



Performance Report Quarter 4 - 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.



To improve the evaluation of how the organisation makes a difference to local people, a software tool is being implemented for use by the Residents Advice & Information service to capture and quantify the impact of work on health and wealth building. This allowed for a return on investments regarding the health and wealth building to be presented at Overview & Scrutiny during quarter four. The tool is now transitioning into business as usual, allowing for the measuring and quantifying of the impact the service provides to residents.

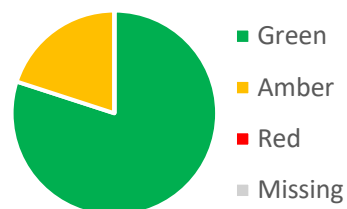
Continual improvements to the facilities and operating model of One Leisure continued to be made this quarter. The Huntingdon Sport and Health Hub progressed with planning application approved and capital approved at the Medium Term Financial Strategy in February. Further planning for the 3G pitch in St Ives also occurred. These facility upgrades will supply better services and more activity options to residents. Upgrades made to One Leisure facilities throughout the year have already seen a 10.7% increase in attendances, and further growth to facilities is anticipated to continue to increase attendances.

We have continued to work with partners this quarter to further skills and employment opportunities in Huntingdonshire. A full review of the WorkWell scheme was conducted, and funding was secured for a further year after targets were exceeded. Additionally, work continues in building relationships with GPs to increase referrals into the scheme, which will see a greater resource assigned to raising awareness and managing underperformance. Positive outcomes continue to be reported from individuals participating in the scheme.

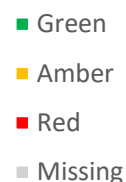
The Active Lifestyles service continues to offer residents a variety of opportunities to maximise activity in the district. A new method for entry into Active Lifestyle classes began to be offered in quarter four, with the 'Self-Referral' option for exercise referral and Chi Qi Gong being implemented. 28 residents have taken up the Self-Referral option, helping the team to assist 396 people through either the Exercise Referral Scheme or Self-Referral in the year, an increase of 21% on the previous year. A total of 74,950 attendances were achieved at Active Lifestyles & Sports Development activities this year.

Performance Summary:

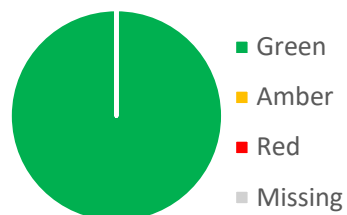
Status of Corporate Plan actions	Number	%
Green (on track)	8	80%
Amber (within acceptable variance)	2	20%
Red (behind schedule)	0	0%
Missing	0	0%



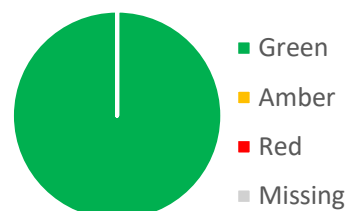
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	0	0%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



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.

We continue to prevent the causes of homelessness wherever we can. The Criminal Justice pathway involving the Probation Service, HMP Peterborough, and prison leavers commenced during quarter four. This has however not been finalised due to ongoing changes within the criminal justice system, with official sign-off expected after a review from the established multi-agency working group. This review, plus reviews of the vulnerable young people pathway, the Care Leavers pathway, and the hospital discharge pathway ensures that all agencies are aware and committed to their responsibilities to promote early interventions where possible to help achieve homelessness prevention and minimise crisis situations.

The project to deliver an integrated financial vulnerability model between HDC and partners has received very positive feedback from Cambridgeshire County Council in quarter four. The outcome of the funding request is expected in early quarter one. If successful, this would enable officers to have an overarching focus on prevention rather than a reactive approach.

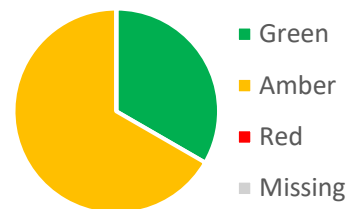
To allow for more opportunities for early intervention, the Customer Change Board is incorporating work so that residents are aware of the ways they can contact us. This approach ensures better outcomes for our residents as well as a better use of resources. Those able to self-help will be able to do so in a quick time, and the focus will be on prevention for the longer term.

A total of 156 homelessness cases were prevented in quarter four. A total of 528 homelessness preventions occurred in 2025/26, an increase on both of the previous two years. A large amount of these preventions were through a joint project with Places for People, where joint funding allowed the council to assist a number of tenants that were facing possession action due to rent arrears as a result of financial difficulties. Homelessness preventions continued to be achieved through other routes such as the Housing Register and Home-Link scheme.

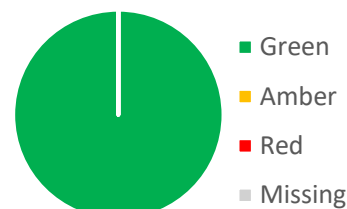
The number of residents enabled to live safely at home and prevented from requiring a long hospital stay due to Disabled Facilities Grants was 37 in quarter four. A total of 197 residents were supported in 2025/26, with an average time between referral and completion being 24.5 weeks. These figures were both improvements on the previous two years, with the waiting time decreasing by over 4.5 weeks in the last year. The continual improvements to this service are enabling residents to access the funding they need to live independently.

Performance Summary:

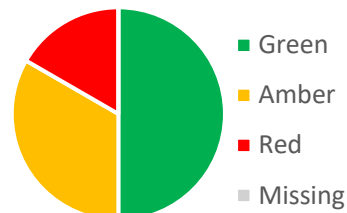
Status of Corporate Plan actions	Number	%
Green (on track)	1	33%
Amber (within acceptable variance)	2	67%
Red (behind schedule)	0	0%
Missing	0	0%



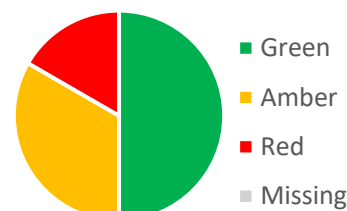
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	1	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	3	50%
Amber (within acceptable variance)	2	33%
Red (below acceptable variance)	1	17%
Missing	0	0%



Operational PI year-end forecast status	Number	%
Green (achieved)	3	50%
Amber (within acceptable variance)	2	33%
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	↓	A

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)	A	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	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



The LIFT (Low-Income Family Tracker) programme was procured by Cambridgeshire County Council in quarter four, which includes an officer to support the programme, who will, through data, help identify residents who are at risk of crisis and entitled to further support. This programme will ensure that residents in Huntingdonshire who are most in need will receive all the financial support they are entitled to but are unaware of. This will lead to significant benefits for residents' quality of life and well-being.

In preparation for the implementation of the Renters' Rights Act, which comes into effect on 1st May 2026, officers have been working with both tenants and landlords on awareness training and the living conditions of residents. Ensuring improved and fairer living arrangements for potentially vulnerable residents will enable stability and avoid disruption and increased demand on public services.

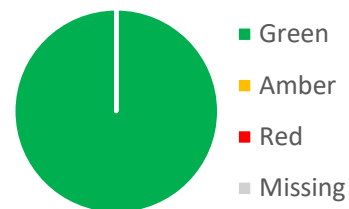
To continue supporting refugees and other guests, quarter four has seen a focus on supporting guests under the Homes for Ukraine scheme, as well as moving guests from temporary to permanent accommodation. Additionally, we are continuing to work with Serco regarding properties identified for procurement, with a continual focus on sustainability and community impact. Successful matches have resulted in minimal impact on public services and have integrated individuals and families who have sought refuge.

The number of households in temporary accommodation is 138 at the end of quarter four, a reduction from quarter 3. This performance, which is currently not reaching target, is attributed to the reduction in the number of social tenancy lettings when Places for People disposed of existing stock, which negatively impacts officers abilities to move households out of temporary accommodation and into a long-term solution.

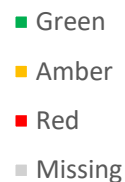
Although a review into Disabled Facilities Grants did not result in an increase of funding for Huntingdonshire, it has generated conversations surrounding the utilisation of unspent awards from neighbouring authorities throughout quarter four. If further funds are received, more residents would benefit from Disabled Facilities Grants, resulting in improved quality of life for recipients and their families.

Performance Summary:

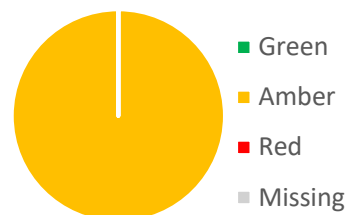
Status of Corporate Plan actions	Number	%
Green (on track)	5	100%
Amber (within acceptable variance)	0	0%
Red (behind schedule)	0	0%
Missing	0	0%



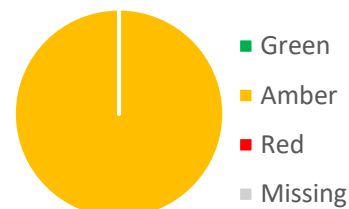
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	0	0%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	0	0%
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	↑	G

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.

Quarter four saw the completion of a draft version of the Housing Strategy, which will be submitted to Overview and Scrutiny for Performance and Growth in quarter one. Additionally, quarter four saw the approval of the Empty Homes Strategy by Cabinet. The refreshing of strategies with up-to-date information will allow for accurate assessments of housing demand and will guide the relevant approach to deliver new homes for residents.

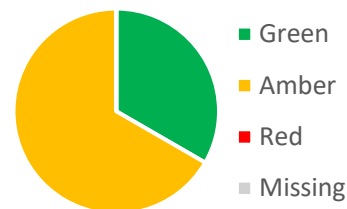
A Civil Penalties Policy with regard to private sector housing enforcement was drafted in quarter four. This will be presented at a Licensing and Protection Committee alongside an Enforcement Policy in quarter one. This will enable officers to use the new powers given under the Renters' Right Act 2025, which comes into effect on the 1st May 2026. Civil Penalties will act as a financial deterrent, discouraging landlords from breaching the new laws, hence improving the quality of housing within Huntingdonshire.

The rate of housing delivery has remained lower than targeted in quarter four for both market-rate and affordable homes. The delivery of affordable housing on the surplus Council-owned site in Station Road, Warboys, continues to face significant delays, with discussions with Anglian Water and Cambridgeshire County Council needing to be resolved before further works take place. Other housing association sites also face delays due to highway works and planning permissions. The delays to multiple sites have seen 55 affordable homes be delivered in quarter four and 238 delivered in the 2025/26 financial year as a whole. However, homes are not lost and will be delivered in future financial years once delays are resolved.

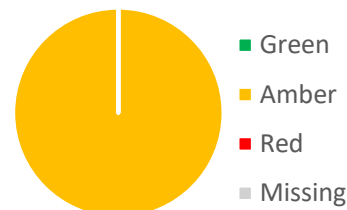
The planning service continues to perform positively in ensuring new planning applications are processed on time. The percentage of planning applications processed within 8 weeks or the agreed extension period for major, minor, and household extension applications were all over 92% at year's end. Additionally, the number of planning applications over 16 weeks has halved in quarter four due to the officers working hard to resolve complicated applications. This is a reduction from 95 cases to 11 cases in under two years from April 2024, whilst also considering and approving new applications in an efficient manner.

Performance Summary:

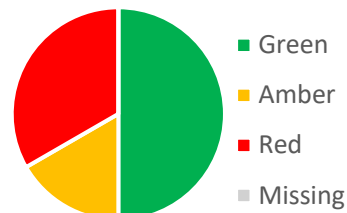
Status of Corporate Plan actions	Number	%
Green (on track)	3	33%
Amber (within acceptable variance)	6	67%
Red (behind schedule)	0	0%
Missing	0	0%



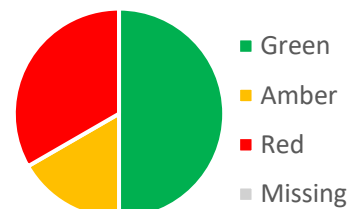
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	0	0%
Amber (behind schedule, project may be recoverable)	1	100%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	3	50%
Amber (within acceptable variance)	1	17%
Red (below acceptable variance)	2	33%
Missing	0	0%



Operational PI year-end forecast status	Number	%
Green (achieved)	3	50%
Amber (within acceptable variance)	1	17%
Red (below acceptable variance)	2	33%
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	R	R
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)	A	A

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.



Further work to Huntingdonshire's Local Plan continued in quarter four. This included responses to the preferred option being processed and summarised, initial revisions being made to sites, continuing to collaborate with the CPCA and Cambridgeshire Country Council on strategic transport issues and supporting consultants on the preparation of the Baseline study of Recreational Use and Impacts. The continuing development of a new local plan will support in the identification of land for development to further strengthen Huntingdonshire's economy.

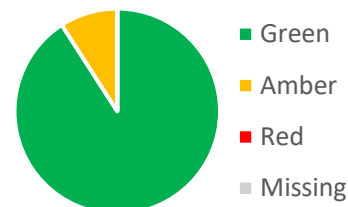
Quarter four saw a programme of support across market towns and town centres delivered. This included the Christmas Trail in Ramsey and the two-month 'Drink and Drine' campaign in St Ives. Continuing support to events and engagement with local partners drives the high footfall our market towns saw in quarter four and the year as a whole, with a total footfall of 15,624,950 in our market towns this year. It has also strengthened local partnerships and contributed to more vibrant and resilient town centres, with benefits extending to both economic activity and community wellbeing.

The programme regarding the delivery of UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund (REPF) grants was completed in quarter four. Officers will now be able to use case studies from funded projects to showcase the impact across LinkedIn and the website in future months. The programme has enabled businesses to invest in growth, productivity, and sustainability improvements. It has also leveraged additional private sector investment and supported job creation, leaving a positive and lasting impact across both urban and rural parts of the district.

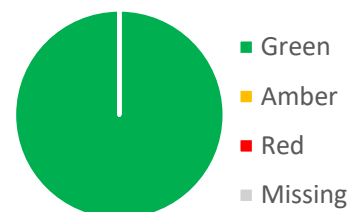
After completion earlier in the year, quarter four saw the embedding of the Economic Growth Strategy and Action Plan across service delivery. Key actions are now embedded into business-as-usual, and the fully established framework will continue to guide officers' ongoing work and priorities. The Economic Growth Strategy and Action Plan has strengthened decision-making and accountability, ensuring all future activity is aligned to the agreed priorities.

Performance Summary:

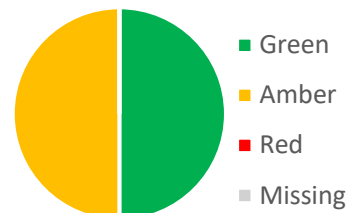
Status of Corporate Plan actions	Number	%
Green (on track)	10	91%
Amber (within acceptable variance)	1	9%
Red (behind schedule)	0	0%
Missing	0	0%



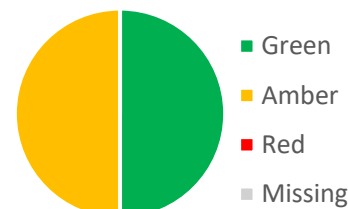
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	1	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	1	50%
Amber (within acceptable variance)	1	50%
Red (below acceptable variance)	0	0%
Missing	0	0%



Operational PI year-end forecast status	Number	%
Green (achieved)	1	50%
Amber (within acceptable variance)	1	50%
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)	A	A
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.

Quarter four saw the final steps being taken to ensure the smooth implementation of households food waste collections. Residents received caddies for their food waste after an in-depth assessment to rural communities and communal living areas. Staff recruitment to complete the collections were finalised, and residents received communications on how to recycle their food waste. This culminated in the first collection of residential food waste on 30th March, with collections continuing to be completed into quarter one.

The Net Zero Villages project was completed in quarter four, with 11 villages across the district supported. Net Zero initiatives included solar installations, transport improvements and nature-based solutions. The initiatives completed by Town and Parish councils have allowed these rural communities to make positive changes to assets to reduce carbon emissions whilst also making them more energy efficient. This allows these assets to last longer, be cheaper to run, and continue to provide long-term social spaces for communities and residents to enjoy.

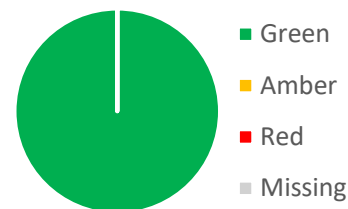
The decarbonising the fleet has now been completed with HVO vehicles implemented across operations. The use of HVO vehicles, paired with the efficiency of the vehicle fleet continuing to perform above target with an Energy Efficient Driving Index Score of over 81.63%, has seen an annual decrease of ~1,100 tonnes of CO₂.

Further steps have been made relating to the Council showcasing and encouraging community action to lower carbon emissions. The leaky dam project has been completed, where 13 leaky dams have been installed across the Love's Farm estate to slow water flow and prevent flooding. Not only will this protect local businesses, but also prevent the loss of biodiversity.

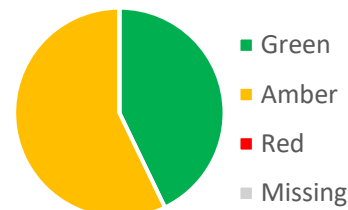
To expand positive climate action support for local businesses, the Climate service has partnered with the Economic Development service to sponsor the Huntingdonshire Business Awards for a second successive year. This will further promote local businesses and green economic growth. Further training events are also planned in our four market towns, covering thermal imaging, allowing businesses to use them at no cost to them.

Performance Summary:

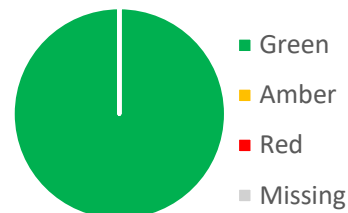
Status of Corporate Plan actions	Number	%
Green (on track)	8	100%
Amber (within acceptable variance)	0	0%
Red (behind schedule)	0	0%
Missing	0	0%



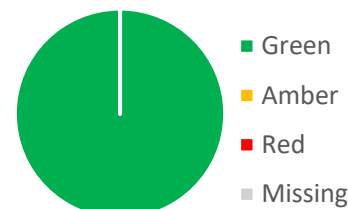
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	3	75%
Amber (behind schedule, project may be recoverable)	1	100%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



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.	↔	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).	↑	A

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 four, with a variety of schemes, initiatives, and events taking place. The electric vehicle scheme was launched to staff, with a further hybrid vehicle scheme in development. Engagements activities for staff included Brew Monday, an alternative to Blue Monday, and a pass-the-parcel for Random Acts of Kindness day. Continuing work on the Workforce strategy improves staff morale and gives them opportunities for financial gain through discounts and opportunities.

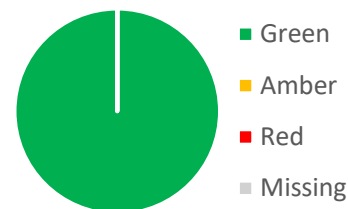
We continue to enable our outstanding volunteers in our parks, nature reserves and elsewhere to continue to improve the quality of those spaces. Volunteers have assisted with site improvements across the district, including with installing a footpath in Hinchingsbrooke park, building a bird hide at Paxton Pits, and replacing boardwalk sections with recycled fibre grid at Holt Island to future proof access. A total of 3999 days have been contributed by Parks and Open Spaces volunteers in 2025/26. Without the excellent work of our outstanding volunteers, accessibility to a number of sites would still be limited.

The Customer Services improvement programme continued in quarter 4, with the NEC portal successfully launching to residents. This allows residents to receive Council Tax bills electronically for the first time. This has resulted in nearly 2,500 new accounts had been registered for online access, with over 1,600 of these opting for paperless billing. Pre-reminder text messaging also launched in quarter four, marking the beginning of a three-month trial, the results of which will inform a decision on longer-term use. Positive initial feedback has been received from residents. Positive impacts are already being realised for both initiative, with further benefits realisation is expected in 2026/27.

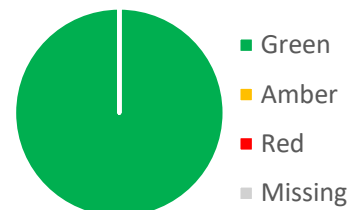
The number of missed bins has exceeded the target in quarter four, with a missed collection rate of 0.05% from a total of 1,588,896 total collections, remaining significantly below the national collection rate average of 0.076%. However, the percentage of household waste reused, recycled, or composted this quarter remains below the accepted tolerance at 47.18%. This is attributed to an exceptionally dry summer, with 26% less rainfall than average being monitored at Huntingdonshire's only weather station. Works are continuing in the education of recycling to help drive improvements to our recycling rate.

Performance Summary:

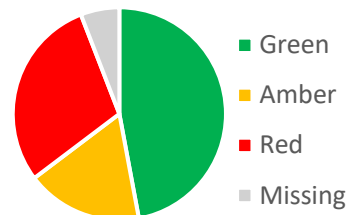
Status of Corporate Plan actions	Number	%
Green (on track)	9	100%
Amber (within acceptable variance)	0	0%
Red (behind schedule)	0	0%
Missing	0	0%



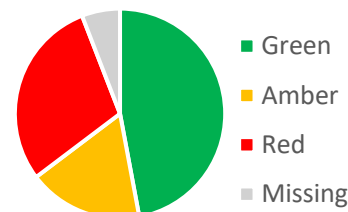
Status of Corporate Plan projects/programmes	Number	%
Green (progress on track)	5	100%
Amber (behind schedule, project may be recoverable)	0	0%
Red (significantly behind schedule, serious risk/issues)	0	0%
Missing	0	0%



Operational PI latest status	Number	%
Green (achieved)	8	47%
Amber (within acceptable variance)	3	18%
Red (below acceptable variance)	5	29%
Missing	1	6%



Operational PI year-end forecast status	Number	%
Green (achieved)	8	47%
Amber (within acceptable variance)	3	18%
Red (below acceptable variance)	5	29%
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.	↑	G
62. Expand the use of unit costing within priority service areas to demonstrate productivity and opportunities for transformation.	↑	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	↔	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 Hinchingsbrooke Country Park (PROJECT).	↔	G

Operational Performance Indicator	Latest Status	Forecast Status
Percentage of household waste reused / recycled / composted	R	R
Collected household waste per person (kilograms)	G	G
Residual waste collected per household (kilograms)	A	A
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)	R	R
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	A	A
Business Rates collection rate	R	R
Short-term staff sickness days lost per full time equivalent (FTE) (rolling 12-month total)	R	R
Long-term sickness days lost per full time equivalent (FTE) (rolling 12-month total)	R	R
Staff Turnover (per month)	G	G
Average length of staff service (years)	A	A