Insert:
Overview & Scrutiny – 02/09/2026
Cabinet – 15/09/2026

Report by: Gregory Moore
Head of Service: Katherine Hlalat
Lead Cllr: Cllr Nathan Hunt
Executive Councillor for Resident Services and Corporate Performance

Huntingdonshire DISTRICT COUNCIL

Wards	Open / Exempt	Key Decision?
All	Open	No

Corporate Performance Report, Quarter 1 2026/27

Executive Summary: This report provides Cabinet with an update on the Council's performance against the 2026-27 Corporate Plan at the end of Quarter 1 2026/27 (covering the period April to June 2026), including:

- Progress with Corporate Plan actions and projects
- Corporate Performance Indicators

Recommendations

1.1. The Cabinet is invited to consider and comment on progress and performance during Quarter 1, as summarised in the Corporate Performance Report attached and detailed in Appendices A, B & C

	Key Corporate Plan Priorities
1	Improving quality of life for local people
2	Creating a better Huntingdonshire for future generations
3	Doing our core work Well

	Place Strategy Priorities
1	Pride in Place
2	Inclusive Economy
3	Health Embedded
4	Environmental Innovation
5	Travel Transformed

Report Author(s)

Gregory Moore – Data Analyst (gregory.moore@huntingdonshire.gov.uk)

1. PURPOSE OF THE REPORT

1.1 This report presents the Council's progress against the Corporate Plan Actions and Corporate Performance Indicators during Quarter 1 (April to June) 2026/27.

2. BACKGROUND & CONTEXT

2.1 The Council's Corporate Plan 2023-2028 was refreshed for 2026/27 and approved at Council in July 2026.

2.2 The performance data in the attached Corporate Performance Report and its appendices relate to the performance measures, actions and projects agreed for 2026/27 and has been collated in accordance with standardised procedures.

2.3 The Corporate Performance Report (Appendix A) summarises progress and performance by outcome. Each outcome has a summary followed by tables and pie charts summarising the status of actions and projects, followed by the performance measures. A full list is also provided for each outcome, which shows the status reported for each action/project and performance measure linked to that outcome as at the end of quarter 1. The appendices to the Corporate Performance Report provide more detail.

2.4 Appendix B provides integrated updates on Corporate Plan actions and projects from officers, covering both progress against planned delivery and the impact that has had on the outcome.

2.5 Appendix C provides updates on Corporate Performance Measures, showing this year's performance broken down by month and how this compares to targets, intervention levels and the performance of the previous three years, where possible. This is provided via graphs to make such comparisons simpler and provide a visual indicator of direction of travel.

2.6 Metrics within the Operational Performance Measures have similarities to the Local Outcomes Framework – a new framework which enables outcomes-based performance measurement against key national priorities delivered at the local level. The framework has 127 outcome metrics and outcome metric placeholders across 16 priority outcomes which link directly back to the safety and wellbeing of residents. Councils are responsible for the monitoring and reporting this metrics for the launch of a national digital tool in 2026. Therefore, it is important that Huntingdonshire District Council is cognisant of the emerging reporting requirements and ensures appropriate governance and data quality are in place to support compliance. Doing this will create an opportunity for greater transparency with residents.

3. PERFORMANCE MANAGEMENT

3.1 Robust performance management is a priority at Huntingdonshire District Council, with stretch targets being implemented where relevant and external benchmarking occurring where possible. This was noted as a strength for HDC by our recent Local Government Association Corporate Peer Challenge.

3.2 Cabinet members and the Overview and Scrutiny (Performance and Growth) Panel are central to the Council's Performance Management Framework. This report provides regular performance data, allowing Councillors to review quarterly progress on strategic outcomes.

3.3 The following table summarises overall progress in delivering Corporate Plan actions for 2026/27 at the end of Quarter 1:

Status of Corporate Plan Actions	Number	Percentage
Green (on track)	43	91%
Amber (within acceptable variance)	4	9%
Red (behind schedule)	0	0%

Note: actions being delivered as/through projects/programmes are not included in this table as their status is being reported via project reporting mechanisms instead, and this avoids any double-counting. Percentages may not sum to 100% due to rounding.

3.4 91% of our Corporate Plan actions are reported as on track (green) this quarter. The remaining 9% of projects were reported as being within the acceptable variance (amber), with no actions reported as being behind schedule (red). 39 of the actions reported as green in Quarter 4 were also reported as green in Quarter 4. 2 of the 12 actions reported as amber this Quarter have reduced from reporting as green in Quarter 3, and the remaining 10 continue to report as amber.

3.5 The statuses of Corporate Plan projects at the end of March 2026 are shown in the following table:

Status of Corporate Plan Projects/Programmes	Number	Percentage
Green (on track)	9	90%
Amber (within acceptable variance)	1	10%
Red (behind schedule)	0	0%

Note: this only includes corporate projects which are linked to actions in the current Corporate Plan. Percentages may not sum to 100% due to rounding.

3.6 Quarter 1 saw a total of 9 Corporate Plan projects/programmes reporting as green (90%), with the other project/programme reporting as amber.

3.7 The latest status of operational performance measures at the end of March 2026 are summarised here:

Latest Operational Performance Indicator Results	Number	Percentage
Green (on track)	18	53%
Amber (within acceptable variance)	6	18%
Red (behind schedule)	10	29%

Note: this only includes operational performance measures which are linked to actions in the current Corporate Plan. Percentages may not sum to 100% due to rounding.

3.8 The Corporate Performance Measures that are behind the intervention level through quarter 1 of the 2026/27 year are:

Metric	Result
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 DFG	R
7. The number of homelessness preventions achieved	R
11. The number of new affordable homes delivered	R
22. The number of missed bins (excluding Food Waste collections)	R
24. The number of flytips reported (cumulative)	R
25. The number of sanctions against environmental crimes and anti-social behaviour	R
27. The percentage of calls to the Contact Centre answered	R
28. The average wait time for customers calling the Contact centre (seconds)	R
33. Staff long-term sickness days lost per FTE	R
35. The average length of staff service (years)	R

Please note: that other metrics are routinely reported internally to other committees (e.g. HR data goes before the Employment Committee and the Corporate Governance Committee receives an annual report on complaints and compliments), copies of these reports can be requested.

3.9 The number of residents enabled to live safely at home via a DFG (disabled facilities grant) has reported as red through the first quarter. Officers are extremely limited in directly impacting this metric as they rely on cases being passed to them through the Cambs Home Improvement Agency. A backlog of roughly 50 'P3' cases are currently being sorted by the Cambs Home Improvement Agency, some of which will be supported by Huntingdonshire District Council.

3.10 The number of homelessness preventions achieved through June of 2026/27 is 110, just 1 prevention behind being amber. To support this metric in becoming green, officers continue to support the delivery of new social rented homes so that residents can be housed through the Home-Link scheme, hence achieving homelessness preventions.

3.11 The target of 120 affordable homes per quarter is based on the 480 homes needed per annum to meet housing need following the ICENI Housing Needs Assessment. This figure is unlikely to be met every year due to the fluctuation in housing delivery. Slippage from quarter 4 of the previous year, whilst expected in quarter 1 has not yet been delivered due to continuing delays on sites, mainly due to highway improvements, most of these homes are now expected to be delivered throughout the remaining year. It is expected that this metric will still finish behind target this year.

3.12 The number of missed bins in the first quarter of the year was behind target, but still above the national benchmarking average of 0.076%. Agency staff were required to be used in quarter 1 due to multiple staff absences, and this meant less experience and knowledge of the round/areas, causing more missed bins. As agency staff become more experienced and regular staff return from leave, this metric is expected to improve.

3.13 The number of flytips has been significantly behind target this quarter. Processes have been revised to identify and track flytipping, and reviews are being undertaken to identify trends and recurring patterns.

3.14 The number of sanctions against environmental crimes and anti-social behaviour has started 2026/27 behind target. Officers focus on the prevention of these occurrences as well as the sanctioning of instances, and continue to focus on the same action plan as the previous year to ensure accurate and frequent sanctions are passed out when applicable.

3.15 Both customer services metrics are significantly behind target through the first quarter of 2026/27. Multiple factors contributed to this poor performance including higher call volume, longer calls, and vacancies. Resources were used efficiently, including resources from other teams, however performance was still behind target. Vacancies have now been filled and gradual improvement is expected from August onwards.

3.16 Long term sickness has increased in the last 3 months. All 19 cases are being managed actively, and long term cases of 6 months or longer have halved, however officers transitioning from short-term to long-term sickness has negatively impacted this metric. A sickness review group is now in place and working to identify trends and stabilise sickness.

3.17 Quarter 1 2026/27 included extremely positive performance. This includes improving the happiness and wellbeing of our residents by continuing to provide leisure services and Active Lifestyle sessions, with both metrics finishing significantly above target. All 3 planning metrics regarding the percentage of applications completed on time have achieved green compared to their stretched 2026/27 targets, with the backlog not increasing in this time. Additionally the economic development team continue to support businesses throughout the district to ensure Huntingdonshire is a place for businesses to thrive.

4. COMMENTS OF OVERVIEW & SCRUTINY

4.1 The Overview and Scrutiny (Performance & Growth) Panel is due to receive this report at its meeting on 2nd September 2026. Comments from the Panel will be shared with Cabinet following the Overview and Scrutiny Panel's meeting.

5. BACKGROUND PAPERS– LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

5.1

Document List	Custodian	File Location
Corporate Plan	Huntingdonshire District Council Joint Administration	Corporate Plan Refresh 2026/27