Huntingdonshire
DISTRICT COUNCIL

Performance Report
Quarter 3 - 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.

During quarter 3, the Health and Wealth building Strategy awarded over £50,000 across five successful applications. Funding was allocated to projects focusing on improving physical and mental health outcomes, strengthening social connections, and supporting residents into employment and education. Initial indications suggest that a participant from one project has secured paid employment.

The priorities of Huntingdonshire Futures have continued to be embedded across the work of the Council. The project to determine the value of establishing a self-designated landscape in the Great Ouse Valley progressed, with timelines being established with central government and the business case being approved in December.

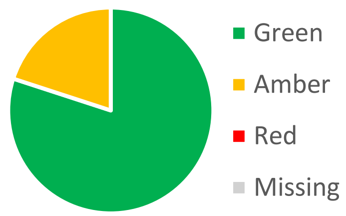
Active Lifestyles continued to provide a range of activities to residents, including Get Active sessions for those living with and beyond cancer; and Pulmonary Rehab classes for those living with pulmonary conditions. Additionally, the new EmpowHER programme is to begin in quarter 4 after partnerships between Active Lifestyles, the Community Action Team, the Integrated Neighbourhood Teams and local schools were established. EmpowHER will give young people the skills to recognise and address violence against women and girls. The continuation of classes and the introduction of new activities have seen a 25% increase in Active Lifestyle & Sports Development Activities attendance.

The improvement to One Leisure sites continued in quarter 3. The gym upgrades in Ramsey concluded in November, and the Huntingdon Sports and Health Hub progressed to further RIBA architectural stages. The continual progression of upgrades to One Leisure sites has resulted in attendances increasing by over 5%.

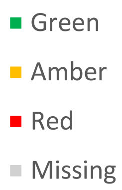
Work with local partners to further skills and employment opportunities in the District has stalled this quarter due to continued problems surrounding referrals into the Work Well scheme. However, the rate of referral to a plan within the scheme is exceptional, with participants providing positive outcomes, enabling them to return to employment with wrap-around support.

Performance Summary:

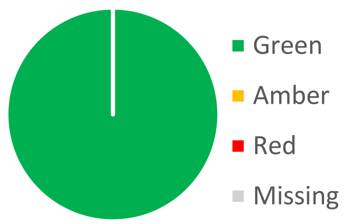
Status of Corporate Plan actions	Number	%
Green (on track)	8	80%
Amber (within acceptable variance)	2	20%
Red (behind schedule)	0	0%
Missing	0	0%



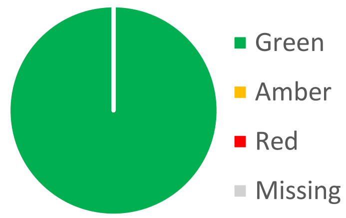
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	0	0%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



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.	↔	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.	↔	G
3. Improve our evaluation of how we make a difference to local people ensuring we become even better at demonstrating impact	↔	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.	↔	G
5. Work with partners to further skills and employment opportunities in the District: including direct delivery of funded schemes.	↓	A
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	↓	A
7. Focus on maximising physical activity in the district, and work to promote this across local partners.	↔	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.	↔	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.

The project to deliver an integrated financial vulnerability model has remained green through quarter 3. Further meetings with Cambridgeshire County Council to identify the costs needed to deliver targeted work were held. These would allow officers to provide a proactive approach in crisis prevention. The continuation of this work for a further two years will allow communities to be less reliant on the public sector.

We continue to prevent the causes of homelessness wherever we can. The vulnerable young people pathway roll-out began with a series of joint webinars with the Cambridgeshire & Peterborough Safeguarding Partnership Board. Additionally, the Care Leavers pathway has been reviewed and updated, the hospital discharge pathway has been completed, and the Criminal Justice pathway will commence in quarter 4. The continual reviewing of all pathways maximises early intervention opportunities, and contributes to the number of homelessness preventions achieved of 372, being ahead of target.

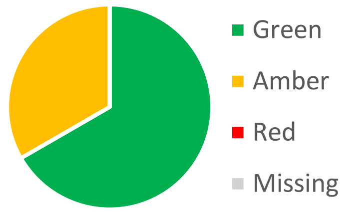
The Council's aim to maximise the benefits of a targeted approach to support residents at risk of experiencing crisis through the promotion and delivery of relevant services has remained behind target this quarter. Although a commitment from Cambridgeshire Police to develop these ideas has been agreed, further work did not take place as expected in quarter 3. Work is set to resume in quarter 4, allowing the Council to positively impact the quality of life of local people and prevent the risk of serious crime occurring.

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 exceed target through December. 160 residents have received access to funding this year, a 22% increase from the same period last year. The average time taken between referral and completion has continued to surpass its target and is over 6 weeks faster compared to December 2024. The continual improvements to this service are enabling residents to access the funding they need to live independently.

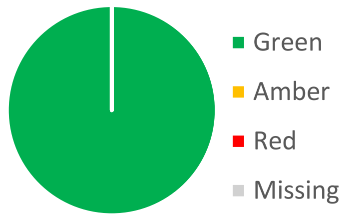
The number of households housed through the Housing Register and Home-Link scheme remains below target this quarter. An additional 153 households have been housed in quarter 3, and the total year figure of 423 is over 30% lower than December 2024. The underperformance is attributed to fewer new-build completions and a decrease in vacancies becoming available for letting in the existing stock.

Performance Summary:

Status of Corporate Plan actions	Number	%
Green (on track)	2	67%
Amber (within acceptable variance)	1	33%
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	%
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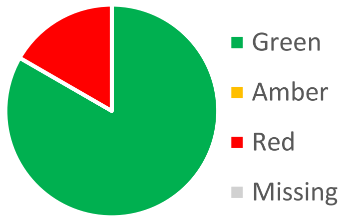
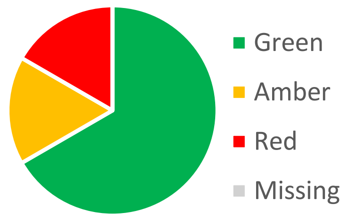
Red (below acceptable variance)	1	17%
Missing	0	0%



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
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).	↔	A
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	↔	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 prolongued stay at hospital due to a Disabled Facilities Grant (DFG)	G	G
The average time (weeks) between date of referral and practical completion of jobs funded through Disabled Facilities Grants	G	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	G
The number of households housed through the Housing Register and Home-Link Scheme	R	R

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

We have continued to support campaigns for improvements to the living conditions of local residents in quarter 3. In preparation for the Renters' Rights Act, a Housing Enforcement Officer has been appointed, and an action plan is being developed to prevent a potential rise in the number of evictions and ensure the legislation provides positive outcomes.

The Council has continued to support refugees and other guests. Although the number of new arrivals under the Homes for Ukraine Scheme remains low, we continue to manage and support these guests. Frequent enquiries are received from Serco to house asylum seekers, all of which are carefully considered and challenged if necessary. The active participation in the consultation process ensures refugees are located appropriately with minimal likelihood of impacting communities and services.

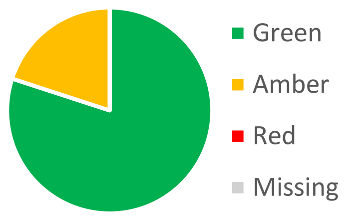
To help identify residents who are at risk of a crisis and entitled to further support, the LIFT programme and a support officer have been agreed to be funded by Cambridgeshire County Council. The use of data in this fashion will ensure that those who are more vulnerable or in need, who are unaware of the support packages available to them, will receive the support they need to improve their situation.

The number of households in temporary accommodation is 143 at the end of quarter 3. This performance, which is currently not reaching target, is attributed to a reduction in the number of social tenancy lettings, which negatively impacts officers abilities to move households out of temporary accommodation and into a long-term solution.

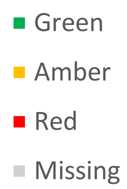
We have continued to be an active partner within health and social care in quarter 3 through our Active Lifestyles services and the WorkWell programme. However, a successful bid in quarter 2 to be involved in the national pilots of local neighbourhood services based in GP areas was descoped by the NHS. Although the project will no longer proceed, we will continue to look for new ways to support residents.

Performance Summary:

Status of Corporate Plan actions	Number	%
Green (on track)	4	80%
Amber (within acceptable variance)	1	20%
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)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
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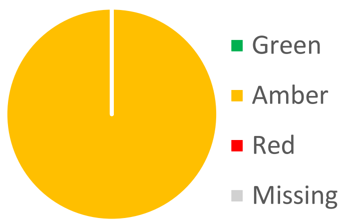
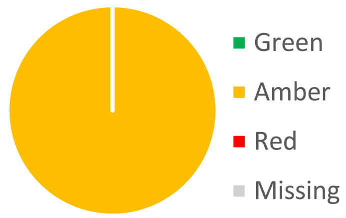
Amber (within acceptable variance)	1	100%
Red (below acceptable variance)	0	0%
Missing	0	0%



Operational PI year-end forecast status	Number	%
Green (achieved)	0	0%
Amber (within acceptable variance)	1	100%
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.	↔	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	↓	A

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

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.

We continue to work with Registered Providers in quarter 3 to improve conditions in existing accommodation. Regular meetings are taking place with Places for People to address issues identified by the Corporate Team and to work on a regeneration project in Huntingdon. Awaab's Law has now come into effect, which ensures our residents are living in homes that are safer and of a higher quality by giving the Regulator of Social Housing and Environmental Health Teams the power to take action regarding hazards around damp and mould.

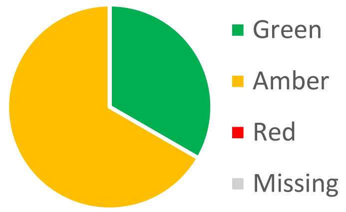
Works with Health and Social Care Providers continues as ongoing work with Cambridgeshire County Council will result in residents being able to live independently for longer, improving their wellbeing. This has been achieved by attending a workshop on the Joint Strategic Needs Assessments with a focus on damp and mould in existing homes. Further workshops will be attended on how we can work closer together in this area from a Housing, Health and Social Care perspective.

The level of housing delivery remains behind the Council's goal. Many homes which had been planned to be completed this year have seen delays due to Highway Works under S278 of the Highways Act. Three sites have been affected, with delivery delayed past quarter 4 of this financial year, however, these homes will still be delivered. The lower level of housing delivery has, in turn cause the number of affordable homes delivered to be behind target, with 183 homes delivered in the first nine months of the year, and a further 66 forecasted to be delivered in quarter 4.

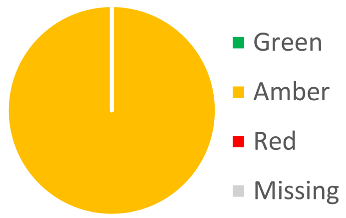
The planning service continues to perform excellently in ensuring new planning applications are processed on time. The percentage of planning applications processed within 8 weeks or the agreed extension period for major, minor, and household extension applications is 93% or higher. The number of planning applications over 16 weeks has nearly halved in quarter 3 due to the additional resources acquired to drive positive performance, with a further reduction expected in quarter 4 due to the continuation of these additional resources and a significant proportion of cases to be resolved at Development Management Committees.

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	%
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Amber (within acceptable variance)	1	17%
Red (below acceptable variance)	2	33%
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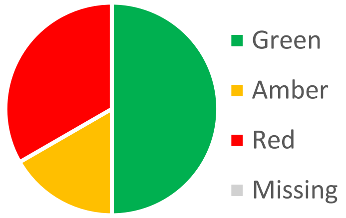
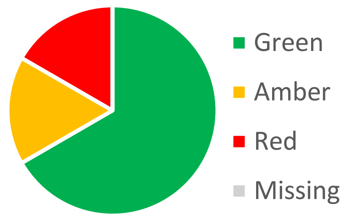


Operational PI year-end forecast status	Number	%
Green (achieved)	4	67%
Amber (within acceptable variance)	1	17%
Red (below acceptable variance)	1	17%
Missing	0	0%



Corporate Plan Action	Direction of Travel	Latest Status
20. Develop a new Housing Strategy and Action Plan for 2025-26.	↔	G
22. Develop policy to support the use of civil penalties with regard to private sector housing enforcement.	↑	G
23. Implement the government's new Supported Housing (Regulatory Oversight) Act, review of supported exempt accommodation in the area 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. Work with Registered Providers to improve conditions in existing accommodation through regeneration schemes.	↔	A
27. Work with partners to address barriers to housing delivery and support housing delivery rates.	↔	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.	↔	A

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

Operational Performance Indicator	Latest Status	Forecast Status
The net change in the number of homes with a council tax banding	A	A
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)	R	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.

Ten of the eleven corporate plan actions for Forward-Thinking economic growth are on track at the end of quarter 3, including the update to the Local Plan. The Preferred Options Draft Local Plan was published for public consultation in November and December, including the supporting Sustainability Appraisal. Seven public exhibitions and online opportunities saw over 2,900 responses from residents, local organisations, businesses, landowners, and other stakeholders to discuss individual concerns and promote approaches.

Huntingdonshire continues to be promoted as a destination to businesses that are proactively reducing their carbon emissions. Promotion in quarter 3 focused on defence, advanced manufacturing, and clean growth sectors, particularly for the Alconbury Weald site and the North Huntingdon growth cluster. This activity has strengthened Huntingdonshire's profile as a competitive and credible destination for high-value inward investment, and supported investor confidence in the district's long-term offer.

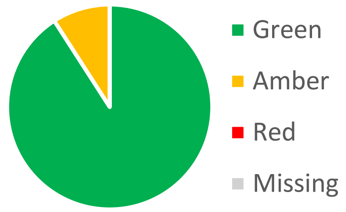
The Economic Growth Strategy and Action Plan has moved into the delivery phase in quarter 3. Actions from the plan have been embedded into teamwork programmes, with leads actively progressing priority activities alongside partners and businesses. The now implemented strategy is providing a clear, shared framework for economic growth activity, improving focus, accountability, and alignment across projects and partnerships.

Quarter 3 saw work within Huntingdonshire's market towns focused on ensuring town centres are vibrant hubs of economic and social activity. Collaboration with town councils, businesses, and local partners saw multiple initiatives, including Halloween and Christmas town trails. Events like these contributed to a footfall in the four market towns of 3,922,752 in quarter 3.

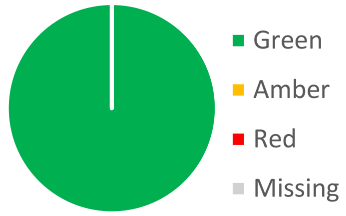
A number of events have succeeded in promoting the profile of Huntingdonshire as a place to invest, grow and deliver economic growth in quarter 3. 82 CEOs and businesses attended a business-focused event, the high-profile defence event at the House of Commons saw over 60 attendees, and ongoing Business Booster drop-ins saw ongoing engagement. The 196 businesses the Council engaged with had relations strengthened and a platform to receive support.

Performance Summary:

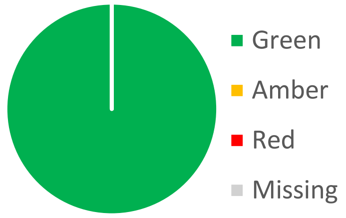
Status of Corporate Plan actions	Number	%
Green (on track)	10	91%
Amber (within acceptable variance)	1	9%
Red (behind schedule)	0	0%
Missing	0	0%



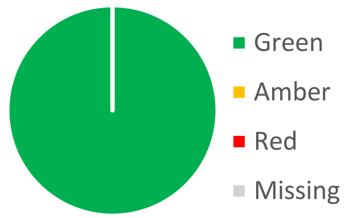
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	1	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



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.	↔	G
33. Delivery of the Market Town Programme and their High Street projects. Ensuring their promotion to drive additional economic and social activity.	↔	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.	↔	G
35. Support our market towns and town centres as hubs of economic and social activity.	↔	G
36. Support the visitor economy and culture sector including CPCA Local Visitor Economy Partnership.	↑	G
37. Work with the CPCA and partners to support skills development and opportunities.	↔	G
38. Work with partners to secure investment and growth in Huntingdonshire, maximising the opportunities presented through Local Government Reorganisation and additional devolved powers.	↔	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	↔	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.	↔	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.

The project to implement household food waste collections has continued to progress positively in quarter 3, with the rollout of the service to residents on track to begin in April. More vehicles have now been procured, completing the fleet, all of which are treated by HVO, a lower-emission alternative to traditional fuels. Communications have continued to be circulated to residents, and the webpage went live with information and frequently asked questions. Food caddies will begin to be delivered in quarter 4, along with further communications to residents.

Further revisions have been made to the Council's procurement rules to further embed social and environmental value. The policy has been revised to ensure the specificity of rules is detailed, and further internal reviews of the Code of Procurement will see how Social Value is applied to the Council and its residents.

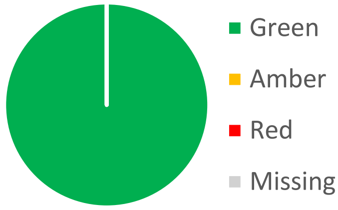
To showcase and encourage community action to lower carbon emissions, the internal staff Climate Champions group held its first event across two sites to encourage the recycling and reusing of clothes to reduce individual's carbon footprint significantly. Future events are being planned to encourage staff to continually reduce their carbon footprint. To further showcase and encourage community action to lower carbon emissions, the Council hosted its third Annual Climate Conference in quarter 3, with over 120 attendees and twenty stallholders from education, local councils, farming, and waste minimisation. The event saw partnerships strengthened, an increased awareness of innovative solutions, and a reinforced commitment to building a sustainable future.

The project to enable community action and engagement to achieve greater biodiversity has remained behind target this month, as the Natural Flood Defence project has faced issues regarding end dates and extensions. The partner is enthusiastic about the desired outcomes of the project, which include the opportunity for increased biodiversity.

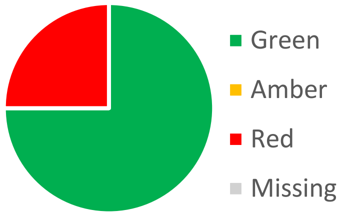
The efficiency of the vehicle fleet continues to perform above target with an Energy Efficient Driving Index Score of over 82.1%. The efficient driving of the Council's fleet, paired with the use of Hydrotreated Vegetable Oil Fuel within the fleet, allows for a significant reduction in carbon dioxide across the service.

Performance Summary:

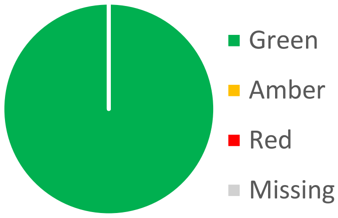
Status of Corporate Plan actions	Number	%
Green (on track)	8	100%
Amber (within acceptable variance)	0	0%
Red (behind schedule)	0	0%
Missing	0	0%



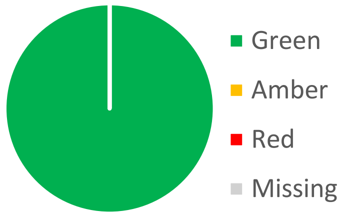
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	3	75%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	1	25%
Missing	0	0%



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

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

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.

The Workforce strategy action continued to be delivered in quarter 3, with a variety of schemes, initiatives, and events taking place. Included in this were a menopause nutrition session, an 'I Am Remarkable' session, World Diabetes Day, and International Men's Day events, which were all well-attended by staff. Additionally, staff have been offered a number of financial wellbeing initiatives, including My Money Matters. This has helped staff members in future financial planning and saving on National Insurance payments from the employer.

The final recommendations from the Local Government Association Corporate Peer Challenge were implemented into the Council's work in quarter 3, with progress updated to be reported to Overview and Scrutiny in January. Implementing these actions ensures we are continuing to do our core work well to become best in class and helps towards our best value duty

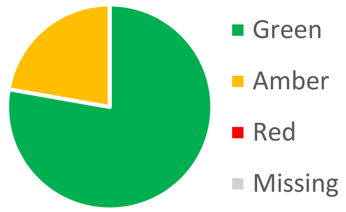
Quarter 3 saw continued positive progress in the Customer Services improvement programme, with NEC customer accounts and SMS reminders for Council Tax to be implemented next quarter. NEC customer accounts will allow for a simplified process for staff and residents, whilst the SMS reminders will decrease the number of payments falling into statutory processes, reducing the associated costs with sending letters, progressing to summons and court action. These continued efficiency improvements in the service will allow staff to improve on the already above target percentage of calls answered at over 89%, and reduce the waiting time for customers, currently at 124 seconds.

The number of missed bins has exceeded the target in quarter 3, with a missed collection rate of 0.045% from a total of 1,470,473 total collections, remaining significantly below the national collection rate average of 0.076%. The percentage of household waste reused, recycled, or composted this quarter remains below the accepted tolerance. This is attributed to an exceptionally dry summer, with works continuing in the education of recycling to help drive improvements to our recycling rate.

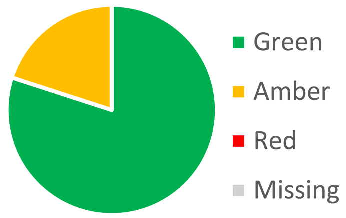
The rates of both Council Tax and Business Rates collection are currently behind target as of the end of quarter 3. The Council Tax collections are 0.45% behind target due to 560 dwellings being added to the net collectable, but instalments are not due for payment. Business Rates are 1.33% behind the target, which is set from the previous year's figures, which had a positive quarter 3 due to a reduction in net collectable as a result of RV changes. However, the service is still expecting to achieve the end of year goal.

Performance Summary:

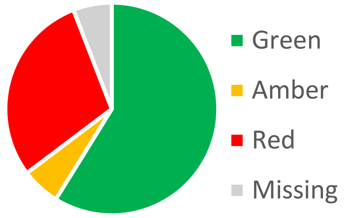
Status of Corporate Plan actions	Number	%
Green (on track)	7	78%
Amber (within acceptable variance)	2	22%
Red (behind schedule)	0	0%
Missing	0	0%



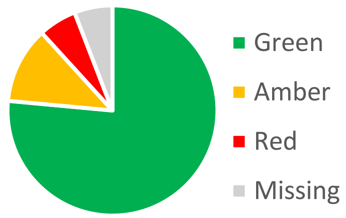
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	4	80%
Amber (behind schedule, project may be recoverable)	1	20%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	10	59%
Amber (within acceptable variance)	1	6%
Red (below acceptable variance)	5	29%
Missing	1	6%



Operational PI year-end forecast status	Number	%
Green (achieved)	13	76%
Amber (within acceptable variance)	2	12%
Red (below acceptable variance)	1	6%
Missing	1	6%



Corporate Plan Action	Direction of Travel	Latest Status
54. Refresh our Commercial Investment Strategy to support informed and impactful investment.	↔	G
60. Implement the recommendations and suggestions made from the Local Government Association Corporate Peer Challenge, continuing to drive transparent continuous improvement.	↔	G
61. Extend the use of benchmarking data to identify opportunities for transformation.	↔	A
62. Expand the use of unit costing within priority service areas to demonstrate productivity and opportunities for transformation.	↔	A
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	↔	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).	↔	G
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 Hinchingbrooke Country Park (PROJECT).	↔	A

Operational Performance Indicator	Latest Status	Forecast Status
Percentage of household waste reused / recucled / composted	R	R
Collected household waste per person (kilograms)	G	G
Residual waste collected per household (kilograms)	A	G
Number of missed bins	G	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

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	R	G
Business Rates collection rate	R	G
Short-term staff sickness days lost per full time equivalent (FTE) (rolling 12-month total)	R	A
Long-term sickness days lost per full time equivalent (FTE) (rolling 12-month total)	R	G
Staff Turnover (per month)	G	G
Average length of staff service (years)	G	G