



# Performance Report

## Quarter 1 - 2025/26

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 of the corporate plan actions for this outcome are on track at the end of this quarter. Delivery of the Community Health and Wealth strategy has continued to progress well this quarter, with workshops being held with residents as well as the community and voluntary sector representatives to develop a funding model. The initial proposal, based on this input, is now being drawn into a Pilot study that is set to run throughout August.*

*This quarter has also seen us further embed the priorities of Huntingdonshire Futures into our work as a council, whilst enabling our communities to do the same. The project to determine the value of establishing a self-designated landscape in the Great Ouse Valley was initiated, in collaboration with the Great Ouse Valley Trust, and a business case is being developed. The Huntingdonshire Futures grant scheme was also re-launched this quarter, with renewed criteria focused on building pride in place and on building from the 2024 scheme. 35 applications were received before the scheme had to close early due to the strong demand.*

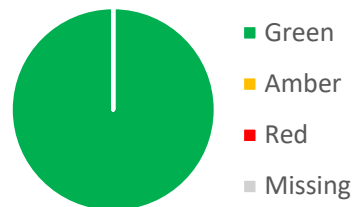
*Our work to maximise the impact of businesses on local health and wellbeing has also seen significant progress this quarter. Through our utilisation of the UK Shared Prosperity Fund, we were able to work with the North West Anglia NHS Trust to identify new employment opportunities for our residents in the build of the new hospital. This is the first of the anchor institution initiatives that will provide opportunities for young people, as well as those looking to reskill or make the move back into the workplace.*

*The One Leisure program has also made strides this quarter. The website redevelopment is in its final stages and is on target for completion by quarter 2. The Huntingdon and Ramsey gym upgrades are also well underway and are on track for completion by Autumn 2025, better enabling our residents to get active.*

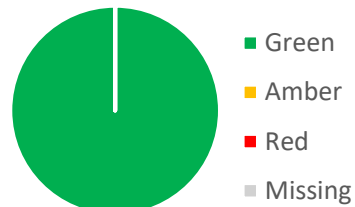
*The number of residents attending our One Leisure Active Lifestyles and Sport Development sessions has seen a 35% growth compared to our best ever June performance. Active lifestyles are continuing to deliver weight management programmes for inactive adults, frailty sessions with older adults, and specialist sessions such as the two new cancer exercise sessions. One Leisure has similarly had a good start to the year, seeing 9.5k more attendances than the same period last year.*

## Performance Summary:

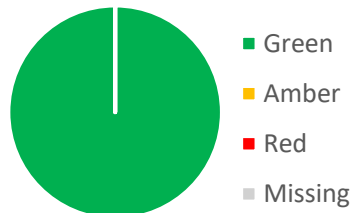
Status of Corporate Plan actions	Number	%
Green (on track)	4	100%
Amber (within acceptable variance)	0	0%
Red (behind schedule)	0	0%
Missing	0	0%



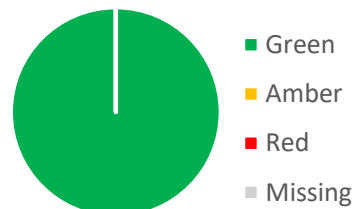
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	6	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	2	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)	2	100%
Amber (within acceptable variance)	0	0%
Red (below acceptable variance)	0	0%
Missing	0	0%



Corporate Plan Action	Direction of Travel	Latest Status
1. Deliver the approved Community Health & Wealth Strategy and go-live with funding mechanisms to invest in initiatives identified and chosen by our communities.	N/a	G
2. Refresh our Social Value Procurement Policy to ensure our spend benefits local communities and ensure our work complies with recent changes to the Procurement Act 2024.	N/a	G
3. Improve our evaluation of how we make a difference to local people ensuring we become even better at demonstrating impact	N/a	G
4. Deliver continued improvements to the One Leisure offer, enhancing existing facilities, implementing recommendations of the One Leisure Long-Term Operating Model and other beneficial opportunities.	N/a	G

Corporate Plan Project/Programme	Direction of Travel	Latest Status
5. Work with partners to further skills and employment opportunities in the District: including direct delivery of funded schemes.	N/a	G
6. Work with other organisations and businesses to maximise the impact they can have on the health and wellbeing of local communities. Our focus will be on piloting new approaches that can be embedded in future years	N/a	G
7. Focus on maximising physical activity in the district, and work to promote this across local partners.	N/a	G
8. 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.	↔	G
9. Continue to work with statutory partners to secure improvements to transport options for Huntingdonshire, including active travel.	↔	G
10. Embed the priorities of Huntingdonshire Futures across the work of the Council and Partners whilst influencing and enabling communities to do the same.	N/a	G

Operational Performance Indicator	Latest Status	Forecast Status
The number of attendances at One Leisure Active Lifestyles and Sports Development Programmes	G	G
The number of One Leisure Facilities Admissions - swimming, Impressions and fitness classes, sports hall and pitches (excluding Burgess Hall and school admissions)	G	G

## Outcome 2: Keeping people out of crisis



**We will identify the root causes that lead people into crises and find ways to prevent them. We will do this through our own actions. We will also work in partnership with residents, businesses, community groups, charities and our public sector partners.**

*All of the actions and projects linked to this outcome have ended quarter 1 with a Green status. The delivery of an integrated financial vulnerability model, working with our partners, continues to progress well. Recommendations have now been shared from the Cambridgeshire Poverty Commission, and discussions are now underway to utilise our Residents Advice team as a 'single front door' for residents tackling poverty. Work is also underway with Places for People so that we can directly support their highest need tenants.*

*Quarter one has also seen reviews commence on the homelessness prevention pathways relating to care leavers, prison leavers and vulnerable young people. The pathways aim to deliver a multi-agency early intervention approach to help tackle the root causes of homelessness. These reviews are scheduled for completion in 2025, with a further substance misuse toolkit and pathway set to start later in the year.*

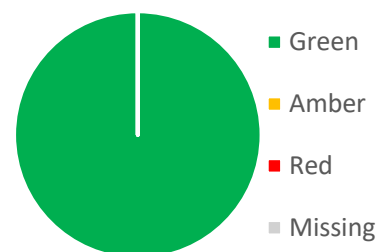
*Following our successful pilot study into Serious and Violent Crime prevention with the Police & Crime Commissioner last financial year, works have now commenced to expand the trial and to help minimise the risks of serious and violent crime in the district. This quarter, we were able to meet with the Police, Cambridgeshire County and Cambridgeshire Insight to work on a set of proposals, scheduled for completion later this year.*

*The number of residents enabled to live safely at home and prevented from requiring a long hospital stay due to Disabled Facilities Grants (DFG) has seen a great start to the year, with 67 people getting access to the funding. The average time taken between referral and completion of DFG-funded jobs has also improved since this time last year, decreasing by around 5 weeks. The improvements to this service are critical, helping our residents get access to the funding they need to live independently.*

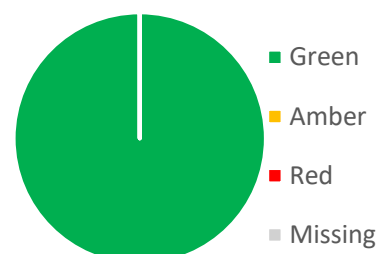
*However, the number of households housed through the Housing Register and Home-Link scheme has fallen below the accepted tolerance this quarter, at only 125 households. This is due to the number of new homes becoming available being lower than in previous years. However, as houses become available, we are working hard to get our residents housed. This trend has, in turn, impacted the number of homelessness preventions achieved, with the performance falling below the tolerance at the start of the quarter. However, this has since bounced back above target due to our work with our partners to deliver more homes and minimise the root causes of homelessness.*

## Performance Summary:

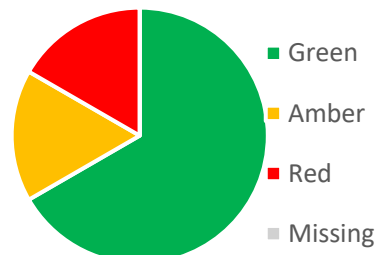
Status of Corporate Plan actions	Number	%
Green (on track)	3	100%
Amber (within acceptable variance)	0	0%
Red (behind schedule)	0	0%
Missing	0	0%



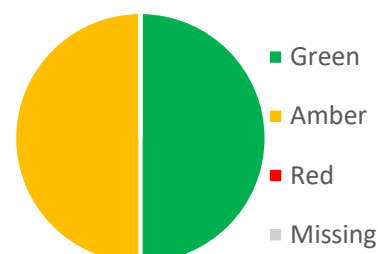
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	1	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



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



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



Corporate Plan Action	Direction of Travel	Latest Status
12. Act on opportunities for early intervention and regularly report on learning and impact.	↔	G
13. 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
14. Prevent the causes of homelessness wherever we can by our own efforts but also by working with other partners to tackle the root causes where we can	N/a	G

Corporate Plan Project/Programme	Direction of Travel	Latest Status
11. 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
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)	G	A
The average time (weeks) between date of referral and practical completion of jobs funded through Disabled Facilities Grants	A	A
The average number of days to process new claims for Housing Benefit and Council Tax Support	G	G
The average number of days to process changes of circumstances for Housing Benefits and Council Tax support	G	G
The number of homelessness preventions achieved	G	A
The number of households housed through the Housing Register and Home-Link Scheme	R	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 relating to this outcome have remained at green status since quarter 4, 2024/25, and the two new additions have also started the year strong at green status. We have continued to support guests in Huntingdonshire through the Homes for Ukraine scheme, helping them to establish independent and resilient lives within our district. Due to the number of new arrivals being low, our focus has shifted to sustaining accommodation for our existing guests and providing more support to our hosts.*

*Following the review of the Disabled Facilities Grant system in 2024/25, by a cross-party working group, an action plan was established and has been underway throughout quarter one. This has resulted in various improvements to the DFG system and our best performance in the last three years for both DFG metrics.*

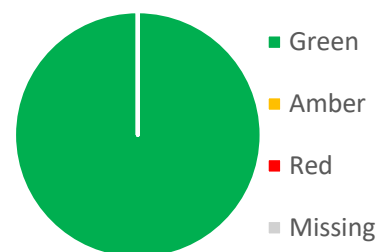
*Our work to lobby and support campaigns for improvements to the living conditions of residents has seen progress in quarter one. Our officers continued to lobby for Huntingdonshire's communities, ensuring that our residents' voices were heard as the county developed a Poverty Strategy, with the report being finalised in May. We believe that this now will translate into commitments within the district to support our work in preventing a crisis.*

*Through our work to be an active partner in health and social care, we have been able to ensure that new projects and initiatives are delivered in Huntingdonshire and that they maximise the positive impact felt locally. This quarter, we were able to use our influence within the Integrated Care Board and North West Care Board to minimise the disruption felt by our residents following changes to the NHS. Alongside this, we have also been working with local and neighbourhood GPs to help our residents better access healthcare. The involvement of our Active Lifestyles team and the WorkWell programme has resulted in a strong partnership working model, helping us to maximise the full benefits of the public healthcare system for our residents.*

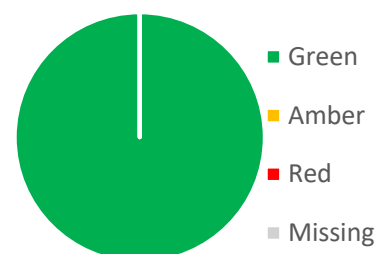
*Despite a lower number of households housed through Homelink and the Housing register this quarter, our efforts to tackle root causes of homelessness has meant number of households in temporary accommodation consistently below target every month this quarter, and remains below the national average.*

## Performance Summary:

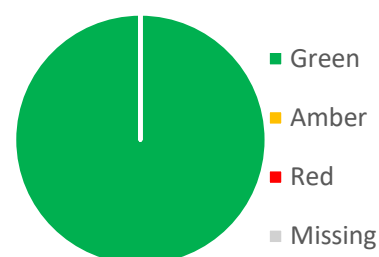
Status of Corporate Plan actions	Number	%
Green (on track)	5	100%
Amber (within acceptable variance)	0	0%
Red (behind schedule)	0	0%
Missing	0	0%



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
15. Continue to support refugees and other guests, seeking to support good community relations and smooth transition into long-term residency or return home.	↔	G
16. Deliver the recommendations of the review into Disabled Facilities Grants undertaken by Officers and Members in 2024/25.	N/a	G
17. 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
18. Lobby, and support campaigns, for improvements to the living conditions of local residents.	↔	G
19. Be an active partner working with others within health and social care to make sure projects and new initiatives are delivered within Huntingdonshire and maximise the positive impact felt locally	N/a	G

Operational Performance Indicator	Latest Status	Forecast Status
The number of households in temporary accommodation	G	G

# Outcome 4: Improving housing



**We want everyone to live in a safe, high quality home regardless of health, stage of life, family structure, income and tenure type. Homes should be energy efficient and allow people to live healthy and prosperous lives. New homes should be zero carbon ready and encourage sustainable travel.**

*Quarter one saw the advancement of the works on a new Housing Strategy for 2025-2030, with work remaining on track to conclude before the deadline. We have continued to source new and up-to-date information to inform the strategy, including the latest Housing Needs assessment, which will help direct the delivery of new homes to where they are needed most, and will ensure that the right types of housing are built to match the districts needs.*

*Our aim to develop a policy to support private sector housing enforcement and to implement the government's new Supported Housing Act has stalled this quarter. This is due to the delays the central Government have faced in releasing information about the policies, as well as in releasing the outcomes of the Supported Housing consultation. These are expected in quarter two, after which work can resume.*

*We have also continued to maintain the level of new housing delivery within the district through our work with partner Housing Associations and developers. Construction across most sites takes place in the spring and summer; therefore, we expect delivery to be higher in the coming months. This has also impacted our performance in the construction of affordable housing, which is reported as red this quarter.*

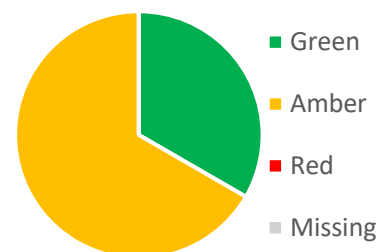
*Through our work with Places for People, we have begun a regeneration project in Huntingdonshire to help improve the conditions in their existing accommodation. Awaabs Law is also set to come into effect later this year, which will tackle issues surrounding mould, damp and other emergency hazards, giving us greater ability to take action against indecent accommodation.*

*Our work with Health and Social Care Providers to explore future models of housing has advanced this quarter, with housing profiles now becoming available on specialist housing need in the district. These will now be used to better inform our discussions with housing developers and Housing Associations so we can better provide for the residents of our district.*

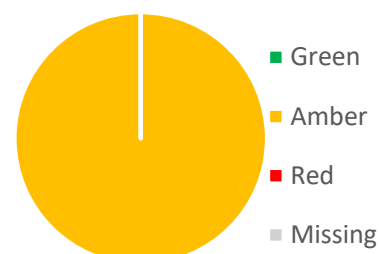
*The planning service has excelled this quarter, completing 13/14 major applications, 74/76 minor applications and 152/156 householder applications on time. The planning backlog has also ended as Green this quarter and is down to 27 cases from 78 in June last year.*

## Performance Summary:

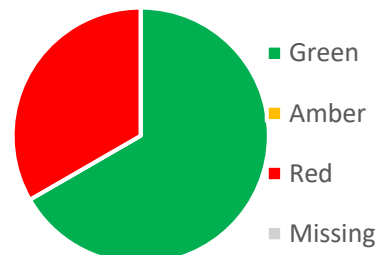
Status of Corporate Plan actions	Number	%
Green (on track)	3	33%
Amber (within acceptable variance)	6	67%
Red (behind schedule)	0	0%
Missing	0	0%



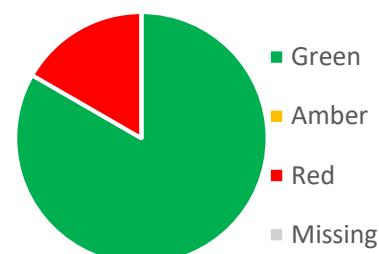
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	0	0%
Amber (behind schedule, project may be recoverable)	1	100%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



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



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



Corporate Plan Action	Direction of Travel	Latest Status
20. Develop a new Housing Strategy and Action Plan for 2025-26.	N/a	G
22. Develop policy to support the use of civil penalties with regard to private sector housing enforcement.	↔	A
23. Implement the government's new Supported Housing (Regulatory Oversight) Act, review of supported exempt accommodation in the area and introduce licensing regulations.	N/a	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. Work with Registered Providers to improve conditions in existing accommodation through regeneration schemes.	↑	G
27. Work with partners to address barriers to housing delivery and support housing delivery rates.	N/a	A
28. Work with Health and Social Care Providers to explore future models of housing, support and care, enabling people to live independently for longer.	↔	G
29. Produce sustainable housing guidance for developers that encourages sustainable construction methods and new homes to be of high environmental standards.	N/a	A

Corporate Plan Project/Programme	Direction of Travel	Latest Status
21. Continue to use surplus Council owned sites to deliver affordable housing (PROJECT).	N/a	A

Operational Performance Indicator	Latest Status	Forecast Status
The net change in the number of homes with a council tax banding	R	G
The number of new affordable homes delivered	R	R
Percentage of planning applications process on target - Major (within 8 weeks or agreed extended period)	G	G
Percentage of planning applications process on target - Minor (within 8 weeks or agreed extended period)	G	G
Percentage of planning applications process on target - Household Extension (within 8 weeks or agreed extended period)	G	G
The number of planning applications over 16 weeks old where there is no current extension in place (total at the end of the 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, culminating with the launch of the new Invest in Huntingdonshire website. This new website features a sustainability section to help guide businesses to reduce their carbon footprint, and is paired with the new Huntingdonshire Business Awards, which include two categories dedicated to green initiatives.*

*Preparatory works also began in quarter one for the final year of the Rural England Prosperity Fund grants, including the signing of the REPF formal agreement, ready for the roll out of the program in August 2025. We have also been in contact with the CPCA regarding the UK Shared Prosperity Fund and are now awaiting sign-off on the program, ready for rollout in quarters two and three. The Economic Growth Strategy is also in the final stages of approval now and is going before the cabinet for approval in July, helping to direct the economic growth efforts of the district.*

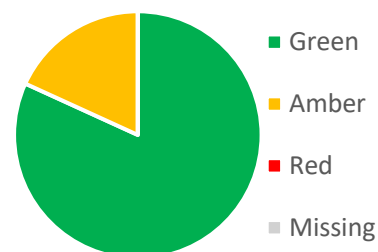
*Significant progress has been made on our Local Plan refresh, with the Gypsie, Traveller, Travelling Show People Accommodation assessment and the Economic and Employment needs assessment being published on our website. This quarter, work also commenced on other subsidiary works, including Integrated Water management studies, a Strategic Transportation Study and the Infrastructure Delivery study. These reports are all being used to evidence and support the delivery of our local plan, helping us to be best in class.*

*This quarter, we also collaborated with two secondary schools to deliver enterprise days for year 9 and 10 students, highlighting the range of careers available in the construction sector, raising awareness of the career opportunities available to young people and helping to develop their career and employability skills.*

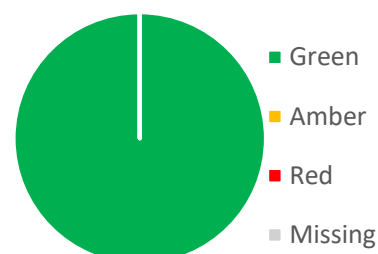
*The Economic Development team was also out representing the district at events all over the country this quarter. Over 100 new businesses were engaged with at these events, strengthening our relationships across sectors and providing us insights into business needs, and increasing the awareness of our local support offers.*

## Performance Summary:

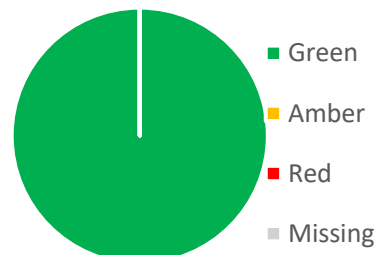
Status of Corporate Plan actions	Number	%
Green (on track)	9	82%
Amber (within acceptable variance)	2	18%
Red (behind schedule)	0	0%
Missing	0	0%



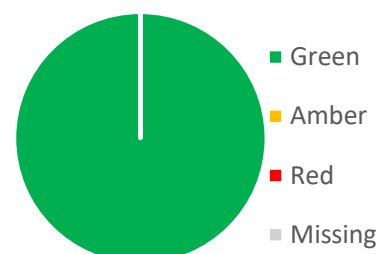
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	1	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	2	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)	2	100%
Amber (within acceptable variance)	0	0%
Red (below acceptable variance)	0	0%
Missing	0	0%





Corporate Plan Action	Direction of Travel	Latest Status
30. 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
32. Establish the Economic Growth Strategy and Action Plan.	N/a	G
33. Delivery of the Market Town Programme and their High Street projects. Ensuring their promotion to drive additional economic and social activity.	N/a	A
34. 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.	N/a	G
35. Support our market towns and town centres as hubs of economic and social activity.	N/a	G
36. Support the visitor economy and culture sector including CPCA Local Visitor Economy Partnership.	N/a	A
37. Work with the CPCA and partners to support skills development and opportunities.	N/a	G
38. Work with partners to secure investment and growth in Huntingdonshire, maximising the opportunities presented through Local Government Reorganisation and additional devolved powers.	N/a	G
39. Influence delivery of infrastructure including East West Rail, A428, A141 Strategic Outline Business Case and future Transport Strategies.	↔	G
40. Support and engage in the development of the Local Growth Plan as it is developed by the CPCA, highlighting the inward investment and growth priorities and opportunities for Huntingdonshire	N/a	G
41. Run and attend a programme of events to promote the profile of Huntingdonshire as a place to invest, grow and deliver economic growth.	N/a	G

Corporate Plan Project/Programme	Direction of Travel	Latest Status
31. Deliver the business grants within the UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund (REPF) programme.	↔	G

Operational Performance Indicator	Latest Status	Forecast Status
Cumulative footfall in our market towns (Huntingdon, St Ives, St Neots & Ramsey) (monthly)	G	G
Total number of business engagements by the Economic Development team	G	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.**

*All actions on this outcome are reporting as Green status at the end of quarter one, with good progress made all around.*

*Following the approval of a business case for the use of Hydrotreated Vegetable Oil (HVO) in our operations fleet last quarter, we have now entered the final stages of tender. Once the contract is in place, we will be launching full fleet usage of HVO, which will reduce fleet emissions by around 82%. The contract is on track to be in place by the end of July 2025. This quarter also saw our waste fleet surpass its energy-efficient driving score target every month, ending the quarter above target and helping contribute towards lowering our CO2 emissions.*

*This quarter has also seen us maximise our use of solar panels across operational buildings, with five solar installations being completed and signed off this quarter (all five sites were the One Leisure buildings).*

*The project to implement the use of household food waste collections is also well underway, with vehicles and caddies being procured and arriving later this year. All back office systems are now being updated, new routes are being modelled and optimised, and the comms plan is being finalised. The recruitment of new staff is also now in the planning phase ready for implementation later in the year.*

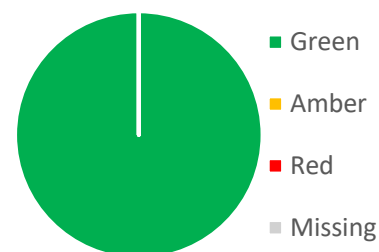
*Our aim to expand positive climate action support for local businesses is also progressing well, with the Annual Climate Report being submitted to Overview and Scrutiny and cabinet approval being planned for July. Planning is now underway for our third annual Climate Conference, focusing on community resilience.*

*The St Ives nature corridor project has had audits completed by the graduate ecologists, and the data is currently being processed. Community engagement is also being completed alongside the Dart Green Project. Following the processing of the data, it will be used to support the development of management plans across the corridor sites.*

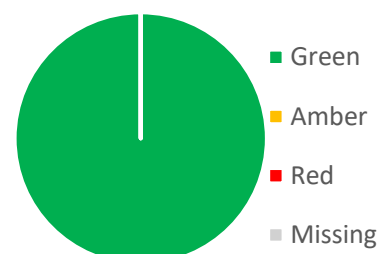
*Our work with natural flood defences has also advanced, with two sites now being agreed for use with internal and external stakeholders (Spring Common and Loves Farm). Ecological audits, topographical surveys and archaeological surveys are now in progress and will help inform the planning of the physical works later in the year.*

## Performance Summary:

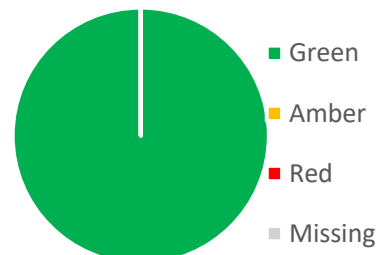
Status of Corporate Plan actions	Number	%
Green (on track)	8	100%
Amber (within acceptable variance)	0	0%
Red (behind schedule)	0	0%
Missing	0	0%



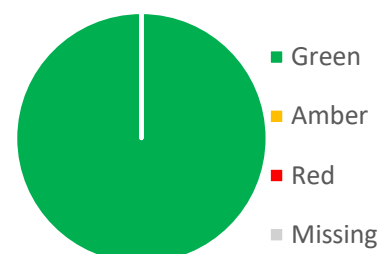
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	4	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



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
42. Maximise opportunities to expand the use of Hydrotreated Vegetable Oil (HVO) Fuel where there is a business case to do so.	N/a	G
43. Maximise decarbonisation of our fleet where there is a business case to do through a fleet strategy.	N/a	G
44. Minimise use of fossil fuels for energy where there is a business case to do so.	N/a	G
45. Showcase and encourage community action to lower carbon emissions.	N/a	G
46. Identify emissions from HDC IT data centres to include in reporting and establish disposal methods for IT equipment to reduce environmental impact.	N/a	G
47. Delivery of Climate Awareness Training across the Council.	N/a	G
52. Develop the Council's procurement rules to further embed social and environmental value.	N/a	G
53. Expand positive climate action support for local businesses, celebrating best practice and sharing knowledge.	N/a	G

Corporate Plan Project/Programme	Direction of Travel	Latest Status
48. Maximise use of solar of Council operational buildings (PROJECT).	N/a	G
49. Improve household recycling, reduce greenhouse gas emissions and reducing food waste through implementation of household food waste collections (PROJECT).	N/a	G
50. Support community projects that reduce carbon emissions. Net Zero Villages (PROJECT).	N/a	G
51. Enabling community action and engagement to achieve greater biodiversity. Biodiversity4All extension to pilot urban nature corridors and natural flood prevention (PROJECT).	N/a	G

Operational Performance Indicator	Latest Status	Forecast Status
Efficiency of vehicle fleet driving - Energy Efficient Driving Index score for the waste service	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 24/25 and the formation of an action plan, work has been underway to act on the recommendations in the action plan. To date, 22 out of 27 actions linked to the eight formal recommendations are completed, and 6 out of 10 additional recommendations are completed. The quarter one update report for this is set to head to Overview and Scrutiny in September.*

*This quarter also saw four out of five projects and programmes on this outcome report as being on track. Planning permission was granted in June for the Hinchingsbrooke park project to commence, and a communications partner has been engaged to help with the messaging behind it, helping to highlight the new benefits available to our residents.*

*The implementation of Civil Parking Enforcement across the district is now nearing completion, with the Government announcing it will commence in early August 2025. Once started, this project will help us counter unsafe and inappropriate parking through the use of fines, helping to keep the districts roads safer.*

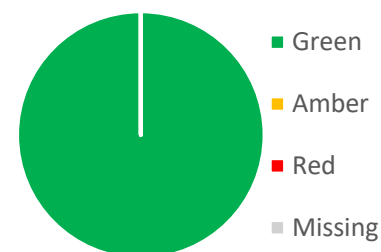
*Eleven operational performance indicators exceeded their targets this quarter, with two being delayed and reporting as amber, and a further two falling behind and reporting as red. This still includes staff short-term sickness, which ended as red in quarter one despite efforts to bring it back down.*

*Whilst the number of missed bins remained higher than expected, it ended the quarter within the acceptable range. To date, we have a missed collection rate of 0.061%, which is significantly lower than the national average of 0.076%. Further analysis and reporting are taking place to help identify problem areas.*

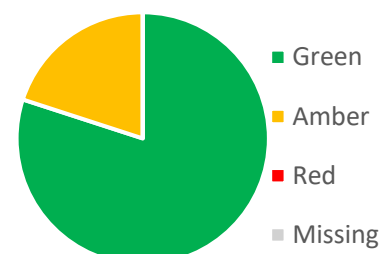
*The number of fly-tips has exceeded its target every month this quarter and is 28% lower than the same period last year, representing the efforts to reduce their frequency by the operations team. Our street cleansing team continues to excel, reporting a 100% pass rate at all cleanliness spot checks in quarter one. This effort has ranked us top of our benchmarking group and top nationally.*

## Performance Summary:

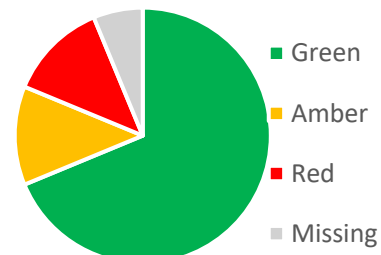
Status of Corporate Plan actions	Number	%
Green (on track)	9	100%
Amber (within acceptable variance)	0	0%
Red (behind schedule)	0	0%
Missing	0	0%



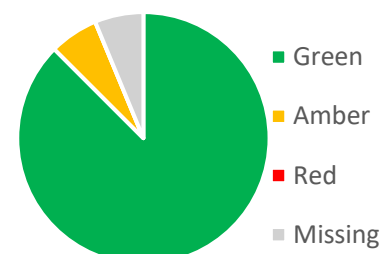
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	4	80%
Amber (behind schedule, project may be recoverable)	1	20%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	11	69%
Amber (within acceptable variance)	2	13%
Red (below acceptable variance)	2	13%
Missing	1	6%



Operational PI year-end forecast status	Number	%
Green (achieved)	14	88%
Amber (within acceptable variance)	1	6%
Red (below acceptable variance)	0	0%
Missing	1	6%



Corporate Plan Action	Direction of Travel	Latest Status
54. Refresh our Commercial Investment Strategy to support informed and impactful investment.	N/a	G
60. Implement the recommendations and suggestions made from the Local Government Association Corporate Peer Challenge, continuing to drive transparent continuous improvement.	N/a	G
61. Extend the use of benchmarking data to identify opportunities for transformation.	N/a	G
62. Expand the use of unit costing within priority service areas to demonstrate productivity and opportunities for transformation.	N/a	G
63. Identify opportunities to use Artificial Intelligence in a targeted way to support transformation and efficiency in compliance with emergent legislation.	↔	G
64. Listen to local residents and respond to their input on service delivery.	↔	G
65. Engage proactively with Local Government Reorganisation to ensure the priorities, opportunities and efficiencies for our communities are maximised	N/a	G
66. Enable our outstanding volunteers in our parks, nature reserves and elsewhere to continue to improve the quality of those spaces.	↔	G
67. Our well-run Council will act as a model for our peers.	↔	G

Corporate Plan Project/Programme	Direction of Travel	Latest Status
55. Delivery of the Workforce Strategy Action Plan equipping the workforce with skills for the future whilst attracting, retaining and nurturing talent (PROJECT).	↔	G
56. Continue our Customer Services improvement programme to ensure that our customers are always at the heart of what we do (PROJECT).	↑	G
57. Progress the Development Management Improvement programme informed by the Local Government Association Peer Review to deliver continued efficiency in the planning service (PROJECT).	↔	A
58. Progress delivery of Civil Parking Enforcement across the District to enforce on-street parking activity (PROJECT).	↔	G
59. Build the enhancements to visitor facilities at Hinchingsbrooke Country Park (PROJECT).	↔	G

Operational Performance Indicator	Latest Status	Forecast Status
Percentage of household waste reused / recycled / composted	R	G
Collected household waste per person (kilograms)	G	G
Residual waste collected per household (kilograms)	A	G
Number of missed bins	A	G
The percentage of sampled areas which are clean or predominantly clean of litter, detritus, graffiti, flyposting or weed accumulations	G	G
The number of flytips reported (cumulative)	G	A
Sanctions against environmental crimes and anti-social behaviour	G	G

Operational Performance Indicator	Latest Status	Forecast Status
The number of programmed food safety inspections undertaken (cumulative)	G	G
Percentage of calls to the Contact Centre answered	G	G
Average wait time for customers calling the Contact Centre (seconds)	G	G
Customer Satisfaction (Contact Centre) [Collection Due to Commence in Q3]	0	0
Council Tax collection rate	G	G
Business Rates collection rate	G	G
Short-term staff sickness days lost per full time equivalent (FTE) (rolling 12-month total)	R	G
Long-term sickness days lost per full time equivalent (FTE) (rolling 12-month total)	G	G
Staff Turnover (per month)	G	G