



# Performance Report Quarter 2 - 2024/25

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.**



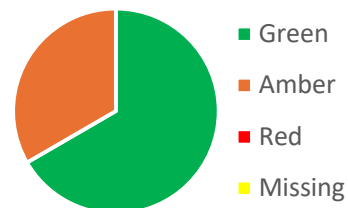
Actions for this outcome have maintained the same steady progress as Q1 with the exception of the development of the Community Health and Wealth Building Strategy. However the principles have been agreed and co-production sessions have taken place. The action to provide targeted support to residents to improve their quality of life has started through proactive contact to new residents via their Council Tax enquiries and a further £100,000 has been secured from Health to deliver WorkWell - direct support to residents in receipt of a FIT note.

The skills and employment stream of the UK Shared Prosperity Fund has made positive progress from Amber to Green. 99 assessments have been undertaken resulting in 45 offers of employment or a funded skills offer. The success of Huntingdonshire Futures grants continues in Q2 with £40,000 awarded to 28 community groups, organisations, Town and Parish Councils. The Inclusive Economy Workstream is establishing two pilot projects - to support women returning to the workplace and young people gaining work experience - both were highlighted as priorities to support inclusion in the workplace. Contextual measures for all journeys are commissioned to develop goals and targets that track the impact of Huntingdonshire Futures as the programme develops. The priorities of Environmental Innovation have been identified after a consultation event.

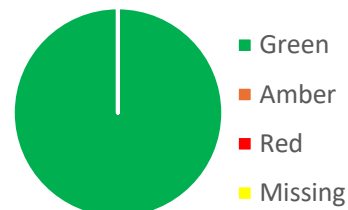
One Leisure Facilities Admissions, although reported Amber as below target, are achieving higher admissions compared to last year (up by 37,540). With peak attendance in Q4 it is likely admissions will get close to the target. The number of residents attending One Leisure Active Lifestyles sessions remains 60% up on last year with over 4,000 attendances recorded for the first time ever. Sports Development activities and programmes are on target with attendances up 4% on last year. Over 6,000 sessions were held at the end of Q2 for the first time. 12% more sessions have been delivered than last year with the return to term-time programmes in September maintaining the very strong performance of the summer.

## Performance Summary:

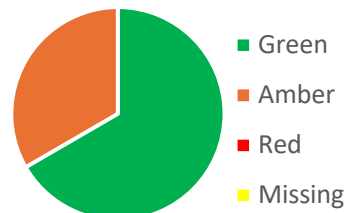
Status of Corporate Plan actions	Number	%
<b>Green (on track)</b>	4	67%
<b>Amber (within acceptable variance)</b>	2	33%
<b>Red (behind schedule)</b>	0	0%
<b>Missing</b>	0	0%



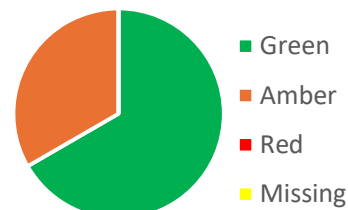
Status of Corporate Plan projects/programmes	Number	%
<b>Green (progress on track)</b>	2	100%
<b>Amber (behind schedule, project may be recoverable)</b>	0	0%
<b>Red (significantly behind schedule, serious risk/issues)</b>	0	0%
<b>Missing</b>	0	0%



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



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



Corporate Plan Action	Direction of Travel	Latest Status
1. Deliver a Community Health and Wealth Strategy, to link broader social determinants of health with a Community Wealth Building approach.	↓	A
2. Undertake a 'deliberative democracy' approach to the development of our Community Health and Wealth Strategy.	↔	G
4. Refresh our Social Value Policy and explore larger opportunities to maximise local benefit through a Community Wealth Building approach to procurement and the roles of anchor institutions.	↔	A
5. Focus on maximising physical activity in the district, and work to promote this across local partners.	↔	G
6. 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 (e.g. run campaigns based on a customer segmentation approach, track progress and regularly report on take-up and impact).	↔	G
7. Continue to work with statutory partners to secure improvements to transport options for Huntingdonshire, including active travel.	↔	G

Corporate Plan Project/Programme	Direction of Travel	Latest Status
3. Deliver the skills and employment workstream of the UK shared prosperity programme (PROJECT).	↑	G
8. Formally engage with relevant stakeholders, residents and businesses to explore how place strategy priorities are transformed into practical delivery (PROJECT).	↔	G

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

## 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.**

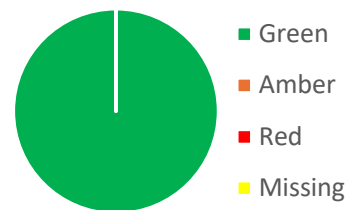
Good progress on actions and projects linked to this outcome continues in Q2, all maintaining Green status. The Citizen's Advice Bureau (CAB) are now located within Pathfinder House enabling greater collaboration between them and the Council's Residents Advice and Information (RAI) team. The two teams can now undertake joint problem solving to deliver better outcomes for residents. This has also enabled the CAB to offer outreach sessions every 4 weeks across the district, providing enhanced accessibility to their service. The achievement of the Workwell contract with Health is supporting an additional Resident Advisor to guide residents to appropriate skills and training support. A service design lead is reviewing the successes and outcomes of the RAI team, supporting their continued effectiveness. The outcomes from the RAI team are now regularly presented to Overview and Scrutiny with the next update scheduled for November.

The number of Disabled Facilities Grant (DFG) adaptations remains at Amber status in Q2, but there has been positive progress towards the end of year target with 9 more cases delivered than this point last year. The average time taken to complete DFGs continues to be rated Red. However, there has been an improvement in the average number of weeks between referral and completion from 32.9 to 31.5 (September's average was 28.7). The delivering body Cambridgeshire Home Improvement Agency has been experiencing staffing issues impacting the rate of improvement. This remains under very close management. The service expect to achieve their target by the year end for the number of DFG adaptations completed and still forecast Amber at year end for the average time taken to complete DFGs.

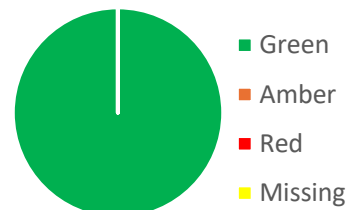
The remaining performance measures related to this outcome are still forecast Green. Highlights include our Benefits team's performance with 20.47 days to process new claims in September, noting new claims are 565 higher than the same point last year. The average number of days taken to process change of circumstances is 3.4 days quicker than last year, reflecting the positive impact of the new Council Tax Support Scheme. Performance of homelessness preventions and households housed remains strong. It must be noted that a lower number of new builds is forecast for this year compared to last, which means overall lettings and preventions will be lower than last year.

## Performance Summary:

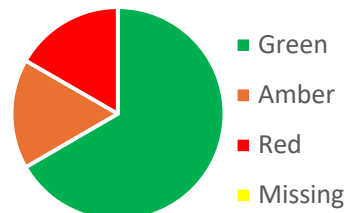
Status of Corporate Plan actions	Number	%
<b>Green (on track)</b>	2	100%
<b>Amber (within acceptable variance)</b>	0	0%
<b>Red (behind schedule)</b>	0	0%
<b>Missing</b>	0	0%



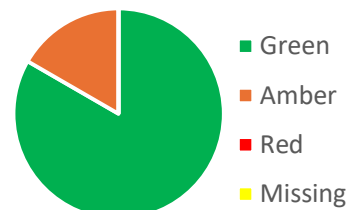
Status of Corporate Plan projects/programmes	Number	%
<b>Green (progress on track)</b>	1	100%
<b>Amber (behind schedule, project may be recoverable)</b>	0	0%
<b>Red (significantly behind schedule, serious risk/issues)</b>	0	0%
<b>Missing</b>	0	0%



Operational PI latest status	Number	%
<b>Green (achieved)</b>	4	67%
<b>Amber (within acceptable variance)</b>	1	17%
<b>Red (below acceptable variance)</b>	1	17%
<b>Missing</b>	0	0%



Operational PI year-end forecast status	Number	%
<b>Green (achieved)</b>	5	83%
<b>Amber (within acceptable variance)</b>	1	17%
<b>Red (below acceptable variance)</b>	0	0%
<b>Missing</b>	0	0%



Corporate Plan Action	Direction of Travel	Latest Status
10. Act on opportunities for early intervention and regularly report on learning and impact.	↔	G
11. 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).	↔	G

Corporate Plan Project/Programme	Direction of Travel	Latest Status
9. 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
4. 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) (cumulative year to date)	A	G
5. Average time (in weeks) between date of referral and practical completion of jobs funded through Disabled Facilities Grants (cumulative year to date)	R	A
6. Average number of days to process new claims for Housing Benefit and Council Tax Support (cumulative year to date)	G	G
7. Average number of days to process changes of circumstances for Housing Benefit and Council Tax Support (cumulative year to date)	G	G
8. Number of homelessness preventions achieved (cumulative year to date)	G	G
9. Number of households housed through the housing register and Home-Link scheme (cumulative year to date)	G	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**



The actions to help people in crisis have largely maintained the progress seen in Q1. Achievements include: supporting refugees by securing 18 bed spaces within District by Serco with wrap around support from the Council; successful progression of a Local Authority Housing Fund allocation to enable support and accommodation for three Afghan families; Homes for Ukraine demand has slowed with most settled and transitioned to living independent lives with minimal on-going impact on Council services.

The review of Disability Facilities Grants is commissioned and will be progressed in October to inform the next steps of the Councillor working group and the shape of the service offer in the future.

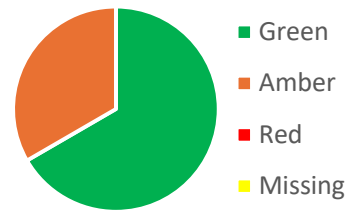
The action to provide directed and tailored support, based on our 'wider determinants of health' approach has successfully completed an initiative to offer a 12 week pass to access One Leisure services to targeted households in Huntingdon. The service design work will evaluate the learning from this to refine the approach based on the outcomes achieved.

One action has moved to Amber status regarding the review of the WeAre Huntingdonshire website. After the success and learning from actions within this outcome, the newly appointed service design lead will be undertaking a full review in Q3 to inform the relaunch of WeAreHuntingdonshire as part of the refreshed and optimised customer model.

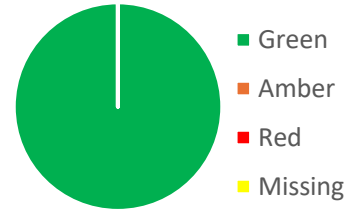
The Housing Needs and Resources team continue to strive to keep the numbers of households in Temporary Accommodation (TA) below our target, the indicator remains forecast as Green. The number of households in Temporary Accommodation at the end of September was 7 more than the same point last year and the August number exceeded our target of 135 for the first time in two years. This reflects the significant challenge of trying to find housing solutions for households that become homeless and move into temporary accommodation. With less new affordable housing anticipated this year, this important work will remain a challenge.

## Performance Summary:

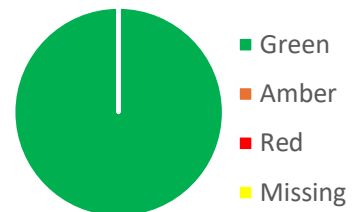
Status of Corporate Plan actions	Number	%
<b>Green (on track)</b>	4	67%
<b>Amber (within acceptable variance)</b>	2	33%
<b>Red (behind schedule)</b>	0	0%
<b>Missing</b>	0	0%



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



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



Corporate Plan Action	Direction of Travel	Latest Status
12. Continue to support refugees and other guests, seeking to support good community relations and smooth transition into long-term residency or return home.	↔	G
13. Work with partners to review the provision of Disabled Facilities Grants and ensure we maximise our ability to prevent crisis and support those who need help.	↔	A
14. Focus on maximising the economic success of residents via a Community Wealth building approach.	↔	G
15. 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
16. Continue to promote WeAreHuntingdonshire as a tool for partners to provide directed and tailored support based on our wider determinants approach.	↓	A
17. Lobby, and support campaigns, for improvements to the living conditions of local residents.	↔	G

Operational Performance Indicator	Latest Status	Forecast Status
10. Number of households in Temporary Accommodation (snapshot at end of each period)	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.**

Actions relating to improving housing have maintained the same progress as Q1. Housing delivery remains in line with expectations and proactive discussions continue across sites and developers to support the delivery of affordable housing and a pipeline of opportunities. Work with Health and Social Care Providers continues to be positive with demand profiles for specialist housing groups being received from the County Council and discussions informing the delivery of new housing and our 2025 Housing Strategy underway. The Affordable Housing Advice note to support the delivery of new affordable housing is on track, the draft is under review by the housing and planning teams.

The Council's project to utilise its land assets where possible to develop affordable housing has been kickstarted with a revised contract reflecting changed market conditions, these contracts are to be re-signed in Q3 and a planning application has also been developed for progression in Q3.

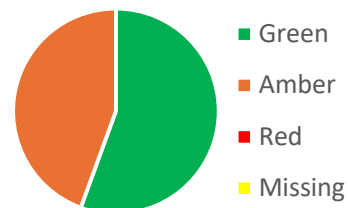
Four actions are still reported as Amber, mainly due to external factors. Actions relating to the Supported Housing (Regulatory Oversight Act) remain unable to progress until associated regulations are set out by the new Government. Our own work on a policy to support the use of civil penalties in private sector housing enforcement has continued with a review of the schemes across neighbouring authorities to establish how our proposals will be consistent.

The performance indicators supporting the achievement of this outcome remains strong with all forecast to be green except the delivery of affordable homes as a small reduction in the number delivered by the end of the year is expected.

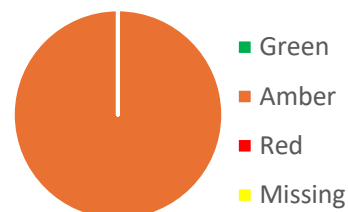
Whilst September saw the first month of planning applications determined (major) within target fall below 100% (6 out of 8 applications) performance remains on target for the end of year forecast. The performance of minor determinations has improved significantly with 100% determined within target in September. The number of applications in excess of 16 weeks (without extension of time) remains within target but has an upward trend. These cases are under review by the team leaders to identify cause and increase determinations.

## Performance Summary:

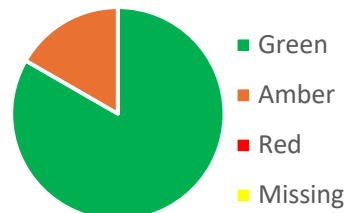
Status of Corporate Plan actions	Number	%
Green (on track)	5	56%
Amber (within acceptable variance)	4	44%
Red (behind schedule)	0	0%
Missing	0	0%



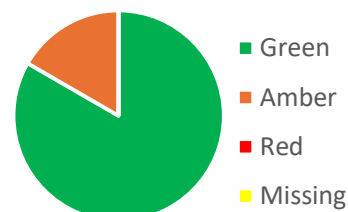
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	0	0%
Amber (behind schedule, project may be recoverable)	1	100%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



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



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



Corporate Plan Action	Direction of Travel	Latest Status
18. Commence work on a new Housing Strategy for 2025-2030.	↔	G
20. Complete an Affordable Housing Advice note that will support the delivery of new affordable housing by providing clear guidelines to developers.	↔	G
21. Commence work on a policy to support the use of civil penalties with regard to private sector housing enforcement.	↔	A
22. Carry out a review of supported exempt accommodation in the area, linked to the Supported Housing (Regulatory Oversight) Act, which will lead to the development of a Supported Housing Strategy.	↔	A
23. Implement the government's new National Supported Housing Standards 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).	↔	G
25. Work in partnership to look at best practice and funding to improve housing conditions, including retrofit programmes in social and private housing.	↔	G
26. Continue to work with Registered Providers to improve conditions in existing accommodation through regeneration schemes.	↔	A
27. Work with Health and Social Care Providers to explore future models of housing, support and care, enabling people to live independently for longer.	↔	G

Corporate Plan Project/Programme	Direction of Travel	Latest Status
19. Continue to use surplus Council owned sites to deliver affordable housing, for example working with the Longhurst Group (PROJECT).	↔	A

Operational Performance Indicator	Latest Status	Forecast Status
11. Net change in number of homes with a Council Tax banding (cumulative year to date)	A	G
12. Number of new affordable homes delivered (cumulative year to date)	G	A
13. Percentage of planning applications processed on target – major (within 13 weeks or agreed extended period) (cumulative year to date)	G	G
14. Percentage of planning applications processed on target – minor or other (within 8 weeks or agreed extended period) (cumulative year to date)	G	G
15. Percentage of planning applications processed on target – household extensions (within 8 weeks or agreed extended period) (cumulative year to date)	G	G
16. Number of planning applications over 16 weeks old where there is no current extension of time in place (total at end of each month)	G	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.**



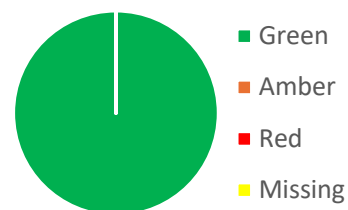
Significant progress has been achieved in Q2 with all actions and projects to achieve this outcome now reported as Green. Work to help attract businesses to the area continues with meetings following leads generated through the UKs Real Estate Investment and Infrastructure Forum (UK REIIF) activity earlier in the year. Refreshed progress of the Huntingdonshire Economic Growth Strategy sees the action updated to Green status following the completion of scoping work and tender preparations for the specialist support and award of contract to take place in Q3.

Developing a greater understanding of the economic environment in Huntingdonshire has continued including a member briefing in September. The Council remains actively involved in the creation of the region's Local Growth Plan that will underpin the government's approach to achieving its national growth mission. This will set out how the Cambridgeshire and Peterborough region will contribute to national growth and underpin further devolution of powers and funding to enable this growth. Active engagement to influencing national infrastructure projects for the benefit of Huntingdonshire continues including responses to the South Lincolnshire and Fens Reservoirs in Q2. Engagement remains ongoing on the A141 and the Local Transport and Connectivity Plan led by the Cambridgeshire and Peterborough Combined Authority.

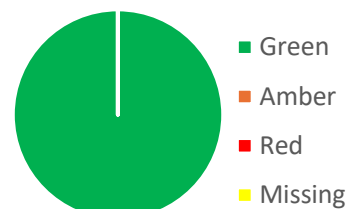
Overall progress with UK Shared Prosperity projects is reported as Green with investments in rural electric vehicle charging infrastructure ready to be ordered in Q3 and the Active Travel Approach and Feasibility Study tender is launched for return in October. Business support programmes being funded through the UK Shared Prosperity Fund remain on track. The Market Towns Programme has been rated as Green from Amber following good progress with the Priority Centre in St Neots, The Old Falcon and completion of the shop fronts scheme. The Local Plan status has also moved to Green status after the preparation and launch of engagement on 18th September - delayed by the General Election period. Member, Town and Parish briefing sessions have been completed and evidence preparation continues with a current focus on climate change and accommodation needs for Gypsies and Travellers.

## Performance Summary:

Status of Corporate Plan actions	Number	%
Green (on track)	6	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	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%





Corporate Plan Action	Direction of Travel	Latest Status
28. 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
30. Refresh the Huntingdonshire Economic Growth Strategy.	↑	G
33. Work with intermediaries, professional service networks, investors and developers to understand the health of the economy, develop responses and attract investment.	↔	G
34. 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.	↔	G
35. Influence and contribute to the creation of a Devolution2 deal for Cambridgeshire & Peterborough; the State of the Region and Place Strategy Vision work and the commissioning of all future business support and grant funding provision.	↔	G
36. Influence delivery of infrastructure including East West Rail (EWR), A428, A141 Strategic Outline Business Case and future Transport Strategies.	↔	G

Corporate Plan Project/Programme	Direction of Travel	Latest Status
29. Deliver the business support projects within the UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund (REPF) programme, including Manufacturing Digitalisation, Green Business Initiative, Jumpstart business competition and a new Start-up programme (PROJECT).	↔	G
31. Continue the delivery of the Market Town Programme, including the ongoing delivery of Future High Street projects in St Neots, development of new Retail Hub in Ramsey, and various other funded projects within the four market towns. Commence feasibility work on new projects to enable them to be brought forward when funding is available (PROJECT).	↑	G
32. 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 (PROJECT).	↑	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.**

8 of 12 actions remain green at the end of Q2 with 4 actions reported as Amber, within acceptable variance and recoverable. Scoping work to identify carbon emissions from the Council's data centres has started, noting that ICT equipment disposal is already compliant with the Waste Electrical and Electronic Equipment (WEEE) disposal certificate standards. The progression of the rural electrical vehicle pilots continues but legal investigations by the Parish Councils regarding their authority to charge and land ownership has slowed progress in Q2. Due to staffing shortages in procurement, the planned work for Q2 to revise our procurement policy has been put on hold until new staff are recruited.

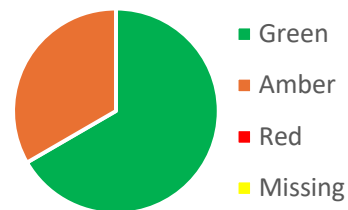
Significant work has progressed on the Council's development of green energy with a contract awarded for further decarbonisation of One Leisure St Ives with works starting in Q3 on this £700k grant funded project. A business case for further Council investment in solar energy is to be presented for discussion in Q3. In-house Carbon Literacy eLearning is being piloted before wider roll out in Q3 and Q4. The Council's annual Climate Conversation is organised for the 6th November.

The Council has endorsed the Priority Landscapes for Nature in Huntingdonshire, a document that identifies the key landscapes to inform further growth, the Local Plan and localised decision making regarding biodiversity. This document is Huntingdonshire's strategic input to the Local Nature Recovery Strategy for Cambridgeshire, which is being produced by the Cambridgeshire and Peterborough Combined Authority with the support of the County Council and District Councils.

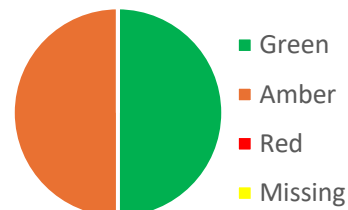
The Biodiversity for All project continues to be in Green status with delivery of the two strategic park enhancements in St Neots (Priory Park) and St Ives (Hill Rise) commencing works in Q3. In addition 18 community led biodiversity projects are underway and 5 green skills projects have been completed to date with a further 5 agreed running into 2025. The commissioning of Active Travel Studies, part of the UK Shared Prosperity Fund programme, remains Amber but the tenders for this are being assessed in Q3, subject to tender returns, it is anticipated the studies will be completed within the year.

## Performance Summary:

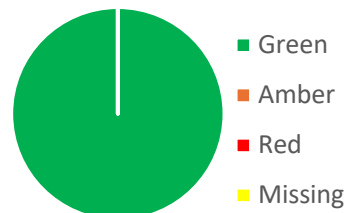
Status of Corporate Plan actions	Number	%
Green (on track)	8	67%
Amber (within acceptable variance)	4	33%
Red (behind schedule)	0	0%
Missing	0	0%



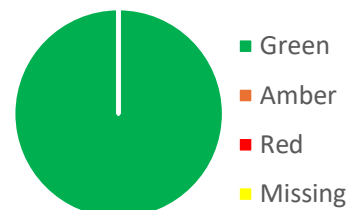
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	1	50%
Amber (behind schedule, project may be recoverable)	1	50%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



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
37. Complete Hydrotreated Vegetable Oil (HVO) Fuel Trial and present a business case for decision.	↔	G
38. Deliver a Fleet Decarbonisation Plan.	↔	G
39. Deliver our Energy Strategy.	↔	G
40. Deliver the Climate Conversation in 2024, showcasing community action and listening to local people in their communities.	↔	G
41. Identify emissions from HDC IT data centres to include in reporting and establish disposal methods for IT equipment to reduce environmental impact.	↔	A
42. Establish climate and carbon emissions learning and development plan for Council employees.	↔	G
43. Accelerate Solar Power Adoption on Council Buildings.	↔	G
44. Support community projects and plans that reduce carbon emissions.	↑	G
47. Deliver the Phase 1 Rural Pilot HDC Electric Vehicle (EV) Charging Strategy Actions.	↓	A
48. Develop the Council's procurement rules to further embed social and environmental value.	↓	A
49. Expand positive climate action support for local businesses, celebrating best practice and sharing knowledge.	↓	A
50. Adopt the Huntingdonshire Plan for Nature and influence the Cambridgeshire & Peterborough Local Nature Recovery Strategy (LNRS) with our priorities.	↔	G

Corporate Plan Project/Programme	Direction of Travel	Latest Status
45. Deliver Biodiversity for All (2023-2025) to enable community action and support green skills development (PROJECT).	↔	G
46. Commission Active Travel Studies (UKSPF) to influence/inform future investment priorities (PROJECT).	↔	A

Operational Performance Indicator	Latest Status	Forecast Status
17. Efficiency of vehicle fleet driving – Energy Efficient Driving Index score for the Waste service (cumulative year to date)	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.**



Good progress has been made on actions and projects focused on improving service delivery in Q2. The LGA Peer Challenge response has been created and will be taken to Council in October for approval. This key document will make proposals on how the Council will respond to the valuable feedback raised by the LGA.

A variety of actions have been progressed in this period, and a few are outlined below.

A number of Officers have been trialling the use of AI, with some positive feedback. Automation of a number of tasks (such as capturing actions from meetings, or drafting documents) has saved Officer time and a review of the impact is now underway. National advice from Government about the procurement of further licences has slowed our progress with this initiative, but ensuring a competitive procurement occurs with the supplier is a sensible option for the public sector as a whole

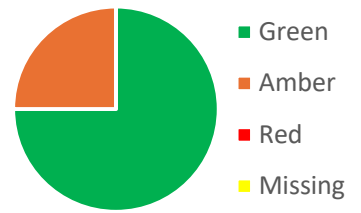
The Workforce Strategy has also moved forward significantly with dedicated resources now delivering the agreed actions to help support recruitment & retention, communication and wellbeing.

The appointment of a Customer Change Director has started to create momentum in the forward look at how we can reshape our provision of customer service across the Council. During this period a significant amount of 'discovery' activity has been undertaken to ensure a sound understanding of the position and future options is in place. The next steps, in Q3, will see communication and involvement with Members and the launch of formal improvement activity.

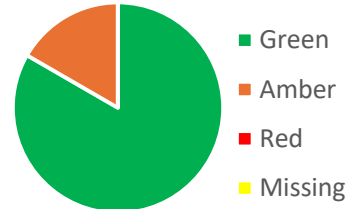
There are 15 performance metrics for this priority, and only one is forecast to be red at year end. Positive performance on a number of metrics is noted including collection rates for Council Tax and NNDR as well as key operational areas such as enforcement on fly tips or the inspections on food premises which is exceeding target at present.

## Performance Summary:

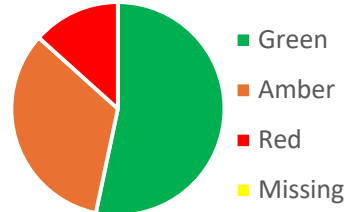
Status of Corporate Plan actions	Number	%
Green (on track)	6	75%
Amber (within acceptable variance)	2	25%
Red (behind schedule)	0	0%
Missing	0	0%



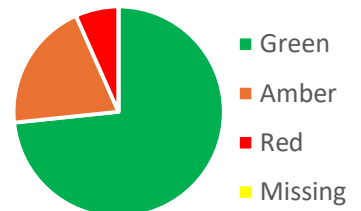
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	5	83%
Amber (behind schedule, project may be recoverable)	1	17%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	8	53%
Amber (within acceptable variance)	5	33%
Red (below acceptable variance)	2	13%
Missing	0	0%



Operational PI year-end forecast status	Number	%
Green (achieved)	11	73%
Amber (within acceptable variance)	3	20%
Red (below acceptable variance)	1	7%
Missing	0	0%



Corporate Plan Action	Direction of Travel	Latest Status
51. Refresh our Commercial Investment Strategy to develop proposals for future strategic investments.	↔	A
58. Deliver an independent Corporate Peer Challenge of the Council that will assess, challenge and improve what we do.	↔	G
59. Assess, and where prudent, use the emerging national benchmarking data from the Office of Local Government (Oflog) to improve our performance.	↔	G
60. Bring forward and expand our use of unit costs to demonstrate productivity within priority service areas.	↔	A
61. Pilot the use of Artificial Intelligence within the Council, seeking to create efficiencies and service improvement whilst ensuring we comply with all relevant legislation.	↔	G
62. Listen to local residents and respond to their input on service delivery.	↑	G
63. Enable our outstanding volunteers in our parks, nature reserves and elsewhere to continue to improve the quality of those spaces.	↔	G
64. Our well-run council will act as a model for our peers.	↔	G

Corporate Plan Project/Programme	Direction of Travel	Latest Status
52. Complete the remaining elements of the Workforce Strategy to prepare the Council for the changing skills needed in our future workforce and ensure we can continue to attract, retain and nurture talent (PROJECT).	↔	G
53. Continue our Customer Services improvement programme to ensure that our customers are always at the heart of what we do (PROJECT).	↔	G
54. Continue the Development Management Improvement programme to improve the performance of the planning service (PROJECT).	↑	G
55. Progress delivery of Civil Parking Enforcement (CPE) across the District to enforce on-street parking activity (PROJECT).	↔	G
56. Deliver the enhancement of visitor facilities at Hinchingsbrooke Country Park (PROJECT).	↓	A
57. Upgrade path and cycleways at Riverside Park St Neots (PROJECT).	↔	G

Operational Performance Indicator	Latest Status	Forecast Status
18. Percentage of household waste reused/recycled/composted (cumulative year to date)	A	A
19. Collected household waste per person (kilograms) (cumulative year to date)	G	R
20. Residual waste collected per household (kilograms) (cumulative year to date)	A	G
21. Number of missed bins (cumulative year to date)	R	G

Operational Performance Indicator	Latest Status	Forecast Status
22. Percentage of sampled areas which are clean or predominantly clean of litter, detritus, graffiti, flyposting, or weed accumulations (cumulative year to date)	G	G
23. Number of fly tips recorded (cumulative year to date)	G	A
24. Number of enforcement actions taken on fly tips (fines/court summons) (cumulative year to date)	G	G
25. The number of programmed food safety inspections undertaken (cumulative year to date)	G	G
26. Percentage of calls to Call Centre answered (cumulative year to date)	G	G
27. Average wait time for customers calling the Call Centre (cumulative year to date)	G	G
28. Council Tax collection rate (cumulative year to date)	A	G
29. Business Rates collection rate (cumulative year to date)	A	G
30. Staff short-term sickness days lost per full time equivalent (FTE) (Rolling 12 month total)	G	G
31. Staff long-term sickness days lost per full time equivalent (FTE) (Rolling 12 month total)	R	A
32. Staff turnover (per individual month)	A	G