

# Appendix D: 2026-27 Corporate Performance Measures Proposal

November 2025 – Performance Team

# Foreword



This document highlights all the proposed Key Performance Indicators (KPIs) for the 2026/27 financial year. These measures are designed to quantitatively track metrics related to the Corporate Plan outcomes to drive continuous improvement across all services.

In total, thirty-four CPMs are proposed for next financial year, all relating to our seven Corporate Plan outcomes. All of these are continuations of KPIs that are currently reported on. There is also one proposed removal of a KPI that is currently tracked.

Please note that, due to the earlier creation date, all Targets and Interventions may be adjusted as more evidence becomes available. All targets and changes will be formally approved through the usual governance cycle, alongside the Q1 Performance Report.

If you have any questions, please direct them to:

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# 2026/27 Corporate Performance Measures



Performance Indicator	PI Holder	Proposed Change	Proposed Change Details	Justification
1. The number of attendances at Active Lifestyles & Sports Development Activities	Active Lifestyles	No proposed change	Current Target: 65,000	This metric has performed positively in the first two quarters in 2025/26, however, due to change in circumstances surrounding contracts, forecasted figures for 2026/27 are lower than current performance. Therefore, no change is proposed.
			Current Intervention: 58,500	
			2026/27 Target: ~65,000*	
			2026/27 Intervention: ~58,500*	
Number of One Leisure Facilities admissions (excluding Burgess Hall, Sawtry & school admissions)	One Leisure	Stretch to Target and Intervention	Current Target: 1,518,380	With improvements to our One Leisure gym facilities, a new strategy for the swimming pools, and the constant strive towards continuous improvement, the Target and Intervention are proposed to be stretched by over 5% compared to the 2025/26 Target and Intervention.
			Current Intervention: 1,442,461	
			2026/27 Target: ~1,600,000*	
			2026/27 Intervention: ~1,520,000*	

\* Please note that this figure is subject to change as additional information may become available before the end of the financial year.

# 2026/27 Corporate Performance Measures



Performance Indicator	PI Holder	Proposed Change	Proposed Change Details	Justification
3. The number of residents enabled to live safely at home and prevented from requiring care or a prolonged stay in hospital due to a Disabled Facilities Grant (DFG)	Private Sector Housing	No proposed change	Current Target: 200	Performance for this metric is extremely unpredictable due to external factors. The current Target and Intervention align with expected 2026/27 performance, so no change is proposed.
			Current Intervention: 180	
			2026/27 Target: 200*	
			2026/27 Intervention: 180*	
4. The average number of weeks between referral and completion of jobs funded through the Disabled Facilities Grant (DFG)	Private Sector Housing	No proposed change	Current Target: 24 weeks	Performance for this metric is extremely unpredictable due to external factors. The current Target and Intervention align with expected 2026/27 performance, so no change is proposed
			Current Intervention: 31 weeks	
			2026/27 Target: 24 weeks*	
			2026/27 Intervention: 31 weeks*	

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# 2026/27 Corporate Performance Measures



Performance Indicator	PI Holder	Proposed Change	Proposed Change Details	Justification
5. The average number of days to process new claims for Housing Benefit and Council Tax support	Revenues & Benefits	No Proposed Change	Current Target: 22 days	The Target and Intervention currently in place for this metric are challenging for the Revenues & Benefits service to meet but also ensures that quality services are constantly being provided to the residents of Huntingdonshire.
			Current Intervention: 26 days	
			2026/27 Target: 22 days*	
			2026/27 Intervention: 26 days*	
6. The average number of days to process changes of circumstances for Housing Benefits and Council Tax support	Revenues & Benefits	No Proposed Change	Current Target: 4 days	The Target and Intervention currently in place for this metric are challenging for the Revenues & Benefits service to meet but also ensures that quality services are constantly being provided to the residents of Huntingdonshire.
			Current Intervention: 6 days	
			2026/27 Target: 4 days*	
			2026/27 Intervention: 6 days*	

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# 2026/27 Corporate Performance Measures



Performance Indicator	PI Holder	Proposed Change	Proposed Change Details	Justification
7. The number of homelessness preventions achieved	Housing Needs	No proposed change	Current Target: 480	Performance of this metric is directly aligned with the new build delivery programme. An accurate forecast for this metric is therefore unavailable until the 2026/27 new build delivery programme is released. Targets will be set following its release.
			Current Intervention: 445	
			2026/27 Target: ~480*	
			2026/27 Intervention: ~445*	
8. The number of households housed through the Housing Register and Home-Link scheme	Housing Needs	No proposed change	Current Target: 685	Performance of this metric is directly aligned with the new build delivery programme. An accurate forecast for this metric is therefore unavailable until the 2026/27 new build delivery programme is released. Targets will be set following its release.
			Current Intervention: 616	
			2026/27 Target: ~685*	
			2026/27 Intervention: ~616*	

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# 2026/27 Corporate Performance Measures



Performance Indicator	PI Holder	Proposed Change	Proposed Change Details	Justification
9. The number of households in temporary accommodation	Housing Needs	No proposed change	Current Target: 135	Performance of this metric is directly aligned with the new build delivery programme. An accurate forecast for this metric is therefore unavailable until the 2026/27 new build delivery programme is released. Targets will be set following its release.
			Current Intervention: 148	
			2026/27 Target: ~135*	
			2026/27 Intervention: ~148*	
10. Net change in the number of homes with a council tax banding.	Revenues & Benefits	No proposed change	Current Target: 968	Although this metric has previously struggled, due to technical adjustments at the VOA, this metric will remain as a proxy for the number of houses delivered. Targets will be explored following the release of the new build programme.
			Current Intervention: 871	
			2026/27 Target: 968*	
			2026/27 Intervention: 871*	
11. The number of affordable houses delivered	Housing Strategy	No proposed change	Current Target: 444	This metric is aligned with the 10-year housing strategy goal of 4440 affordable homes across the district.
			Current Intervention: 344	
			2026/27 Target: 444	
			2026/27 Intervention: 344	

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# 2026/27 Corporate Performance Measures



Performance Indicator	PI Holder	Proposed Change	Proposed Change Details	Justification
12. The percentage of planning applications processed on target – Major (within 8 weeks or agreed extended period)	Planning & Infrastructure	No proposed change	Current Target: 82%	The planning service is constantly striving towards ensuring planning applications are completed in a timely manner whilst being accurate. To maintain the performance of 91% of planning appeals being dismissed, whilst still exceeding national Targets, the Target and Intervention are proposed to remain the same as 2025/26.
			Current Intervention: 72%	
			2026/27 Target: 82%*	
			2026/27 Intervention: 72%*	
13. The percentage of planning applications processed on time – Minor (within 8 weeks or agreed extended period)	Planning & Infrastructure	No proposed change	Current Target: 82%	The planning service is constantly striving towards ensuring planning applications are completed in a timely manner whilst being accurate. To maintain the performance of 91% of planning appeals being dismissed, whilst still exceeding national Targets, the Target and Intervention are proposed to remain the same as 2025/26.
			Current Intervention: 77%	
			2026/27 Target: 82%*	
			2026/27 Intervention: 77%*	

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# 2026/27 Corporate Performance Measures



Performance Indicator	PI Holder	Proposed Change	Proposed Change Details	Justification
14. The percentage of planning applications processed on target – Household Extension (within 8 weeks or agreed extension period)	Planning & Infrastructure	No proposed change	Current Target: 87%	The planning service is constantly striving towards ensuring planning applications are completed in a timely manner whilst being accurate. To maintain the performance of 91% of planning appeals being dismissed, whilst still exceeding national Targets, the Target and Intervention are proposed to remain the same as 2025/26.
			Current Intervention: 82%	
			2026/27 Target: 87%*	
			2026/27 Intervention: 82%*	
15. The cumulative footfall in our market towns	Economic Development	Stretch to Target and Intervention	Current Target: 15,719,143	In an effort to stride towards continuous improvement, and to promote the ongoing regeneration of the four market towns, a stretch of 1% to the Target and Intervention of this metric is proposed
			Current Intervention: 14,147,229	
			2026/27 Target: ~15,876,334*	
			2026/27 Intervention: ~14,288,701*	

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# 2026/27 Corporate Performance Measures



Performance Indicator	PI Holder	Proposed Change	Proposed Change Details	Justification
16. The total number of business engagements by the Economic Development Team	Economic Development	Stretch to Target and Intervention	Current Target: 420	To better align with the exceptional performance this metric had in 2025/26, and to ensure that the service is proactively engaging with businesses, it is proposed that the Target and Intervention are stretched by ~14%.
			Current Intervention: 378	
			2026/27 Target: 480*	
			2026/27 Intervention: 420*	
17. The efficiency of vehicle fleet driving – Energy Efficient Driving Index Score for the waste service	Waste Minimisation	No proposed change	Current Target: 81%	To ensure that the council is continuously striving to reduce carbon emissions, the Target and Intervention proposed to remain the same as in 2025/26.
			Current Intervention: 75%	
			2026/27 Target: 81%*	
			2026/27 Intervention: 75%*	

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# 2026/27 Corporate Performance Measures



Performance Indicator	PI Holder	Proposed Change	Proposed Change Details	Justification
18. The percentage of household waste reused / recycled / composted (excluding Food Waste collections)	Waste Minimisation	No proposed change	Current Target: 51%	The Target and Intervention are proposed to remain the same as the Waste Minimisation service ensures the efficient implementation of the food waste service into BAU, and to account for the statements from the Environment Agency, and the Department for Environment, Food & Rural Affairs that the current drought is expected to continue throughout 2026, which reduces the recycling rate in the garden waste bins.
			Current Intervention: 48%	
			2026/27 Target: 51%*	
			2026/27 Intervention: 48%*	

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# 2026/27 Corporate Performance Measures



Performance Indicator	PI Holder	Proposed Change	Proposed Change Details	Justification
19. The collected household waste per person (Kilograms, excluding Food Waste collections)	Waste Minimisation	No proposed change	Current Target: 360kg	This metric is not forecasted to differ from current year performance, so no change is proposed.
			Current Intervention: 370kg	
			2026/27 Target: 360kg*	
			2026/27 Intervention: 370kg*	
20. The residual waste collected per household (Kilograms)	Waste Minimisation	No proposed change	Current Target: 354kg	The Target and Intervention is proposed to remain the same as the Waste Minimisation service ensures the efficient implementation of the food waste service into BAU.
			Current Intervention: 416kg	
			2026/27 Target: 354kg*	
			2026/27 Intervention: 416kg*	

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# 2026/27 Corporate Performance Measures



Performance Indicator	PI Holder	Proposed Change	Proposed Change Details	Justification
21. The number of missed bins (excluding Food Waste collections)	Waste Minimisation	No proposed change	Current Target: 3360	The Target and Intervention is proposed to remain the same as the Waste Minimisation service ensures the efficient implementation of the food waste service into BAU.
			Current Intervention: 3624	
			2026/27 Target: ~3360*	
			2026/27 Intervention: ~3624*	
22. The percentage of sampled areas clean or predominantly clean of litter, detritus, graffiti, flyposting or weed accumulations	Street Cleansing	Stretch to Target and Intervention	Current Target: 92.5%	This Target is to be stretched to align with the exceptional performance of this metric in the current year and following our nomination for Best Performer at the APSE Awards 2025.
			Current Intervention: 90%	
			2026/27 Target: 95%*	
			2026/27 Intervention: 92.5%*	

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# 2026/27 Corporate Performance Measures



Performance Indicator	PI Holder	Proposed Change	Proposed Change Details	Justification
23. The number of flytips reported	Street Cleansing	No proposed change	Current Target: 3000	Due to the limited data and trend analysis available for this metric, there is currently no reliable forecasting to edit the 2026/27 Target and Intervention
			Current Intervention: 3150	
			2026/27 Target: ~3000*	
			2026/27 Intervention: ~3150*	
24. The number of sanctions against environmental crimes and anti-social behaviour	Community Action	Stretch to Target and Intervention	Current Target: 96	This Target is to be stretched to align with the exceptional performance of this metric this financial year. However, the service will still focus on the prevention of environmental crimes and anti-social behaviour before intervention.
			Current Intervention: 84	
			2026/27 Target: 138*	
			2026/27 Intervention: 120*	

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# 2026/27 Corporate Performance Measures



Performance Indicator	PI Holder	Proposed Change	Proposed Change Details	Justification
25. The number of programmed food safety inspections undertaken	Environmental Health	Adjust Target and Intervention to newly forecasted figures	Current Target: 612	This figure has been forecasted by accounting for the inspections that are due to completed in 2026/27 whilst also considering additional inspections for new and changing businesses.
			Current Intervention: 581	
			2026/27 Target: ~636*	
			2026/27 Intervention: ~600*	
26. The percentage of calls to the Contact Centre answered	Customer Services	No proposed change	Current Target: 85%	With a higher volume of calls expected to be received by the Contact Centre in 2026/27, the current high Target and Intervention is proposed remain for 2026/27.
			Current Intervention: 80%	
			2026/27 Target: 85%*	
			2026/27 Intervention: 80%*	

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# 2026/27 Corporate Performance Measures



Performance Indicator	PI Holder	Proposed Change	Proposed Change Details	Justification
27. The average wait time for customers calling the Contact Centre (seconds)	Customer Services	Stretch to Intervention	Current Target: 180s	With a higher volume of calls expected to be received by the Contact Centre in 2026/27, the current high Target is proposed remain for 2026/27. To ensure HDC is constantly striving for the best performance, it has been proposed to stretch the Intervention to four minutes.
			Current Intervention: 300s	
			2026/27 Target: 180s*	
			2026/27 Intervention: 240s*	
28. Customer Satisfaction when contacting our Contact Centre	Customer Services	Target and Intervention to be confirmed	Current Target: TBC	This metric is due to start reporting in Q4 2025/26. This will be updated as more data becomes available.
			Current Intervention: TBC	
			2026/27 Target: TBC	
			2026/27 Intervention: TBC	

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# 2026/27 Corporate Performance Measures



Performance Indicator	PI Holder	Proposed Change	Proposed Change Details	Justification
29. The Council Tax collection rate	Revenues & Benefits	No proposed change	Current Target: 98.09%	It is currently too early in the year to forecast Council Tax collection rate, so an initial forecast of the 2025/26 forecast has been proposed.
			Current Intervention: 97.79%	
			2026/27 Target: ~98.09%*	
			2026/27 Intervention: ~97.79%*	
30. The Business Rate collection rate	Revenues & Benefits	No proposed change	Current Target: 98.79%	It is currently too early in the year to forecast Business Rates collection rate, so an initial forecast of the 2025/26 forecast has been proposed.
			Current Intervention: 98.29%	
			2026/27 Target: ~98.79%*	
			2026/27 Intervention: ~98.29%*	

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# 2026/27 Corporate Performance Measures



Performance Indicator	PI Holder	Proposed Change	Proposed Change Details	Justification
31. The number of short-term staff sickness days lost per full time equivalent (FTE) (12-month rolling)	Human Resources	Relax to Target and Intervention	Current Target: 3 days	With the national trend for this metric continuing to worsen, and the implementation of the new hybrid working policy expected to increase short-term sickness cases, a slight relaxing of the Target and Intervention has been proposed.
			Current Intervention: 3.5 days	
			2026/27 Target: 3.5 days*	
			2026/27 Intervention: 3.75 days*	
32. The number of long-term sickness days lost per full time equivalent (FTE) (12-month rolling)	Human Resources	No proposed change	Current Target: 5 days	There is no expected change to long-term sickness days in 2026/27, and the current Target and Intervention are proposed to remain.
			Current Intervention: 5.5 days	
			2026/27 Target: 5 days*	
			2026/27 Intervention: 5.5 days*	

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# 2026/27 Corporate Performance Measures



Performance Indicator	PI Holder	Proposed Change	Proposed Change Details	Justification
33. The percentage of staff Turnover (per month)	Human Resources	No proposed change	Current Target: 1.25%-1.75%	The current Target and Intervention promotes a healthy amount of turnover of our staff. The HR team does anticipate some difficulties in retaining talent following the official Local Government Reorganisation announcement in the summer.
			Current Intervention: 0.75%-2.5%	
			2026/27 Target: 1.25%-1.75%*	
			2026/27 Intervention: 0.75%-2.5%*	
34. The average length of staff service (years)	Human Resources	Stretch to the Intervention	Current Target: 7.9 years	The current Target and Intervention promote the retention of the council's talent and experience. The HR team does anticipate some difficulties in retaining experience following the official Local Government Reorganisation announcement in the summer
			Current Intervention: 7.3 years	
			2026/27 Target: 7.9 years*	
			2026/27 Intervention: 7.5 years*	

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# Corporate Performance Measures Removals



Performance Indicator	PI Holder	Proposed Change	Proposed Change Details	Justification
The number of planning applications over 16 weeks old where there is no current extension in place	Planning & Infrastructure	Removal	Current Target: 13	If the backlog of planning applications is below the currently proposed intervention level of 13 by March 2026, it will be removed from reporting, as it will have reduced by over 92% in three years. If the backlog remains over 13 properties, it will be kept until further improvements can be seen
			Current Intervention: 10	
			Q2 Performance: Red	