Continue to work with statutory partners to secure improvements to transport options for Huntingdonshire, including active travel.	↔	G
17. Work proactively with partners to promote safety and address issues at the earliest opportunity.	↑	G

Note: actions 11 & 14 are being reported on through projects/programmes (see 'Financial Vulnerability For Residents Programme' below and 'Community Health Prevention' under 'Improving the Happiness and Wellbeing of Residents')

Operational Performance Indicator status	Latest Status	Forecast Status
3. 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)	R	A
4. Average time (in weeks) between date of referral and practical completion of jobs funded through Disabled Facilities Grants	A	A
5. Average number of days to process new claims for Housing Benefit and Council Tax Support	G	G
6. Average number of days to process changes of circumstances for Housing Benefit and Council Tax Support	A	A
7. Number of homelessness preventions achieved	G	G
8. Number of households housed through the housing register and Home-Link scheme	G	G

Project/Programme	Direction of Travel	Latest Status
Financial Vulnerability For Residents Programme	↔	G

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.

As reported to the October meeting of the Overview and Scrutiny Panel (Environment, Communities and Partnerships), our work on financial vulnerability has led to the development of a support package based on the wider determinants of health model. This reflects the fact that preventing crisis and supporting those in crisis requires a holistic approach that addresses the causes of crisis. From Q3 on, this package of interventions will form the basis of pilot projects where the interventions offer what we believe may be the most accessible and impactful support for different sections of our residents (e.g. those in Council Tax debt, those moving home and specific geographical areas).

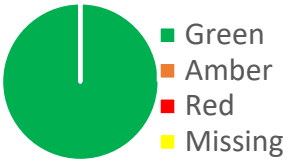
As this work has developed, the difference in approach to supporting those in crisis and those who are at risk of entering crisis has narrowed. We continue to work with partners, in particular Citizens Advice Rural Cambridgeshire (whom we fund), Cambridgeshire County Council and Cambridgeshire and Peterborough Integrated Care System.

We continue to champion the use of We Are Huntingdonshire (WAH) as a simple way for our statutory and voluntary sector partners to access support when they recognise that people they are in contact with have unmet needs. As part of this approach we have recently begun a pilot in which Huntingdonshire Police are using WAH on a trial basis. We have also started to re-engage with organisations that ran 'Warm Spaces' last winter and will promote the use of WAH to make sure that contact with these services will result in an offer of support.

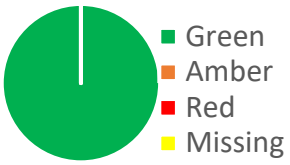
The Council continues to support Ukrainian families, Afghan entrants to the UK and asylum seekers placed in Huntingdonshire by the Home Office and connect them to support offered by partners and communities. Some guests here under the Homes for Ukraine scheme require support to move on from initial hosting arrangements (through matching with new sponsors or help to find suitable private accommodation) but many sponsors have continued to accommodate their guests well beyond the minimum six-month commitment and an increasing number are now hosting guests who have been in the UK for more than a year.

Performance Summary:

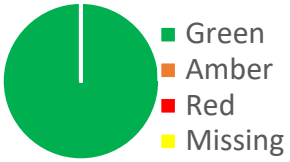
Status of actions	Number	%
Green (on track)	5	100%
Amber (within acceptable variance)	0	0%
Red (behind schedule)	0	0%



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



Action	Direction of Travel	Latest Status
18. Continue to support those impacted via the cost-of-living crisis via a partnership approach which seeks to deal with not just the presenting issue, but wherever possible the cause of it.	↔	G
19. Continue to support refugees and other guests, seeking to support good community relations and smooth transition into long-term residency or return home.	↔	G
20. Formally propose to partners that we build financial, social and physical solutions into crisis management. Reducing the likelihood of crises repeating in the future.	↔	G
21. Continue to champion WeAreHuntingdonshire.org and other cross cutting sources of information to deliver services that are convenient for the resident rather that structured around the organisation delivering them.	↑	G
22. Formally engage with relevant stakeholders, residents and businesses to explore how place strategy priorities are transformed into practical delivery.	↔	G

Operational Performance Indicator status	Latest Status	Forecast Status
9. 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.

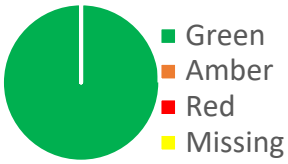
As reported last quarter, a large number of the actions to deliver improved housing, such as the refresh of the Housing Strategy and Tenancy Strategy, have already been completed.

Operational and project delivery has largely delivered as planned over the past quarter, as the Council prepares for its scheduled Registered Provider Conference in November. This forum will be key in working with our partners to explore issues and develop proposals for how we can work more closely together to bring forward additional housing, support residents and explore opportunities to work closely together for everyone's advantage, such as around climate ambitions (including retrofit), maintenance regimes, staff training, etc…

Housing completions, and completions of affordable homes, remain strong, ensuring that more local residents have the opportunity to benefit from a decent home and all the lifelong benefits that that entails. We note that we are behind target on affordable homes but believe this will be on track by the end of the year as this is due to slippage between quarters rather than a reduction in the number of affordable homes being built and is currently expected to be recovered through completions in later quarters. We have examples of 100% affordable schemes, with grant support, which will improve our supply and are evidence of efforts in this area. The Longhurst development scheme is subject to delay as we review feedback and work with the housing group on options, but productive discussions have taken place.

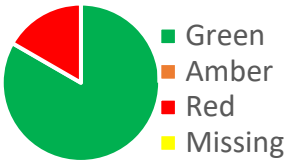
Performance Summary:

Status of actions	Number	%
Green (on track)	7	100%
Amber (within acceptable variance)	0	0%
Red (behind schedule)	0	0%

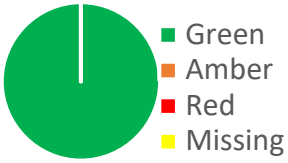


Note: 1 action is being reported on through a project/programme.

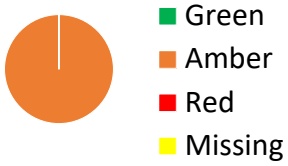
Operational PI latest status	Number	%
Green (achieved)	5	83%
Amber (within acceptable variance)	0	0%
Red (below acceptable variance)	1	17%



Operational PI year-end forecast status	Number	%
Green (achieved)	6	100%
Amber (within acceptable variance)	0	0%
Red (below acceptable variance)	0	0%



Corporate project status	Number	%
Green (progress on track)	0	0%
Amber (behind schedule, project may be recoverable)	1	100%
Red (significantly behind schedule, serious risks/issues)	0	0%



Action	Direction of Travel	Latest Status
23. Complete Mid Term Review of the Housing Strategy. The Housing Strategy was completed in 2020, this review will enable us to take into account recent studies of need and Census data.	↔	G
24. Adopt First Homes Position Statement. Until the update of the Local Plan is completed it is necessary to complete a position statement on First Homes.	↔	G
25. Adopt new Tenancy Strategy to support people to live healthy and independent lives.	↔	G
27. 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).	↔	G
28. Work in partnership to look at best practice and funding to improve housing conditions, including retrofit programmes in social and private housing.	↔	G
29. Work with Registered Providers to improve conditions in existing accommodation through regeneration schemes.	↔	G
30. Work with Health and Social Care Providers to explore future models of housing, support and care enabling people to live independently for longer.	↔	G

Note: action 26 is being reported on through a project/programme (see 'Longhurst Contract - HDC Surplus Sites (Affordable Housing)' below).

Operational Performance Indicator status	Latest Status	Forecast Status
10. Net change in number of homes with a Council Tax banding	G	G
11. Number of new affordable homes delivered	R	G
12. Percentage of planning applications processed on target – major (within 13 weeks or agreed extended period)	G	G
13. Percentage of planning applications processed on target – minor or other (within 8 weeks or agreed extended period)	G	G
14. Percentage of planning applications processed on target – household extensions (within 8 weeks or agreed extended period)	G	G
15. Number of planning applications over 26 weeks old where there is no current extension of time in place	G	G

Project/Programme	Direction of Travel	Latest Status
Longhurst Contract - HDC Surplus Sites (Affordable Housing)	↑	A

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.

This quarter has seen Huntingdonshire's inaugural Manufacturing Summit for SMEs (small and medium-sized enterprises) take place at Alconbury Weald. The event, attended by over 50 people, was very well received and held up as an exemplar by the local chamber of commerce, ensuring Huntingdonshire firms will benefit from access to support and funding, but also the opportunity to learn and share best practice between themselves. The Digital Growth Manufacturing Programme has also been launched using UK Shared Prosperity Funding to offer support to local businesses in one of our key economic clusters.

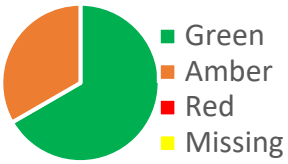
Strong work has also been undertaken on the inward investment side of the business, with a number of high-level meetings with developers and businesses seeking new locations and attracted by what Huntingdonshire has to offer. Case studies published on our Invest in Huntingdonshire website are available to businesses and business representative groups.

Active engagement is taking place with the Cambridgeshire and Peterborough Combined Authority and the Oxford-Cambridge partnership to ensure their strategy work reflects Huntingdonshire priorities. This is informing the preparation for the refresh of Huntingdonshire's own economic growth strategy. This work is forming part of discussions on the potential for future waves of devolution that have been explored over recent months.

The UK Shared Prosperity Fund and Market Towns programmes remain 'amber' rated at the end of Q2, although progress with many of the projects within these programmes is rated 'green'. Seven of the eight projects under the UK Shared Prosperity Fund programme are on track, with just the active travel feasibility project being a month behind schedule due to staff leave. Seven of nine Market Towns Programme projects are completed or have a planned return to 'green', with various factors contributing to delays with the two 'amber' projects.

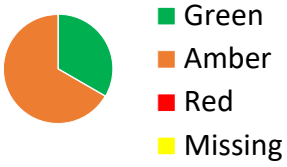
Performance Summary:

Status of actions	Number	%
Green (on track)	4	67%
Amber (within acceptable variance)	2	33%
Red (behind schedule)	0	0%



Note: 3 actions are being reported on through projects/programmes.

Corporate project status	Number	%
Green (progress on track)	1	33%
Amber (behind schedule, project may be recoverable)	2	67%
Red (significantly behind schedule, serious risks/issues)	0	0%



Action	Direction of Travel	Latest Status
31. Promote Huntingdonshire as a destination for high value inward investment, prioritising businesses that are proactively reducing their carbon emissions. Annual report on activity produced.	↔	G
33. Scope the refresh of the Huntingdonshire Economic Growth Strategy and produce quarterly economic insights report.	↔	A
36. Work with intermediaries, professional service networks, investors and developers to understand the health of the economy, develop responses and attract investment.	↔	G
37. Work with the CPCA and partners to complete a review of the future demand for Further Education (FE) provision in the St. Neots area and development of the Local Skills Implementation Plan, prioritising connections between FE provision and local employers aligned to core growth sectors.	↔	A
38. Influence the implementation of the CPCA Economic Growth Strategy and commissioning of future business support provision.	↔	G
39. Influence delivery of infrastructure including East West Rail, A428, A141 Strategic Outline Business Case and future Transport Strategies.	↑	G

Note: actions 32, 34 & 35 are being reported on through projects/programmes (see 'UK Shared Prosperity Fund programme', 'Market Town Programme' and 'Local Plan' below).

Project/Programme	Direction of Travel	Latest Status
UK Shared Prosperity Fund programme	↔	A
Market Towns Programme	↔	A
Local Plan	↔	G

Outcome 6: Lowering our 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.

Quarter 2 has been another busy period with continued progress. Progress made is evidenced by an independent review of our Climate Action by Climate Emergency UK, with our score improved from zero in 2021 to 27% as at March 2023, just below the average for district councils. This demonstrates the immediate impact of our Climate Strategy and Action Plan (adopted in February 2023) but does not show the impact of recent work as scores don't reflect activity since March. Emissions data being collated for 2022/23 is showing continued reduction from the 14% saving achieved in 2021/22 compared to 2019/20.

The review to decarbonise our vehicle fleet is complete with options and impact on the Council's carbon trajectory to be finalised next quarter. The trial of Hydrotreated Vegetable Oil (HVO) is ready to run 15th November to 15th June 2024 to evaluate feasibility and carbon reduction in practice. Our Electric Vehicle Charging Strategy is also on target with community engagement completed and development supported by a cross-party Scrutiny working group. Ten sites are selected for site survey to deliver a rural EV pilot over the next 18 months.

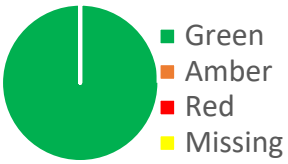
Development of the Council's energy strategy is underway with continued action to decarbonise buildings. £266,000 has been secured to deliver decarbonisation reports for our two main buildings and One Leisure Huntingdon, establishing the business case for further investment. All facilities sites have also been reviewed for solar opportunity, subject to a detailed survey next quarter to confirm accuracy and inform the final business case.

Procuring our goods and services is under review in partnership with experts and senior lecturers from Anglia Ruskin University to include support for officers and businesses interested in supplying the Council. A pilot of sustainability questions is underway within large procurement.

Finally, our Climate Conversation is planned and advertised for the 17th and 18th November to showcase local climate positive action, support stronger community networks and to start the 'Climate Innovation' journey of the Huntingdonshire Futures place strategy.

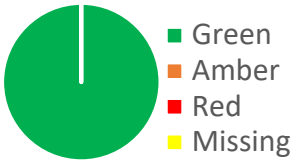
Performance Summary:

Status of actions	Number	%
Green (on track)	9	100%
Amber (within acceptable variance)	0	0%
Red (behind schedule)	0	0%

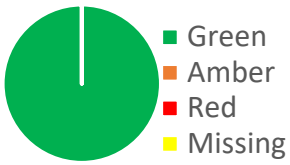


Note: 3 actions are being reported on through projects/programmes.

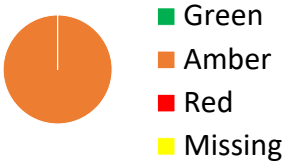
Operational PI latest status	Number	%
Green (achieved)	1	100%
Amber (within acceptable variance)	0	0%
Red (below acceptable variance)	0	0%



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



Corporate project status	Number	%
Green (progress on track)	0	0%
Amber (behind schedule, project may be recoverable)	1	100%
Red (significantly behind schedule, serious risks/issues)	0	0%



Action	Direction of Travel	Latest Status
40. Review our assets to improve energy efficiency and reduce the carbon impact of our buildings.	↔	G
41. Deliver Fleet Review Plan for lower carbon alternatives for service delivery.	↔	G
42. Deliver Energy Strategy.	↔	G
43. Establish Climate Conversation to openly account against the Climate Action Plan, listen to feedback from local people, evaluate priorities, develop actions towards Environmental Innovation (Place Strategy).	↔	G
45. Deliver Electric Vehicle Charging Strategy.	↔	G
46. Pilot Community Carbon Reduction Plans.	↔	G
49. Develop the Council's procurement rules to further embed social and environmental value.	↑	G
50. Expand the current Green Business Awards Scheme, celebrating best practice and sharing knowledge.	↔	G
51. Deliver Huntingdonshire Plan for Nature and contribute to the Local Nature Recovery Strategy to guide greater biodiversity and nature restoration in the district.	↔	G

Note: actions 44, 47 & 48 are being reported on through projects/programmes (see 'Local Plan' and 'UK Shared Prosperity Fund programme' under the 'Forward-Thinking Economic Growth' outcome and the 'Biodiversity For All' project below).

Operational Performance Indicator status	Latest Status	Forecast Status
16. Efficiency of vehicle fleet driving – Energy Efficient Driving Index score for the Waste service	G	G

Project/Programme	Direction of Travel	Latest Status
Biodiversity For All	↔	A

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 benefits of having access to improved data and regular performance reviews across the Council continue to be felt. Operational performance remains largely on track to meet a number of challenging targets at year-end. This reflects the efforts of Officers from 'front-line' services such as waste and recycling, street cleansing, food safety, customer services, etc…

There are a number of performance metrics at the end of Q2 that are currently not performing at 'green'. Of note are recent pressures in the Call Centre (recruitment and long-term sickness pressures that have been resolved and have resulted in a forecast return to 'green') and collection rates in both Council Tax and Business rates sitting just under target. For both areas, active steps have been taken and performance is forecast to return to 'green'.

Project delivery against this outcome covers a diverse portfolio, including the completion of the Government's Energy Bill Support scheme which has provided support to over 900 applicants to a total level of just over £250k of direct financial support.

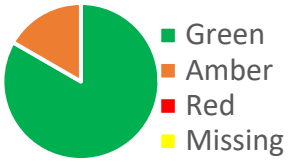
Work to develop the Council's Council Tax Support (CTS) scheme is progressing to target and consultation on the proposals has been completed. The proposals for CTS will come to Members in Q3.

The start-up of the Workforce Strategy is a key 'forward looking' project that is aimed at ensuring HDC has a workforce fit not only for now, but also for the coming years. This project will have strong oversight from Employment Committee with recommendations forecast to be submitted in Q4.

Overall, of the 11 projects within this outcome, 10 of are forecast to be 'green' at year-end – generating demonstratable benefits for Huntingdonshire.

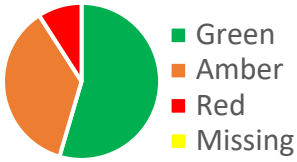
Performance Summary:

Status of actions	Number	%
Green (on track)	4	80%
Amber (within acceptable variance)	1	20%
Red (behind schedule)	0	0%

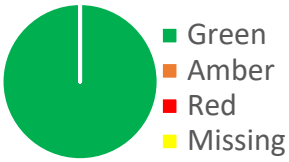


Note: 8 actions are being reported on through projects/programmes.

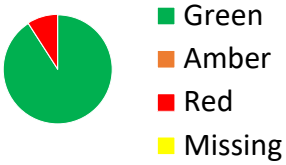
Operational PI latest status	Number	%
Green (achieved)	6	55%
Amber (within acceptable variance)	4	36%
Red (below acceptable variance)	1	9%



Operational PI year-end forecast status	Number	%
Green (achieved)	11	100%
Amber (within acceptable variance)	0	0%
Red (below acceptable variance)	0	0%



Corporate project status	Number	%
Green (progress on track)	10	91%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risks/issues)	1	9%



Action	Direction of Travel	Latest Status
52. Refresh our Commercial Investment strategy to develop proposals for future strategic investments.	↓	A
54. Refresh of operational performance management to deliver improvement and provide consistent and transparent tracking of what we do and how we do it.	↔	G
63. Do these things well to enable local people to thrive and take new opportunities.	↔	G
64. Enable our outstanding volunteers in our parks, nature reserves and elsewhere to continue to improve the quality of those spaces.	↔	G
65. Our well-run Council will act as a model for our peers.	↔	G

Note: actions 53 and 55-62 are being reported on through projects/programmes (see 'Workforce Strategy', 'Customer Services Improvement Programme', 'Council Tax Support Scheme Review', 'Additional Funding for Energy Bill Rebate', 'Planning Improvement programme', 'Green Bins Project', 'Civil Parking Enforcement', 'Hinchingbrooke Country Park' and 'Riverside Park St. Neots' below).

Operational Performance Indicator status	Latest Status	Forecast Status
17a. Percentage of household waste reused/recycled/composted	A	G
17b. Collected household waste per person (kilograms)	G	G
18. Percentage of sampled areas which are clean or predominantly clean of litter, detritus, graffiti, flyposting, or weed accumulations	G	G
19. Number of missed bins	G	G
20. The number of programmed food safety inspections undertaken	G	G
21. Percentage of calls to Call Centre answered	A	G
22. Average wait time for customers calling the Call Centre	G	G
23. Council Tax collection rate	R	G
24. Business Rates collection rate	A	G
25. Staff sickness days lost per full time equivalent (FTE)	A	G
26. Staff turnover	G	G

Project/Programme	Direction of Travel	Latest Status
Riverside Park St. Neots	↔	G
Civil Parking Enforcement	↑	G
Hinchingbrooke Country Park	↓	R
Additional Funding for Energy Bill Rebate	↔	G
Planning Improvement programme	↔	G
Green Bins Project	↔	G
Council Tax Support Scheme Review	↔	G
Council Tax Support Fund (2023/24)	↔	G
Customer Services Improvement Programme	↔	G
HR System	↔	G
Workforce Strategy*	↔	G

* Direction of Travel reflects Green status when reported as an action rather than a project at Quarter 1