



Performance Report Quarter 3 - 2024/25

Do - Enable - Influence



Table of Contents

Outcome 1: Improving the happiness and wellbeing of residents	3
Written summary	3
Performance Summary	4
Status of Corporate Plan actions/projects and performance indicators linked to this outcome	5
Outcome 2: Keeping people out of crisis	6
Written summary	6
Performance Summary	7
Status of Corporate Plan actions/projects and performance indicators linked to this outcome	8
Outcome 3: Helping people in crisis	9
Written summary	9
Performance Summary	10
Status of Corporate Plan actions/projects and performance indicators linked to this outcome	11
Outcome 4: Improving housing	12
Written summary	12
Performance Summary	13
Status of Corporate Plan actions/projects and performance indicators linked to this outcome	14
Outcome 5: Forward-thinking economic growth	15
Written summary	15
Performance Summary	16
Status of Corporate Plan actions/projects and performance indicators linked to this outcome	17
Outcome 6: Lowering our carbon emissions	18
Written summary	18
Performance Summary	19
Status of Corporate Plan actions/projects and performance indicators linked to this outcome	20
Outcome 7: Delivering good quality, high value-for-money services	21
Written summary	21
Performance Summary	22
Status of Corporate Plan actions/projects and performance indicators linked to this outcome	23

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.



Most actions for this outcome are on track at the end of this quarter. We have built on the successes of last quarter with the Community Health and Wealth Strategy. Input from rural communities, young people, and other groups shaped the final strategy, which was approved by members in December. This can now move into delivery.

The WorkWell programme for early intervention in learning is well underway, holding multiple sessions promoting residents' advice as a way of working rather than just a service. Our work with the Poverty Commission for Cambridgeshire will also result in improved living conditions for our residents. However, while the Council Tax and Work Well projects have commenced well this quarter, the loss of a key asset has delayed the continuation of the action to maximise and report on the benefits of a targeted approach to supporting residents ending as Amber.

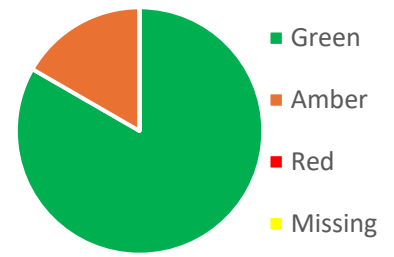
A series of skills and employment events, funded by the UK Shared Prosperity Fund, were delivered this quarter, including networking events and opportunities for training and educational support with over one hundred people, upskilling our residents. Support for businesses has continued resulting in seven organisations receiving financial support and eleven receiving non-financial support so far. Work to maximise local benefit through a Community Wealth building approach has benefitted from significant progress – a joint agreement signed to act as an anchor institution during the rebuild of Hinchingsbrooke Hospital.

Huntingdonshire Futures, in partnership with the Great Ouse Valley Trust, has now initiated several project activities including a feasibility study to establish the benefits associated with creating a self-designated area covering the Great Ouse Valley in Huntingdonshire for the benefit of our communities and work to establish the barriers to employment for women returning to work.

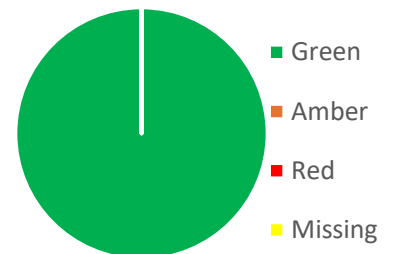
The number of residents attending our One Leisure Active Lifestyle sessions is up by 163% compared to quarter 3 in 2023/24, and attendance at our Sports Development Activities is also up by 4% compared to quarter 3 in 2023/24. Both services are performing above target and are forecasted to be ahead of targets at year-end. The only measure that is not on track is One Leisure facilities admissions, which reported an Amber status. This is due to lower admissions than the quarter three target (27.9k admissions lower than the 1,096,614 target for the end of December).

Performance Summary:

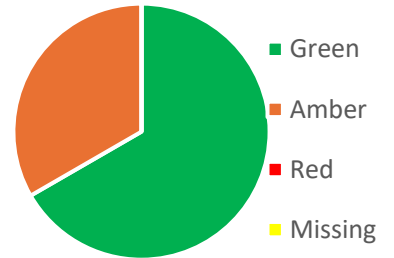
Status of Corporate Plan actions	Number	%
Green (on track)	5	83%
Amber (within acceptable variance)	1	17%
Red (behind schedule)	0	0%
Missing	0	0%



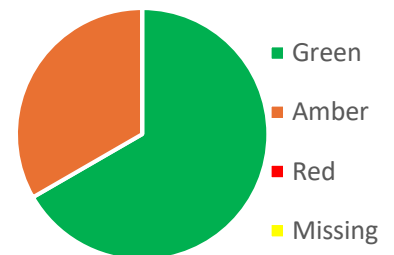
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	2	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	2	67%
Amber (within acceptable variance)	1	33%
Red (below acceptable variance)	0	0%
Missing	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%
Missing	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.	↑	G
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.	↑	G
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).	↓	A
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.

All actions and projects linked to this outcome in quarter three have green status. The project to deliver an integrated approach to supporting financial vulnerability working with our partners continues to progress well.

The Citizens Advice Bureau is now fully embedded within Pathfinder House, resulting in more face-to-face appointments being offered to our residents. Where residents have not benefited from the structured approach offered by Citizens Advice, they are referred to the Council's Residents Advice and Information Team which has resulted in successful outcomes. Work has been completed to understand the actions needed to establish resident advice and information as a way of working with recommendations and implementation to be agreed upon in quarter four.

The joint project with the Police & Crime Commissioner has delivered a proof of concept for safely sharing anonymised data to contribute to work on the Serious & Violent Crime Act, helping to address incidents of violent crime within the district.

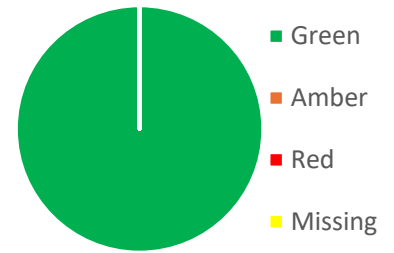
A quarterly report for actions in this outcome will be presented to members of the Overview and Scrutiny (Environment, Communities and Partnerships) Panel with an update on how the Council Tax project. Other work carried out is helping us to identify and act on opportunities to adopt early intervention and maximise the benefits of a targeted approach to support residents at risk of experiencing crisis through the promotion and delivery of relevant services, such as our joint data project with the Police.

The number of Disabled Facilities Grant (DFG) adaptations has fallen to Red status in quarter 3 and the average time taken to complete DFGs remains red. However, the action to review the DFG system has also been undertaken this quarter, identifying a range of actions that would benefit the system heading into quarter four.

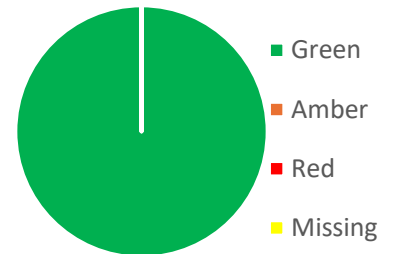
The remaining performance measures related to this outcome all have a Green status for quarter three. Highlights include our Benefits team's performance which reduced the average time to process new claims and changes of circumstance and our Housing Needs and Resource team which achieved eighty-five homelessness preventions from October to December.

Performance Summary:

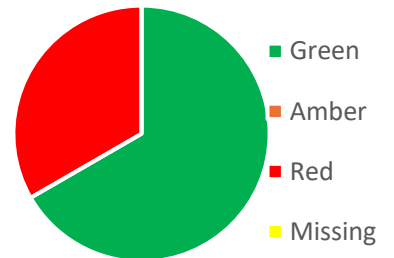
Status of Corporate Plan actions	Number	%
Green (on track)	2	100%
Amber (within acceptable variance)	0	0%
Red (behind schedule)	0	0%
Missing	0	0%



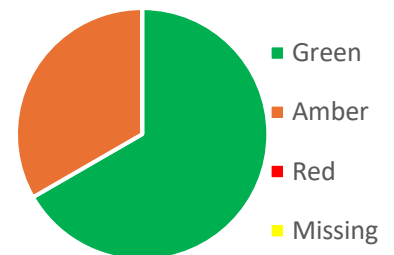
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	1	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	4	67%
Amber (within acceptable variance)	0	0%
Red (below acceptable variance)	2	33%
Missing	0	0%



Operational PI year-end forecast status	Number	%
Green (achieved)	4	67%
Amber (within acceptable variance)	2	33%
Red (below acceptable variance)	0	0%
Missing	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)	R	A
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



Actions within this outcome remain unchanged from quarter two, mostly on track as of the end of December 2024.

The Community team continue to support refugees and other guests by fostering good community relations and providing advice and assistance to both hosts and guests under the Homes for Ukraine scheme.

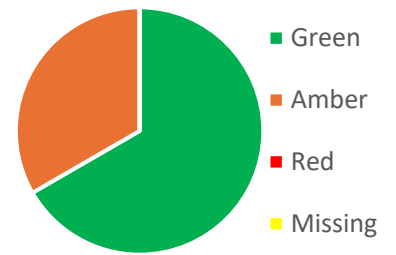
The action to promote WeAreHuntingdonshire as a tool for partners to provide directed and tailored support, based on our 'wider determinants of health' approach has maintained an Amber status in quarter three. The service design lead has reviewed and recommended improvements to the WeAreHuntingdonshire website so that we can better understand its strengths and areas that require improvement. Further promotion of the tool was undertaken this quarter, using a range of methods including leaflets delivered to specific areas within the district, households that have moved into or within the district and directly within our communities.

Our work with partners to review the provision of Disabled Facilities Grants remains Amber, however, the Overview and Scrutiny (Environment, Communities and Partnerships) Panel Task and Finish Group is nearing completion with its review of the DFG system and has highlighted a series of opportunities to improve the process for our residents. This will progress to actions in quarter four.

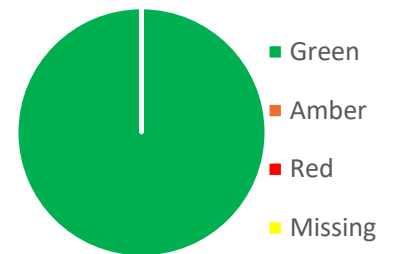
The number of homelessness preventions achieved, and the number of households housed through the housing register and Home-Link scheme, mean that the Housing Needs and Resources team successfully kept the numbers of households in Temporary Accommodation (TA) consistently below our target at the end of every month this quarter.

Performance Summary:

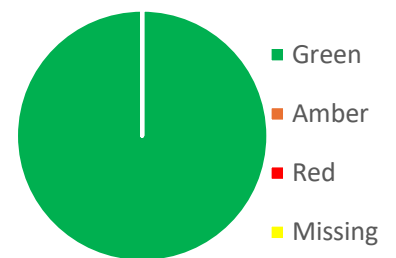
Status of Corporate Plan actions	Number	%
Green (on track)	4	67%
Amber (within acceptable variance)	2	33%
Red (behind schedule)	0	0%
Missing	0	0%



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
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.

Work with Health and Social Care Providers to explore future models of housing, support, and care to live independently for longer remains Green. A series of focus groups and consultations specialising in housing needs for older people, and other specialist groups, within the district, helping inform future housing decisions have been completed.

The Affordable Housing Advice note to support the delivery of more affordable housing has been completed with adoption in December.

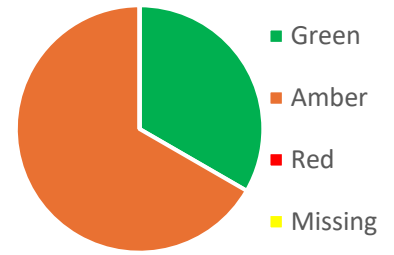
Five actions are Amber this quarter because of external factors. Actions relating to the Supported Housing (Regulatory Oversight Act) cannot proceed until associated regulations are set out by the Government. Work with registered providers on regeneration opportunities continues to be discussed with our partners, but Places For People activity has been more focused on new developments and actions with other providers are still in the planning stage. Our work on a policy to support the use of civil penalties in private-sector housing enforcement awaits guidance from the Government, however, there have been many positive standardisation efforts with our neighbouring authorities.

The increase in the number of homes with a council tax banding is exceeding its target. However, the number of new affordable homes delivered remains slightly below target in quarter three (235 delivered compared to a target of 261) this reflects an overall slowing of construction this year and hence associated affordable homes. The council continues to work with developers and registered providers to deliver new homes, forecasts indicate that this metric will miss its target at the end of the year (288 forecasted compared to the target of 292), however, this is not uncommon in construction and is symptomatic of our extraordinary performance last year.

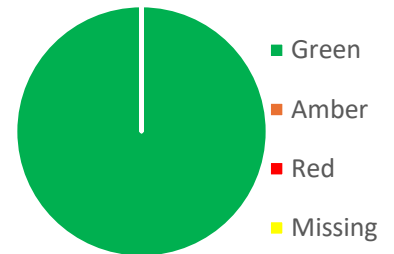
All three planning application performance indicators continue to show above-target performance at the end of quarter three, with our performance rivalling other high-performing authorities in the region. This strong performance with faster decision-making on planning applications received supports the delivery of new homes and other types of development within the district.

Performance Summary:

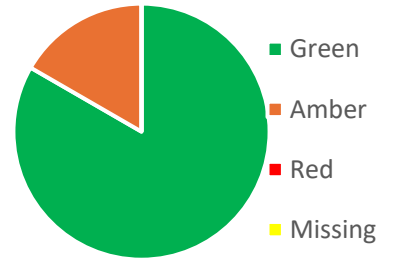
Status of Corporate Plan actions	Number	%
Green (on track)	3	33%
Amber (within acceptable variance)	6	67%
Red (behind schedule)	0	0%
Missing	0	0%



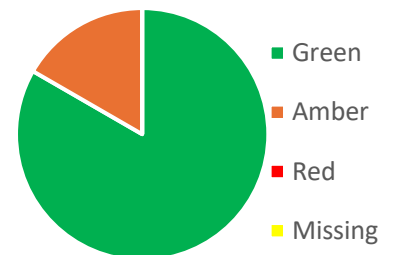
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	1	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	5	83%
Amber (within acceptable variance)	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).	↓	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. 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).	↑	G

Operational Performance Indicator	Latest Status	Forecast Status
11. Net change in number of homes with a Council Tax banding (cumulative year to date)	G	G
12. Number of new affordable homes delivered (cumulative year to date)	A	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.



This quarter has seen the continued promotion of Huntingdonshire as a destination for high-value inward investment, with promotion at events all over the country. This quarter has also seen greater interaction with our online followers, with LinkedIn receiving the greatest number of new followers and interaction on our posts. Business support programmes being funded by the UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund (REPF) also remain on track this quarter, with the Economic Development team continuing to support those who have been awarded grants, all of which are either spent or committed to be spent by February.

Our partnership efforts are strong. The Economic Development team is working on future Further Education (FE) needs and engaging with the Cambridgeshire and Peterborough combined authority to share our Local Growth Plan and Place Strategy. This helps us contribute to regional discussions. The team also participates in workshops and meetings on the State of the Nation work, and our Planning team is involved in activities related to the A428, A141, and East-West Rail developments.

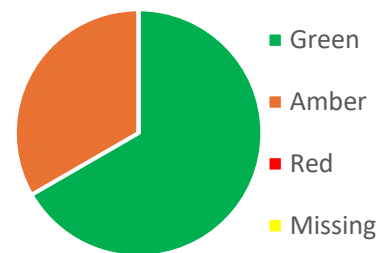
The Market Towns Programme remains Green with regeneration work at prominent locations throughout the district, such as at the Cromwell Museum, Old Falcon and the Priory Centre.

The Local Plan production is well on track. Public consultation on three elements ended on 27 November with over 6,700 responses. Additional sites are being assessed for development potential. The Annual Monitoring Report (parts 1 and 2) is complete. Work continues on the evidence base for climate change and Gypsy and Traveller accommodation. An employment land need assessment has been commissioned, and meetings with the duty to cooperate partners and major development scheme promoters are ongoing.

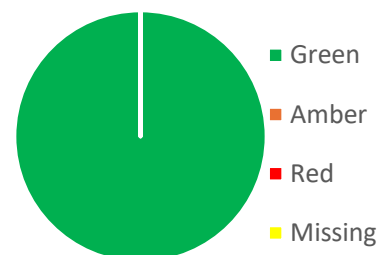
Amber progress with the Economic Growth Strategy has progressed with procurement of the strategy (alongside economic evidence for the local plan) completed during December 2024. Work has begun in January 2025, and a draft is scheduled for Spring 2025.

Performance Summary:

Status of Corporate Plan actions	Number	%
Green (on track)	4	67%
Amber (within acceptable variance)	2	33%
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.	↓	A
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.	↓	A
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.

Most actions remain on track at the end of December with good progress.

Significant progress has been made to roll out solar power across buildings owned by the Council following the approval of the investment project of £412,000 to maximise the use of solar panels on One Leisure sites, bringing us closer to our aim to use self-generated energy at our sites by 2026. The implementation project has started.

The Net Zero Villages Fund of £257,000 was approved by the Cabinet to progress grants to community buildings to reduce carbon emissions and support their sustainability through lower operating costs.

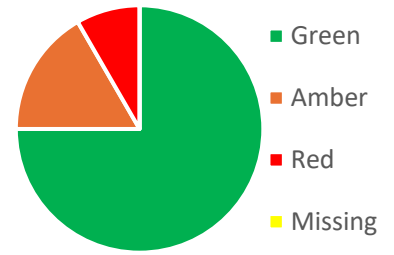
The biodiversity for all project continues to progress following the successful hiring of two new graduate ecologists and the enhancement works carried out at Priory Park and Hill Rise. The Council has also recognised the Huntingdonshire Plan for Nature at October's Cabinet which highlights priority habitats and will influence the Cambridgeshire & Peterborough Local Nature Recovery Strategy (LNRS). This helps us contribute to biodiversity net gain but will also have a positive influence on nature across the district.

Our work to influence and accelerate the active travel routes has progressed with feasibility studies for the priority routes established in Cambridgeshire County Council's Local Cycling and Walking Infrastructure Plan for Huntingdonshire commissioned along with work to identify further community priorities in quarter four. Our next investment in EV charging has also been commissioned ready for rollout in quarter four.

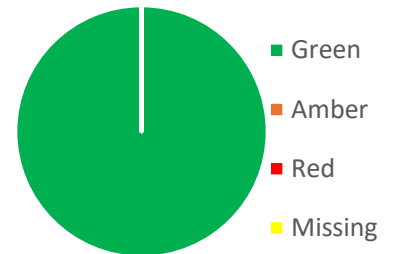
The action to develop the Council's procurement rules to further embed social and environmental value has been reported as Red this quarter due to delays surrounding staff changes. However, following the successful engagement of staff, we are ready to recommence progress on this action in quarter four.

Performance Summary:

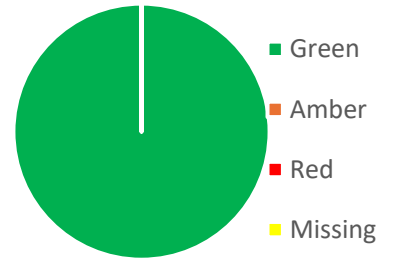
Status of Corporate Plan actions	Number	%
Green (on track)	9	75%
Amber (within acceptable variance)	2	17%
Red (behind schedule)	1	8%
Missing	0	0%



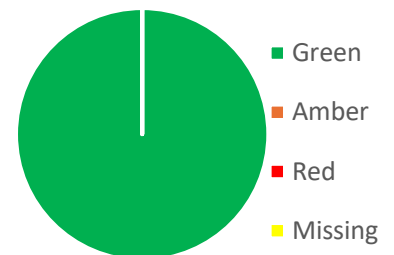
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	2	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	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.	↑	G
48. Develop the Council's procurement rules to further embed social and environmental value.	↓	R
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).	↑	G

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 a range of actions and projects focused on improving service delivery, including the successful delivery of the upgrades to the path and cycleways at Riverside Park in St Neots. This quarter we were also able to contribute towards our target to deliver an independent corporate peer challenge to assess, challenge and improve what we do. The results of which were sent to the local government association. 21 Green actions, 6 Amber actions and no Red actions were achieved.

Four of the six projects and programmes associated with this outcome were reported as being on track at the end of quarter three. The enhancement of the visitor facilities at Hinchingsbrooke Park remained at Amber. Work was extended due to the seasonal requirements of the studies, to ensure full consideration of biodiversity requirements in advance of the planning application. This is now concluded and ready for planning submission in quarter 4.

The implementation of the Civil Parking Enforcement project continues to have excellent progress within the Council with signs and lining work underway. However as formal parliamentary approval is awaited, a go-live date cannot yet be confirmed.

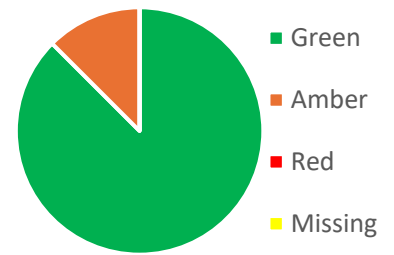
Twelve operational performance indicators exceeded their targets this quarter, with only two falling behind expectations and reporting a Red status.

While the number of missed bins is higher than expected, due to the service and route changes resulting from the chargeable green bin service, our percentage of missed bins (0.073%) is lower than the national average number of missed bins (0.076%). The number of missed bins continues to reduce each month as our operations team collaborates more closely with residents and crews to ensure that we are actively reporting any issues.

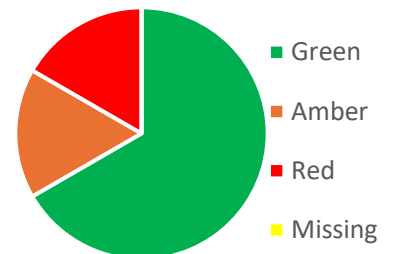
We also saw the number of reported fly-tips increase above its threshold for the quarter. Whilst this is likely impacted by recycling centres having reduced hours during the festive period; this is being carefully reviewed and the street cleansing team continues to carry out initiatives to reduce fly-tipping in the district and acts swiftly to clean up incidents. Performance of the cleansing team remains strong this quarter, with an average of 99.2% of sampled areas being predominantly clean of weeds, and seasonal detritus.

Performance Summary:

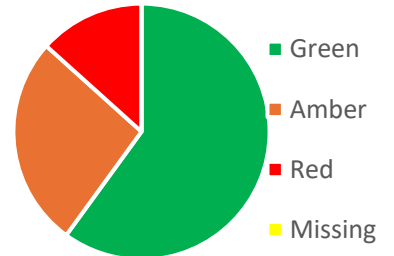
Status of Corporate Plan actions	Number	%
Green (on track)	7	88%
Amber (within acceptable variance)	1	13%
Red (behind schedule)	0	0%
Missing	0	0%



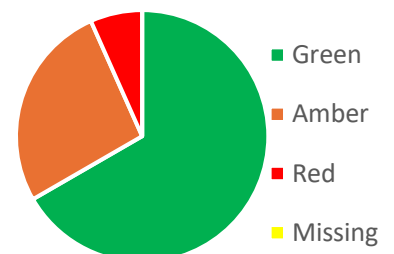
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	4	67%
Amber (behind schedule, project may be recoverable)	1	17%
Red (significantly behind schedule, serious risk/issues)	1	17%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	9	60%
Amber (within acceptable variance)	4	27%
Red (below acceptable variance)	2	13%
Missing	0	0%



Operational PI year-end forecast status	Number	%
Green (achieved)	10	67%
Amber (within acceptable variance)	4	27%
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.	↑	G
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).	↓	R
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	G
20. Residual waste collected per household (kilograms) (cumulative year to date)	A	A
21. Number of missed bins (cumulative year to date)	R	R

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)	R	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)	G	G
29. Business Rates collection rate (cumulative year to date)	G	G
30. Staff short-term sickness days lost per full time equivalent (FTE) (Rolling 12 month total)	A	G
31. Staff long-term sickness days lost per full time equivalent (FTE) (Rolling 12 month total)	A	A
32. Staff turnover (per individual month)	G	G