

Public
Key Decision - Yes

HUNTINGDONSHIRE DISTRICT COUNCIL

Title: Corporate Performance Indicators 2025/26

Meeting/Date: Performance & Growth – 10th June 2025
Cabinet – 17 June 2025

Executive Portfolio: Councillor Stephen Ferguson, Executive Councillor for Resident Services and Corporate Performance

Report by: Head of Policy, Performance and Emergency Planning

Ward(s) affected: All

Executive Summary:

This report presents Members with the refreshed targets and tolerances for the suite of key performance indicators approved in the Corporate Plan 2025/26. This was approved by Cabinet on the 15th April.

The draft changes and additions to indicators were presented for early comment to the Performance and Growth Scrutiny Panel on the 2nd April. This feedback and subsequent review by Cabinet on the 15th April has informed the final targets and tolerances presented.

Recommendation(s):

The Cabinet is

RECOMMENDED

- a) To endorse the proposed target and tolerances for the key performance indicators 2025/26 (set out in Appendix 1)

The Council is

RECOMMENDED

- a) To approve the proposed target and tolerances for the key performance indicators 2025/26 (set out in Appendix 1)

1. PURPOSE OF THE REPORT

- 1.1 The report presents Members with the targets and tolerances for the key performance indicators against which the performance of the Council's services will be monitored.
- 1.2 The indicators were agreed by Cabinet on 15th April 2025 as part of the Corporate Plan refresh.

2. WHY IS THIS REPORT NECESSARY?

- 2.1 The Council's Corporate Plan outlines the Council's priorities, desired outcomes, and strategies. The performance indicators are refreshed annually to ensure they reflect the outcomes in the Corporate Plan and continue to drive continuous improvement based on performance in 2024/25.
- 2.2 The Council adopted a performance management framework in 2023 which integrated the delivery of Corporate Plan Actions and Projects with the monitoring of key indicators. As part of the Council's approach to continuous improvement, the targets and tolerances are reviewed for the year ahead. The proposals for change are reviewed and approved by Cabinet, this report presents these for approval for the year 2025/26.

3. PRIORITIES AND OUTCOMES

- 3.1 The refreshed Corporate Plan 2023-2028 sets out the outcomes the Council intends to deliver, enable or influence. They reflect the vision co-created with communities as set out in Huntingdonshire Futures:

'We all want to live in a place with the highest possible quality of life. A place people are drawn to, where they feel included and can aspire to something. A place people are proud to call home.'

- 3.2 The updated Corporate Plan recognises the emerging changes in Local Government organisation following the English devolution White Paper. Whilst proposals will be shaped during the year, the Corporate Plan sets out how everything the Council does will proactively ensure the benefits and opportunities for Huntingdonshire's communities are maximized.
- 3.3 The Council's services remain vital to communities during this period of change to the structures of local public services. The Council will continue to deliver them to the highest standard possible and remain focused on the Corporate Plan to deliver the best for the district now and into the future. The revised targets, interventions and new indicators are essential to continue to manage performance during 2025/26.

4. OPERATIONAL PERFORMANCE MEASURES FOR 2025/26

- 4.1 Pages twenty six and twenty seven of the Corporate Plan 2025/26 list the indicators now adopted.
- 4.2 The revised targets and indicators incorporate the feedback from the Overview and Scrutiny Panel for Economy and Growth on the 2nd April. Appendix 2 lists the comments raised which have been considered.
- 4.3 Whilst not normally confirmed until September in the Quarter 1 Performance report, the Council has brought forward the consultation and hence final proposal for targets to June, reflecting the importance of performance management, setting targets early for the year ahead.
- 4.4 Appendix 3 sets out the changes made to the measures, targets and intervention levels for 2025/26. This includes the reasons supporting the revisions.
- 4.5 Please note that 5 KPI targets have not been able to be confirmed the reasons set out below, these will be presented alongside the Q1 performance for approval:

KPI	Description	Reason
7	Number of homelessness preventions achieved (cumulative year to date)	Projection of social or affordable housing to become available in 2025/26 is not yet available that impacts target. This projection is expected in June.
8	Number of households housed through the housing register and HomeLink scheme	
9	Number of households in temporary accommodation	
29	Customer satisfaction (contact centre)	Method of collection and hence baselining not yet available, anticipated collection in Q3
35	Average length of service in years	Target needs to be reviewed for 2025/26 considering actuals, anticipated to be concluded in June.

4.6 In summary:

	2024/25 Total	2025/26 Total	2025/26 Target increased	2025/26 Target decreased	2025/26 Subject to Change
Number of KPIs	32	35	5	2	4

- 4.7 The final proposals take past performance, resources available and known issues/challenges into account, as well as benchmarking data where possible (e.g. for those indicators that the Local Government Association Inform platform reports on or where the Council is a member of benchmarking clubs such as the Association for Public Service Excellence).
- 4.8 Both quarterly and year-end results will continue to be published via the Overview & Scrutiny (Performance & Growth) Panel and Cabinet meeting agendas and on the website.

5. COMMENTS OF OVERVIEW & SCRUTINY

- 6.1 The comments of the Overview and Scrutiny (Performance & Growth) Panel will be included in this section prior to its consideration by Cabinet.

6. RISKS

- 7.1 The Corporate Plan is funded through the 2025/26 budget approved in February 2025. However, Local Government Reorganisation could affect its delivery. The Council has a project team examining the implications to ensure the best outcomes for Huntingdonshire's communities. This will be clearer later in 2025. Actions within the Corporate Plan that may be impacted by the reorganisation will be reviewed and flagged in the quarterly performance monitoring reports.

7. LINK TO THE CORPORATE PLAN, STRATEGIC PRIORITIES AND CORPORATE OBJECTIVES

- 7.1 The Council continues to align service plans with the Corporate Plan. This ensures services are working to the same priorities, aiming to deliver the same outcomes, and measuring their performance in a consistent way, where possible. For 2025/26 the service plan actions will be collated into a single transformation plan which will be published.
- 7.2 The Corporate Plan provides a 'golden thread' throughout the organisation, linking activity at strategic levels from Huntingdonshire Futures through to activity in service plans, filtering through to objectives set for teams.
- 7.3 The refreshed Corporate Plan 2025/26 sets out key priorities and outcomes for 2023-2028 and list of operational performance measures for 2025/26.

8. CONSULTATION

- 8.1 The Corporate Plan 2023-2028 was informed by 2022's programme of engagement, which included both public and stakeholder consultations to help develop both the Huntingdonshire Futures place strategy and the Council's Climate Strategy.
- 8.2 In September 2024 Council adopted a Community Health and Wealth Strategy. Consultation was completed with a wide range of strategic partners and coproduction sessions with members of the community evaluating the approach and the three proposed objectives of the work. This consultation, its outputs and subsequent priorities also informed the revision to corporate plan actions.
- 8.3 The Performance and Growth Scrutiny Panel reviewed the draft indicators as part of the adoption of the Corporate Plan 2025/26 on 2nd April. The Panel was also provided with draft targets for review and comment. These are summarised in Appendix 2 and have informed the final proposals presented.

9. RESOURCE IMPLICATIONS

- 9.1 The Council's 2025/26 Budget and Medium-Term Financial Strategy to 2028/29 was approved by Council in February 2025. The proposed actions and performance measures have been informed by the approved service budgets and savings and growth proposals. It is anticipated that there will be no additional resource implications because of agreeing new actions or performance indicators beyond this approved budget.

10. HEALTH IMPLICATIONS

- 10.1 Under the first priority, the outcome statement for "improving quality of life for local people" specifically references 'good health' as one of the foundations of a good life. Actions proposed to help improve the health of residents include delivering the actions to deliver the Community Health and Wealth Strategy approved in 2024 and work to maximise physical activity in the district.

11. ENVIRONMENT AND CLIMATE CHANGE IMPLICATIONS

- 11.1 The Corporate Plan supports the approach set out through the Climate Strategy and commits us to applying a "green lens" to decision making – embedding the climate and green agenda through all the Council does and considering environmental impacts and opportunities to improve the environment when making all decisions.

12. REASONS FOR THE RECOMMENDED DECISIONS

- 12.1 This report is seeking endorsement from Cabinet and approval from Council for the key performance indicator targets and intervention levels that support the Corporate Plan for 2025/26. The updated list of key performance measures and targets will help us to achieve the Council's priorities and desired outcomes.

13. LIST OF APPENDICES INCLUDED

Appendix 1 – Operational Performance Measures 2025/26 with targets
Appendix 2 – Overview and Scrutiny Panel (Economy and Growth)
Comments on Performance Indicators, 2nd April 2025.
Appendix 3 – Changes to Performance Indicators for 2024/25.

14. BACKGROUND DOCUMENTS

[Cabinet 15th April – Approval of Corporate Plan
Huntingdonshire Futures](#)

CONTACT OFFICER

Name/Job Title: Neil Sloper
Head of Policy, Performance and Emergency Planning

Email: neil.sloper@huntingdonshire.gov.uk