



# Performance Report

## Quarter 4 - 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.**



*All the corporate plan actions for this outcome are on track at the end of this quarter. Practical delivery of the Community Health and Wealth Strategy has begun, leading to the creation of a new approach to grant delivery, increasing the number of recipients. A new Communications and Engagement role was also resourced, ready for engagement in quarter 1 of the next financial year.*

*Following the recruitment of key assets, the WorkWell programme for early intervention is now fully embedded into the Residents Advice and Information team, with between 35-40 new clients being signed up each month. This tailored approach has helped to identify solutions across various industries, helping our residents back into the workplace. Additionally, following a review with the initial participants of the Council Tax project, recommendations for improvement were put forward and the process has been optimised to drive efficiencies.*

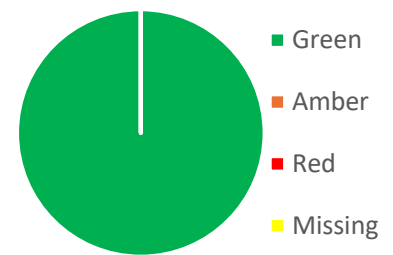
*Quarter 4 also saw significant advancements in our project to transform place strategy priorities into practical delivery. In March, the Huntingdonshire Futures grant scheme was launched, and numerous applications have been made for events to celebrate Huntingdonshire and Pride in Place. Our partnership with the Great Ouse Valley Trust also saw procurement begin for a business case for the self-designated landscape for the Great Ouse Valley.*

*This quarter also saw the conclusion of the skills and employment events funded by the UK Shared Prosperity Fund, with the remaining £100,000 of grant money being passported to the Northwest Anglia NHS Foundation Trust to help fund the recruitment of more non-medical staff. This initiative will help focus on the relationship between the community and the hospitals and will help to create employment pathways for local people in a sector they may have previously overlooked.*

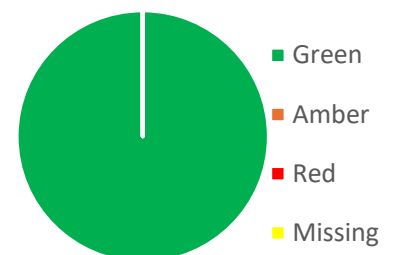
*The number of residents attending our One Leisure Active Lifestyles sessions is up by 52% compared to quarter 4 in 2023/24, and attendance at our Sports Development Activities is also up 11% compared to quarter 4 in 2023/24, with both services far exceeding their end of year targets. March also saw One Leisure Active Lifestyles set new attendance records in both their Pay as you go and Commissioned sessions, including over 700 attendances in their activities in care settings. One Leisure facilities admissions also ended 40 thousand attendances ahead of last year's performance, however, has missed out on its target by 18,000 admissions, ending as Amber.*

## Performance Summary:

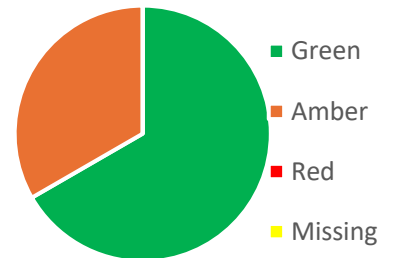
Status of Corporate Plan actions	Number	%
Green (on track)	6	100%
Amber (within acceptable variance)	0	0%
Red (behind schedule)	0	0%
Missing	0	0%



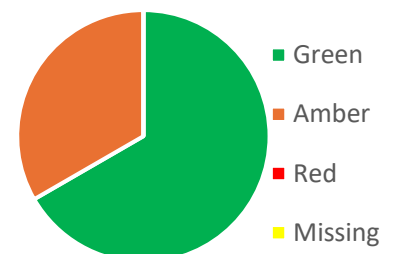
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	2	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



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).	↑	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.**

*All actions and projects linked to this outcome have ended quarter four with Green status. The project to deliver an integrated approach to supporting the financial vulnerability working with our partners continues to progress well.*

*The number of face-to-face appointments being offered by the Citizens Advice Bureau and Residents Advice and Information team has continued to increase each month. The co-location has enabled more outreach options, with the RAI and CAB now working out of multiple sites across the district every week, ensuring that our residents with accessibility issues are getting access to the support that they need.*

*The pilot study into Serious and Violent Crime with the Police & Crime Commissioner has been successful, with HDC and the Police being able to share anonymised data to inform the analysis of serious crimes. This data will be used to help to direct our resources to combat instances of serious and violent crimes around the district, helping to make Huntingdonshire a safer place to live.*

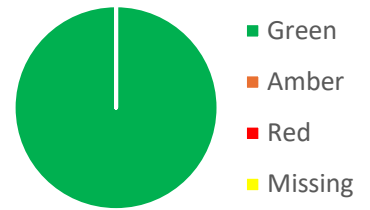
*Quarter four also saw the re-promotion of training for all front-line services for the signs that someone may need help or is struggling, helping us to better identify, and act on, opportunities for early intervention. This quarter also saw HDC achieve full accreditation from the Domestic Abuse Housing Alliance (DAHA) for exceptional support to domestic abuse survivors.*

*The number of Disabled Facilities Grant (DFG) adaptations managed to recover to Amber status, from Red in quarter three, despite an increase in the number of residents requiring assistance. The number of weeks between referral and completion of jobs funded by the DFG also saw improvement from quarter three, falling to 29.1 weeks. These improvements are early signs of the impact of the member's working group and the commitment made by the Places for People regional director to resolve the issues with delayed approval.*

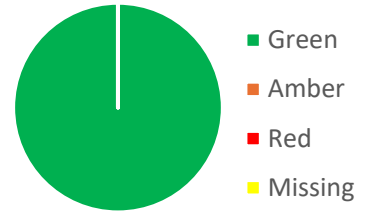
*The remaining performance measures related to this outcome all ended quarter four with Green status. Highlights include our Benefits team's performance which reduced the average time to process new claims and changes of circumstance and our Housing Needs and Resource team which achieved one-hundred and forty homelessness preventions from January to March.*

## Performance Summary:

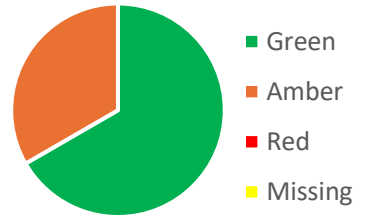
Status of Corporate Plan actions	Number	%
Green (on track)	2	100%
Amber (within acceptable variance)	0	0%
Red (behind schedule)	0	0%
Missing	0	0%



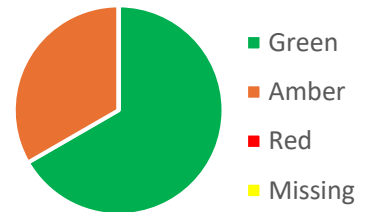
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	1	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	4	67%
Amber (within acceptable variance)	2	33%
Red (below acceptable variance)	0	0%
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)	A	A
5. Average time (in weeks) between date of referral and practical completion of jobs funded through Disabled Facilities Grants (cumulative year to date)	A	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**



*All actions related to this outcome have mostly remained unchanged since quarter three, with all actions ending quarter four with a Green status.*

*The Community team has continued to support guests in Huntingdonshire through the Homes for Ukraine scheme, helping them to establish independent, resilient lives in our district, through practical help for individuals and work to promote community cohesion, ensuring an inclusive district for all with no impact on temporary housing and minimal community cohesion or demand for services.*

*Quarter four also saw the advancement of the Disabled Facilities Grant working group, with recommendations being presented to the group and follow-up tasks being allocated.*

*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 gained Green status in quarter four, following a series of advertising campaigns resulting in an increased volume of visitors. Actions are now being taken to evidence the value of the site and will be undertaken alongside the service design rework.*

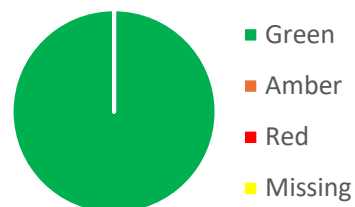
*The number of homelessness preventions achieved, and the number of households housed through the housing register and Home-Link scheme, mean that the Housing Needs and Resources team successfully kept the numbers of households in Temporary Accommodation (TA) consistently below our target at the end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



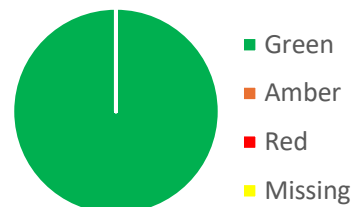
*The commentary on this outcome is light this quarter due to the successful completion of previous actions earlier in the year, such as the report on our targeted approach to supporting residents experiencing crisis in Summer 2024.*

## Performance Summary:

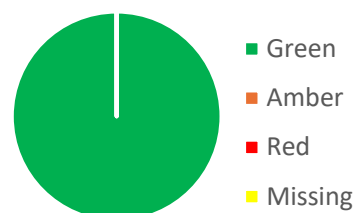
Status of Corporate Plan actions	Number	%
Green (on track)	6	100%
Amber (within acceptable variance)	0	0%
Red (behind schedule)	0	0%
Missing	0	0%



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.	↑	G
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.	↑	G
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.**

*Quarter four saw the advancement of the works on a new Housing Strategy for 2025-2030, with work being on track to end before the deadline. This new strategy will be informed by the latest Housing Needs Assessment and will help inform the direction of travel for the delivery of new homes within the district.*

*Through our work with Health and Social Care providers we were also able to begin analysis of future models of housing, specifically for the Older Person's demand. While we are still working with our partners to identify housing needs for other specialist groups, this is a great step forwards in ensuring that the district is accessible to everyone.*

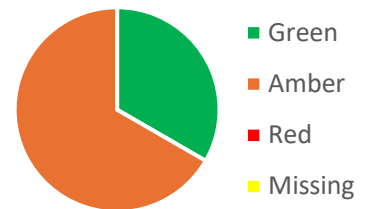
*Five actions are reporting Amber this quarter because of external factors. Actions relating to the Supported Housing (Regulatory Oversight Act) are still unable to proceed due to delays in associated regulations being set out by the government. Work with registered providers on regeneration opportunities continues to be a priority in the district, however, it is now clear that the external providers will be unable to start work until quarter one of 2025/26. The Private Sector Housing Group met this quarter to discuss guidance on damp and mould in the private housing sector, allowing best practices to be shared and actions to counter this issue being suggested.*

*The increase in the number of new homes with a council tax banding has stalled nationally this quarter, due to changes in the VOA system used to report the metric in late January. This has resulted in significant delays in properties getting a banding and reducing the number reported each month. As things stand, there are 370 properties in the district awaiting evaluation, 59 of which have been waiting over 90 days. The VOA has committed to solving this issue as soon as possible.*

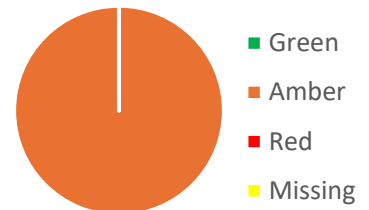
*All four planning application performance indicators continued to show strong performance in quarter four, with all three ending the quarter with their best performance in the last three years and rivalling other high performing authorities in the region. For example, 95% of household extensions, 90% of minor planning applications and 88% of major planning applications were processed on time this year. 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:

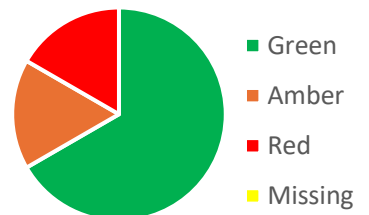
Status of Corporate Plan actions	Number	%
Green (on track)	3	33%
Amber (within acceptable variance)	6	67%
Red (behind schedule)	0	0%
Missing	0	0%



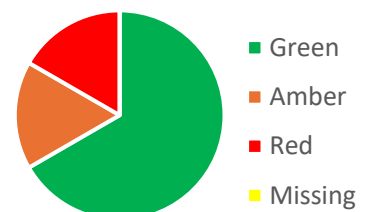
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	0	0%
Amber (behind schedule, project may be recoverable)	1	100%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



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



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



Corporate Plan Action	Direction of Travel	Latest Status
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).	↔	A

Operational Performance Indicator	Latest Status	Forecast Status
11. Net change in number of homes with a Council Tax banding (cumulative year to date)	R	R
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.**



*All nine of the actions and projects related to this outcome have ended quarter four with a Green status.*

*This quarter has seen the continued promotion of Huntingdonshire as a destination for high-value inward investment, with the economic development team representing the district at events all over the country. January alone saw a 40% increase in LinkedIn followers, while the website page exceeded 2000 monthly visits. Attendance at events has also more than doubled, resulting in greater interest in investment within the district.*

*This quarter also saw the final UKSPF and RPF grants being awarded and spent in the district, with 218 businesses being supported over the year. This has resulted in 22 new local businesses being created, 29 new job opportunities and 26 jobs safeguarded, especially in the agriculture sector.*

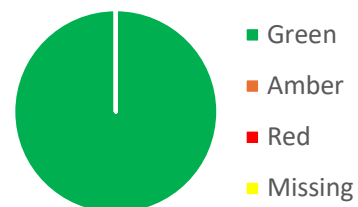
*The Market Towns Programme remained Green this quarter, with regeneration works at prominent locations around the district, such as St Neots town centre, the Old Falcon, Ramsey Great Whyte and the St Neots Priory Centre.*

*Work to refresh the economic growth strategy has also seen great advancement this quarter, with the expanding database reinforcing Huntingdonshire's strengths, such as our small business base, strategic location and the quality of life of our residents. However, the evidence has also highlighted weaknesses, such as our connectivity and access to opportunities, providing insights into areas for improvement ready for quarter one 2025/26. A draft version of the vision and evidence base was created in March, meaning that we are on track for sign-off in July 2025.*

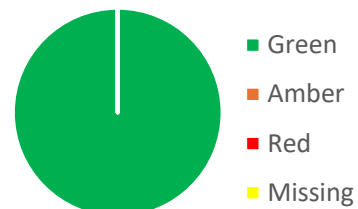
*Significant advancements were also made to advance the Local Plan following public engagement in quarter three, with works being commissioned on housing needs, strategic transport impacts and infrastructure requirements, the outcomes of which will shape the next stage of the Local Plan.*

## 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.**

*Most actions remain on track at the end of March, with good progress being made all around.*

*Following the successful trial of Hydrotreated Vegetable Oil (HVO) Fuel, a business case for implementing HVO across the HDC fleet was approved by the cabinet and has now entered procurement and will help lower our emissions significantly. Quarter four also saw our waste fleet surpass their energy-efficient driving score target every month, ending the quarter above target and helping contribute towards lowering our CO2 emissions.*

*Quarter four also saw advancements in the creation of our Energy strategy, with a contract being signed with a consultant who aims to deliver a draft report by May. This will help lower the carbon footprint of the council buildings through reduced energy use and changing energy sources. Big strides were also made towards our target to establish a climate and emissions learning plan for council employees, with online training being rolled out to all staff this quarter.*

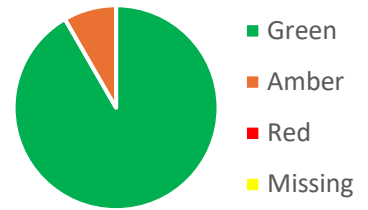
*The full Net Zero Villages fund of over £250,000 was successfully awarded to 11 applicants across Huntingdonshire this quarter, with awards being given for solar panel installation, active travel and replacing old heating systems, helping to reduce energy bills and improve the quality of green spaces.*

*The biodiversity for all projects continued to progress across many key strategic sites, including Hill Rise, Priory Park and Spring Common, with habitat banking quotes requested and management plans underway. A successful bid to the CPCA Climate Opportunities Fund saw us awarded £130,000 which will also go on to support natural flood defence initiatives. Work has also progressed on the Small Grants Project, which is aimed at continuing excellent progress to encourage and enable community action for biodiversity.*

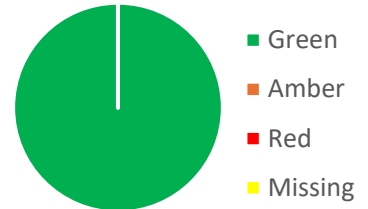
*Action to develop the Council's procurement rules to further embed social and environmental value has resumed this quarter following the successful engagement of new staff. Actions were taken to enhance support for local businesses and enable reporting on low economic spending, which will carry over into quarter one of 2025/26.*

## Performance Summary:

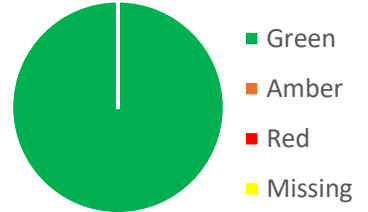
Status of Corporate Plan actions	Number	%
Green (on track)	11	92%
Amber (within acceptable variance)	1	8%
Red (behind schedule)	0	0%
Missing	0	0%



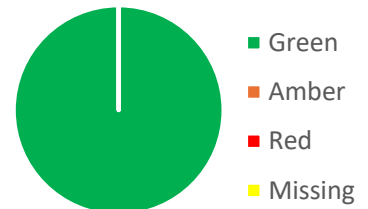
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	2	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	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.	↑	G
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.	↑	A
49. Expand positive climate action support for local businesses, celebrating best practice and sharing knowledge.	↑	G
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.**



*Following the delivery of an independent corporate peer challenge in quarter three, workshops have been ongoing with officers and members of the DMC ahead of formal publication. An action plan is to be commenced by the Change Programme Lead Officer, following their commencement at HDC in April 2025 and will help identify areas that we can improve.*

*This quarter also saw five out of six projects and programmes with this outcome reported as being on track. The full planning application for enhancements to the visitor facilities at Hinchbrook Park was delivered in March, ready for procurement to begin in April 2025. The customer services improvement programme also saw advancement this quarter, with carbon and energy savings being identified and ready for us to capitalise on in quarter one of 2025/26.*

*The implementation of the Civil Parking Enforcement project continues to have excellent progress within the Council, with remedial works being carried out across the district. However, as the DfT is unable to secure parliamentary time this project remains outside of the original timescales.*

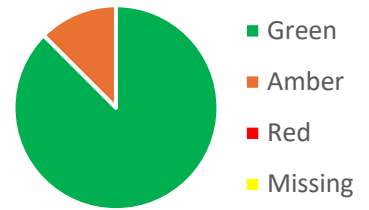
*Eight operational performance indicators exceeded their targets this quarter, with only three falling behind expectations and reporting a Red status. This includes the number of staff short-term sickness days lost per FTE, which ended Red in quarter four. This is due to a national spike in colds, sickness and gastrointestinal illnesses.*

*While the number of missed bins remained higher than expected, due to the staff, service and route changes resulting from the chargeable green bin service, our percentage of missed bins (0.070%) of 5,670,932 scheduled collections, 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 addressing any issues.*

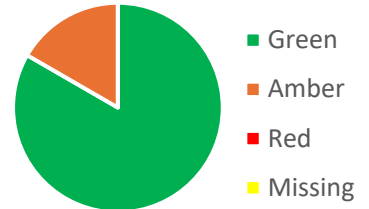
*We also saw the number of reported fly-tips increase above its threshold again for quarter four, with a total of 3560 reported this financial year. Green fly-tips have remained low and are in line with previous years, with 207 green-tips being reported this year (5%), and were mostly commercial in origin. Fly-tipping is being carefully reviewed by the street cleaning and community action teams, who work swiftly to clean up incidents. The performance of the cleansing team remained strong this quarter, with an*

## Performance Summary:

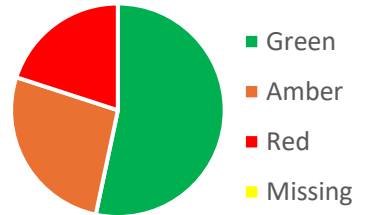
Status of Corporate Plan actions	Number	%
Green (on track)	7	88%
Amber (within acceptable variance)	1	13%
Red (behind schedule)	0	0%
Missing	0	0%



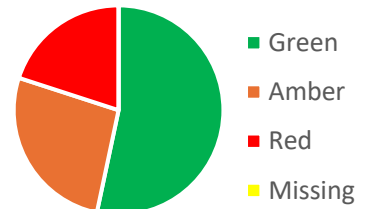
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	5	83%
Amber (behind schedule, project may be recoverable)	1	17%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	8	53%
Amber (within acceptable variance)	4	27%
Red (below acceptable variance)	3	20%
Missing	0	0%



Operational PI year-end forecast status	Number	%
Green (achieved)	8	53%
Amber (within acceptable variance)	4	27%
Red (below acceptable variance)	3	20%
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).	↑	A
56. Deliver the enhancement of visitor facilities at Hinchingsbrooke Country Park (PROJECT).	↑	G
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	R
24. Number of enforcement actions taken on fly tips (fines/court summons) (cumulative year to date)	A	A
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)	A	A
30. Staff short-term sickness days lost per full time equivalent (FTE) (Rolling 12 month total)	R	R
31. Staff long-term sickness days lost per full time equivalent (FTE) (Rolling 12 month total)	G	G
32. Staff turnover (per individual month)	G	G