State of the District Review:
Key Performance Indicators
2022-25

Huntingdonshire
DISTRICT COUNCIL
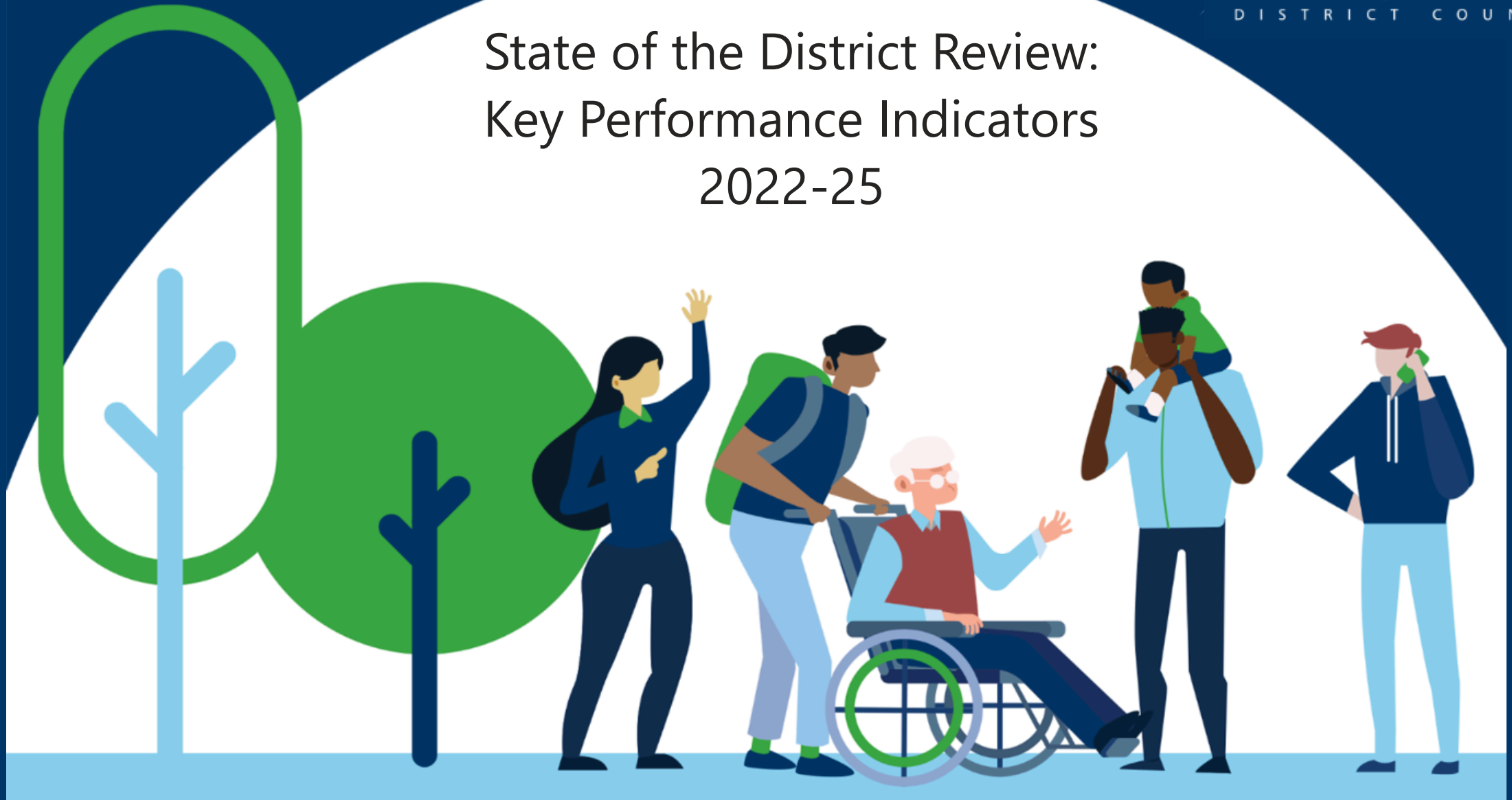
PI 1. Number of attendances at One Leisure Active Lifestyles programmes (aim to maximise)

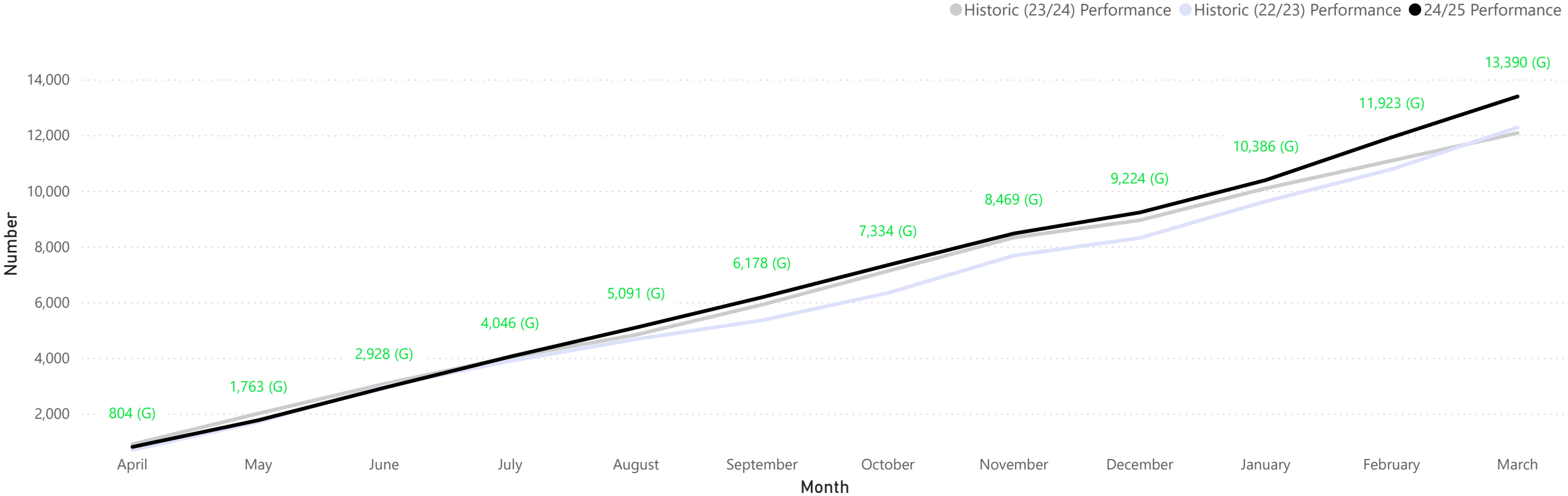**●** 24/25 Performance   **●** Historic (23/24) Performance   **●** Historic (22/23) Performance
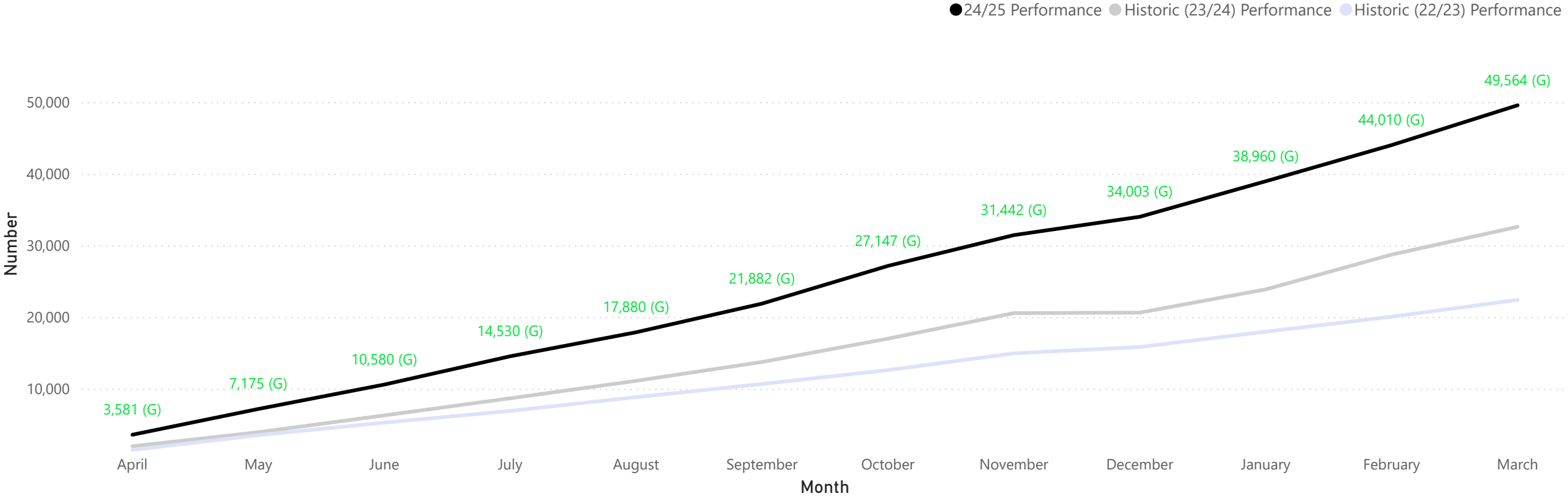
The number of attendances at Active Lifestyles programmes has continued to increased year on year since 2022, growing by 121%. The investments into the service have resulted in more and specialist classes being offered up and down the district.

Latest year-end result:

49,564

Latest outturn status:

G

PI 2. Number of attendances at Sports Development activities and programmes (aim to maximise)

Legend: ● Historic (23/24) Performance ● Historic (22/23) Performance ● 24/25 Performance

Data labels (24/25 Performance): 804 (G), 1,763 (G), 2,928 (G), 4,046 (G), 5,091 (G), 6,178 (G), 7,334 (G), 8,469 (G), 9,224 (G), 10,386 (G), 11,923 (G), 13,390 (G)

The number of attendances at Sports Development activities and programmes has continued to increase steadily since 2022, seeing 10% growth following investment.
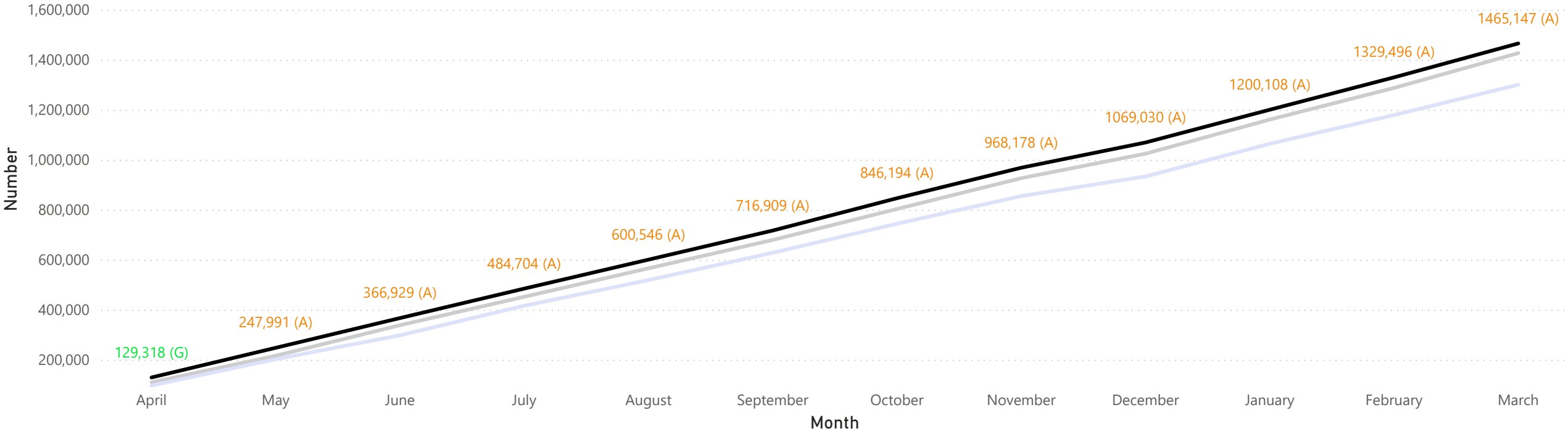
Latest year-end result:

13,390

Latest outturn status:

G

PI 3. Number of One Leisure Facilities admissions - swimming, Impressions, fitness classes, sports hall and pitches (exc Burgess Hall & school admissions)

Month	Value
April	129,318 (G)
May	247,991 (A)
June	366,929 (A)
July	484,704 (A)
August	600,546 (A)
September	716,909 (A)
October	846,194 (A)
November	968,178 (A)
December	1069,030 (A)
January	1200,108 (A)
February	1329,496 (A)
March	1465,147 (A)

The number of admissions to One Leisure facilities has continued to increase year on year since 2022, growing by 12%, despite the closures due to the investments and upgrades. This has resulted in over 4.2 million admissions.
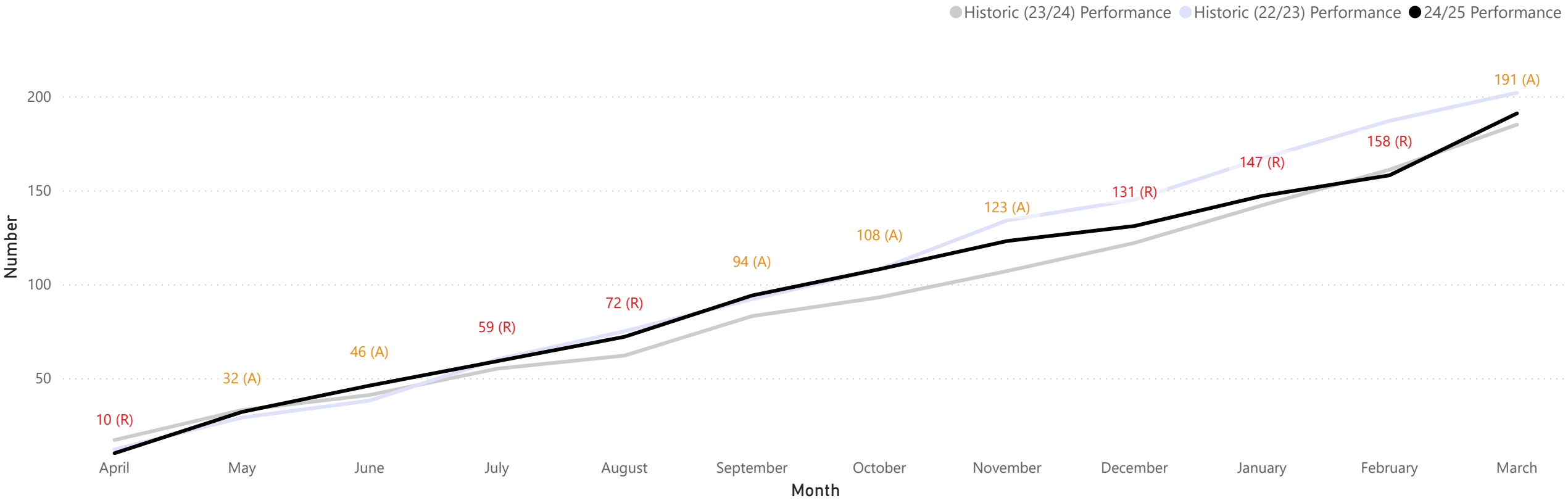
Latest year-end result:

1,465,147

Latest outturn status:

A

PI 4. The number of residents enabled to live safely at home and prevented from requiring care or a prolonged stay in hospital due to a Disabled Facilities Grant (DFG)

● Historic (23/24) Performance ● Historic (22/23) Performance ● 24/25 Performance

Since 2022, we have been able to support over 570 residents to live safely at home, avoiding a hospital stay, following improvements funded by Disabled Facilities Grants. These improvements include the installation of ramps and stair lifts, as well as other ergonomic adaptations.
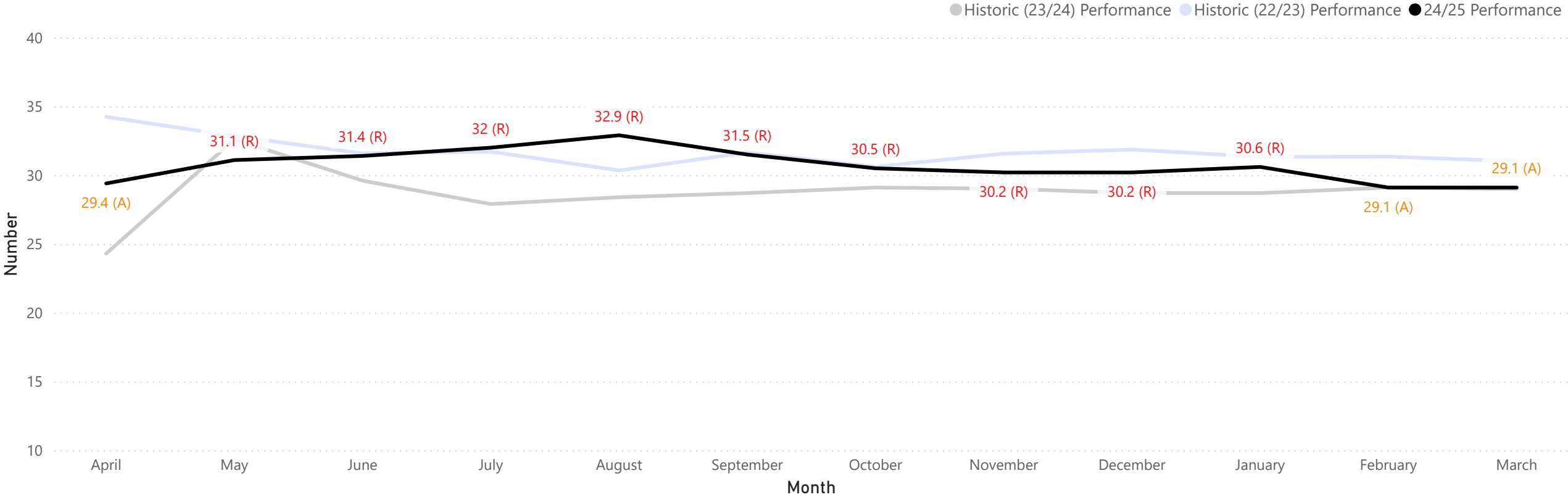
Latest year-end result:

19170

Latest outturn status:

PI 5. Average time (in weeks) between date of referral and practical completion of jobs funded through Disabled Facilities Grants

● Historic (23/24) Performance ● Historic (22/23) Performance ● 24/25 Performance

31.1 (R) 31.4 (R) 32 (R) 32.9 (R) 31.5 (R) 30.5 (R) 30.6 (R) 29.1 (A)

29.4 (A) 30.2 (R) 30.2 (R) 29.1 (A)

Number

April May June July August September October November December January February March

Month

Following difficulties with our partners, a members working group was established in late 2024, and is working to transform the DFG process. These changes have resulted in the average wait time decreasing since the start of 2025.

Latest year-end result:

29.30

Latest outturn status:

A

PI 6. Average number of days to process new claims for Housing Benefit and Council Tax Support (aim to minimise)
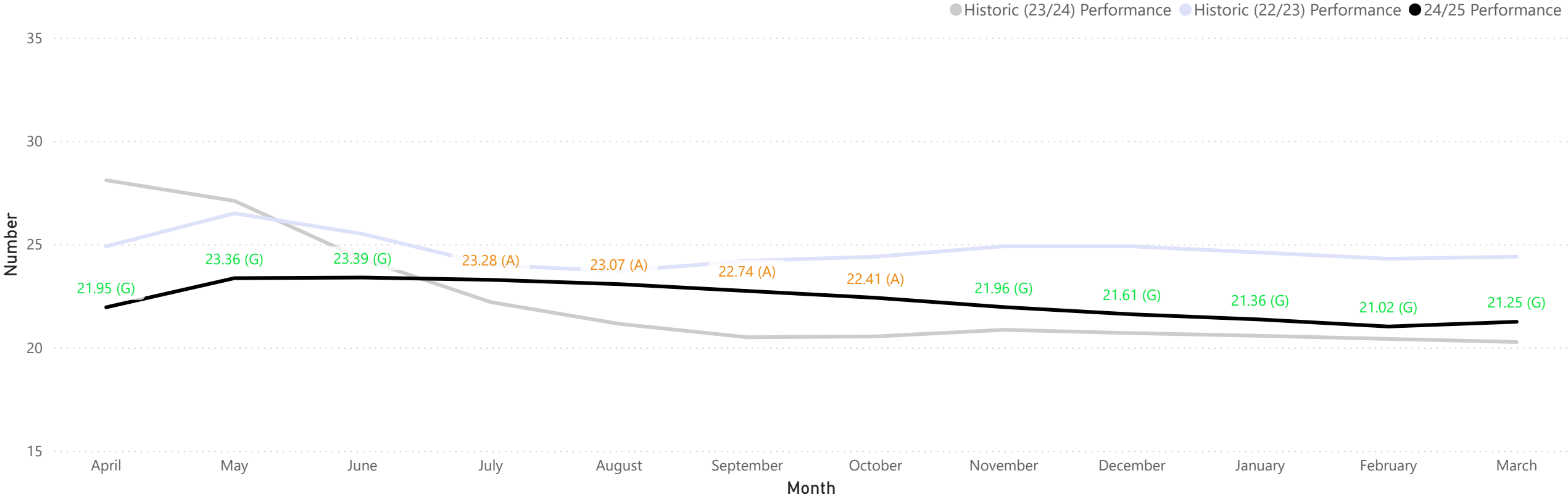
The average days to process new claims for Housing Benefits and Council Tax support has remained consistent since 2022, often surpassing its target. This has resulted in HDC having some of the lowest times in the region.
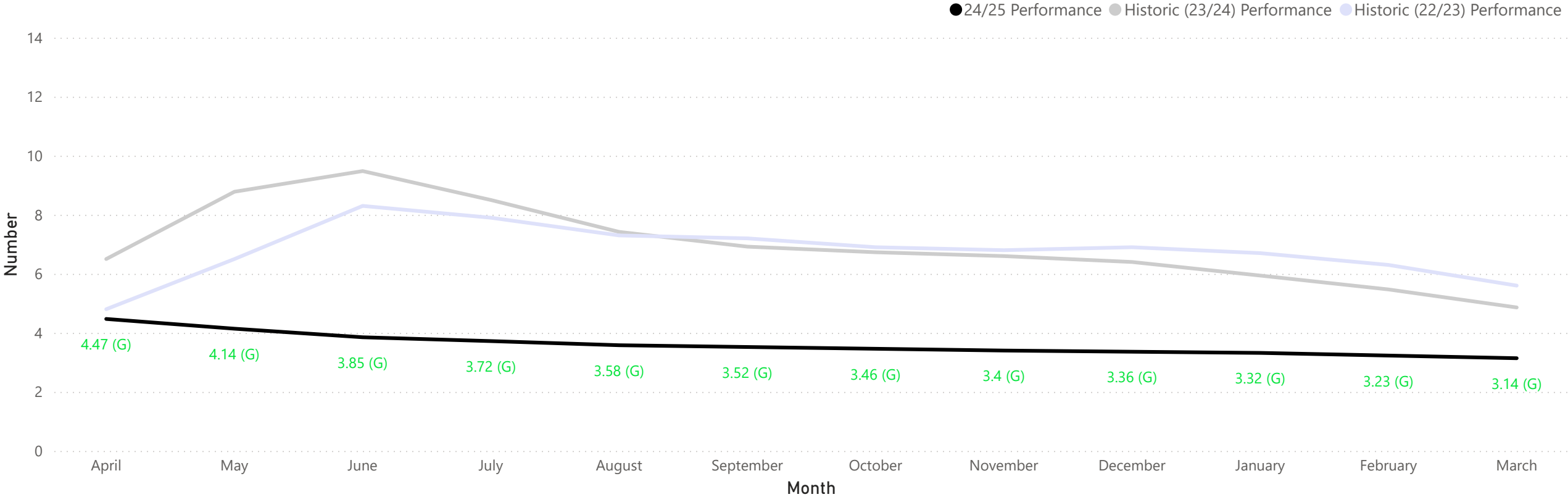
Latest year-end result:

21.25

Latest outturn status:

G

PI 7. Average number of days to process changes of circumstances for Housing Benefit and Council Tax Support (aim to minimise)

● 24/25 Performance ● Historic (23/24) Performance ● Historic (22/23) Performance

Number

14	
12	
10	
8	
6	
4	
2	
0	

4.47 (G) 4.14 (G) 3.85 (G) 3.72 (G) 3.58 (G) 3.52 (G) 3.46 (G) 3.4 (G) 3.36 (G) 3.32 (G) 3.23 (G) 3.14 (G)

April May June July August September October November December January February March

Month

The average number of days to process changes of circumstances has seen consistent improvement since 2022, ending last financial year with their best performance in the last three years and some of the best performance in the region.
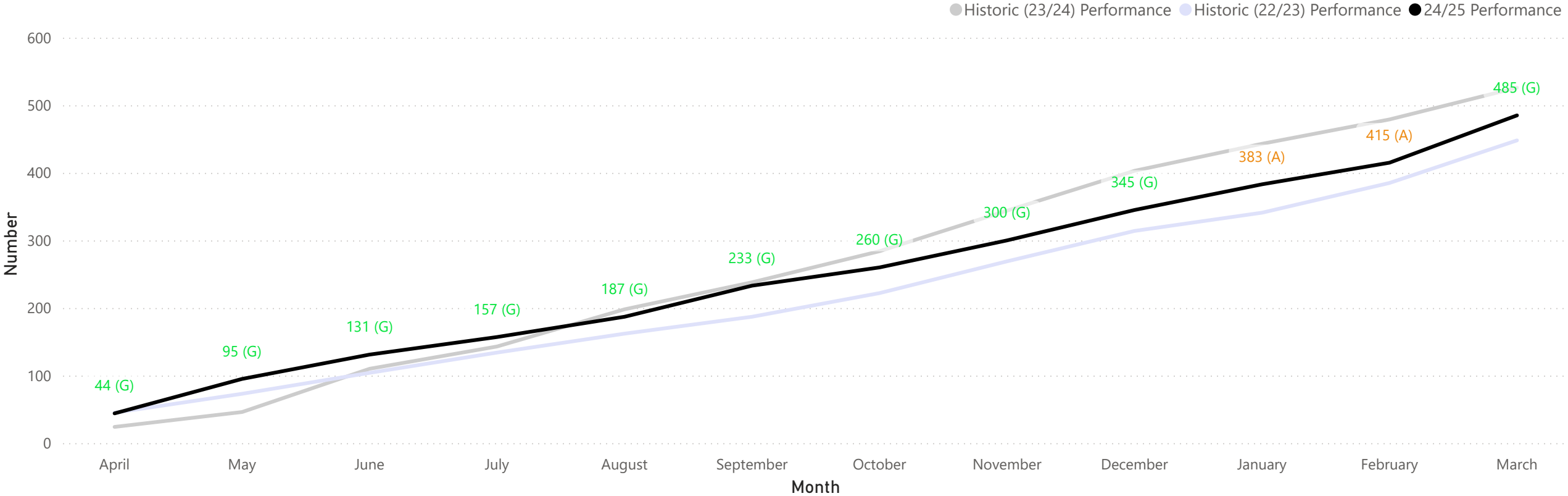
Latest year-end result:

3.14

Latest outturn status:

G

PI 8. Number of homelessness preventions achieved (aim to maximise)

● Historic (23/24) Performance ● Historic (22/23) Performance ● 24/25 Performance

Data labels on the 24/25 Performance line:
44 (G), 95 (G), 131 (G), 157 (G), 187 (G), 233 (G), 260 (G), 300 (G), 345 (G), 383 (A), 415 (A), 485 (G)

Y-axis: Number (0, 100, 200, 300, 400, 500, 600)

X-axis: Month (April, May, June, July, August, September, October, November, December, January, February, March)
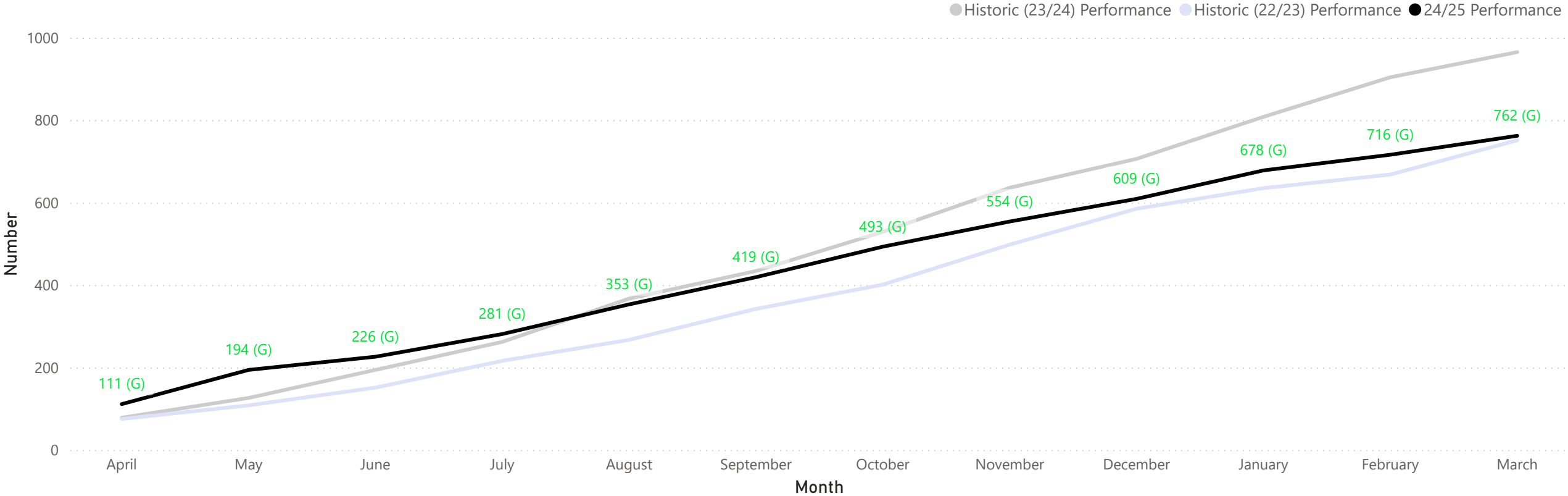
Since 2022, we have been able to prevent over 1500 people from falling into homelessness. This is due to our frontline staff being trained to identify people at risk, resulting in early intervention.

Latest year-end result:

485455

Latest outturn status:

A

PI 9. Number of households housed through the housing register and Home-Link scheme (aim to maximise)

Legend: ● Historic (23/24) Performance ● Historic (22/23) Performance ● 24/25 Performance

Data labels (24/25 Performance):
- April: 111 (G)
- May: 194 (G)
- June: 226 (G)
- July: 281 (G)
- August: 353 (G)
- September: 419 (G)
- October: 493 (G)
- November: 554 (G)
- December: 609 (G)
- January: 678 (G)
- February: 716 (G)
- March: 762 (G)

We have been able to home over 2500 households since 2022, helping families to avoid homelessness. Our team have also gained DAHA accreditation in this time for their outstanding work with survivors fleeing domestic violence.
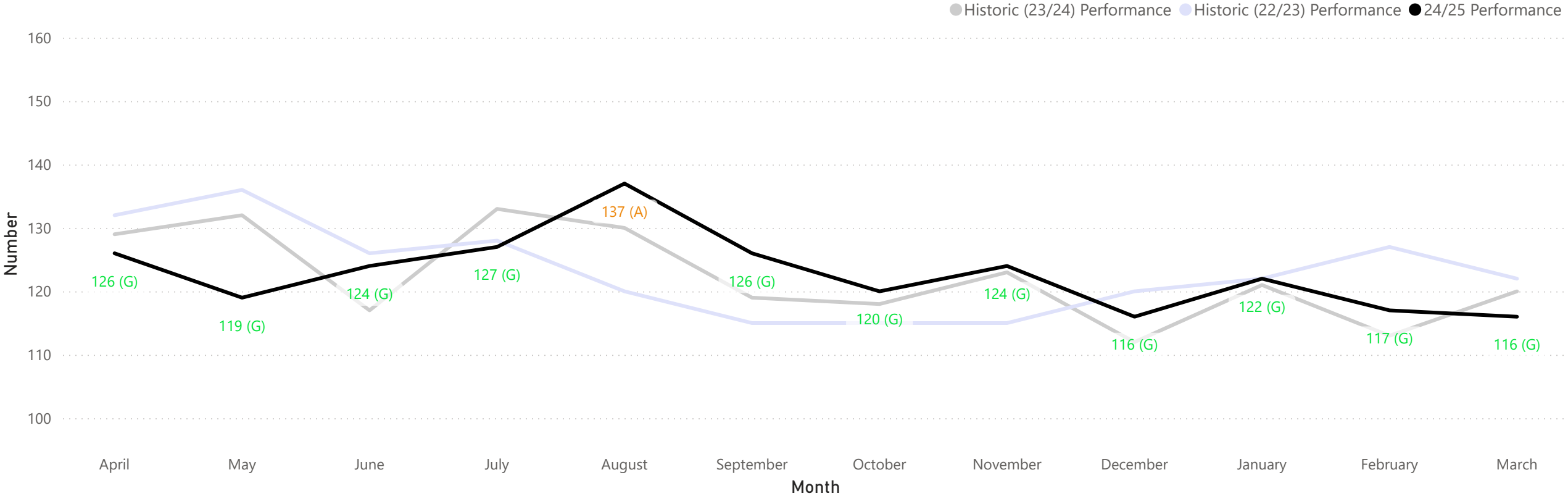
Latest year-end result:

762 55

Latest outturn status:

G

PI 10. Number of households in Temporary Accommodation (aim to minimise)

Legend: Historic (23/24) Performance, Historic (22/23) Performance, 24/25 Performance

Data labels (24/25 Performance):
- April: 126 (G)
- May: 119 (G)
- June: 124 (G)
- July: 127 (G)
- August: 137 (A)
- September: 126 (G)
- October: 120 (G)
- November: 124 (G)
- December: 116 (G)
- January: 122 (G)
- February: 117 (G)
- March: 116 (G)

We have consistently been able to keep the number of households in temporary accommodation below target since 2022. Our performance is some of the best in the region and helps to keep our spending on TA below the national average.
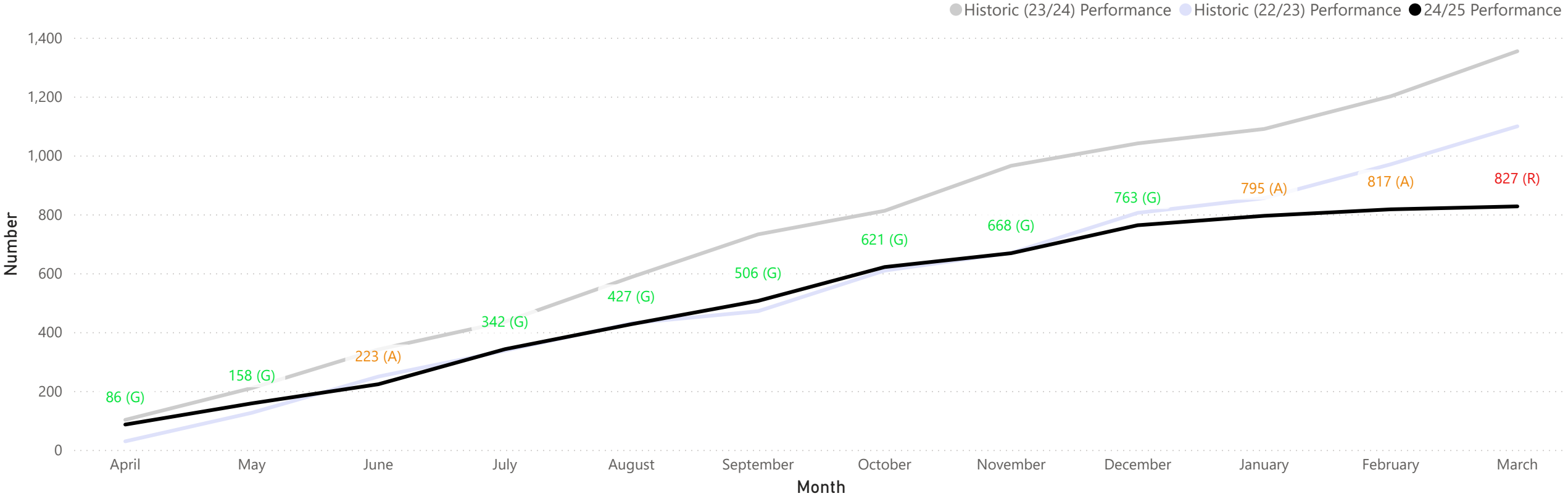
Latest year-end result:

116 / 135

Latest outturn status:

G

PI 11. Net change in number of homes with a Council Tax banding (aim to maximise)

Legend: ● Historic (23/24) Performance ● Historic (22/23) Performance ● 24/25 Performance

Data labels on 24/25 Performance line:
- April: 86 (G)
- May: 158 (G)
- June: 223 (A)
- July: 342 (G)
- August: 427 (G)
- September: 506 (G)
- October: 621 (G)
- November: 668 (G)
- December: 763 (G)
- January: 795 (A)
- February: 817 (A)
- March: 827 (R)

Y-axis: Number (0 to 1,400)
X-axis: Month

Since the start of this administration, there has been a net increase of over 3200 new houses with a council tax banding. In early 2025, the system used to record this number changed, resulting in a backlog of over 300 properties still awaiting a banding.
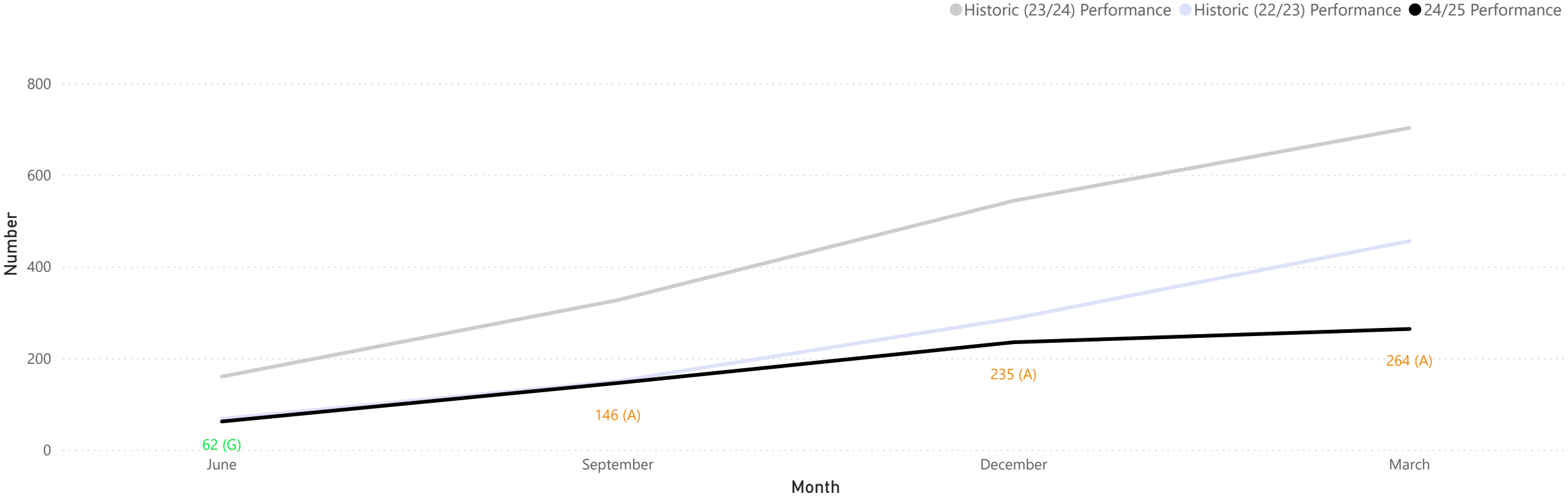
Latest year-end result: 8271 / 827

Latest outturn status: RA

PI 12. Number of new affordable homes delivered (updated quarterly only) (aim to maximise)

● Historic (23/24) Performance ● Historic (22/23) Performance ● 24/25 Performance
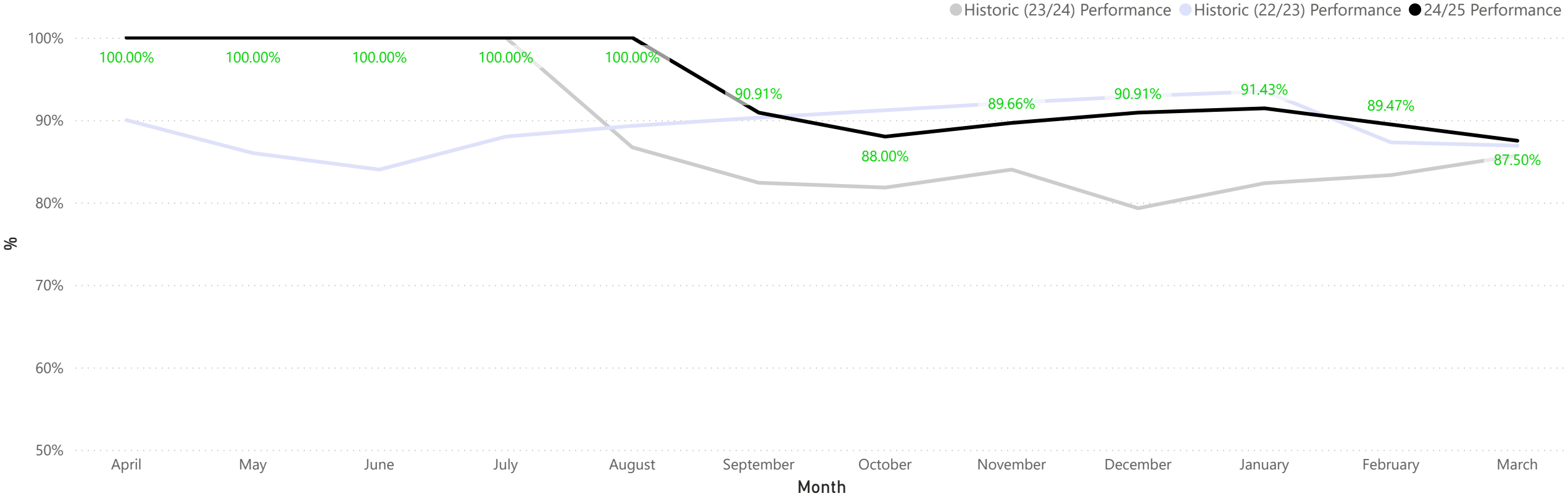

Through our work with partner organisations, we have assisted with the delivery of 1423 new affordable houses within the district, helping may residents onto the housing ladder for the first time.

Latest year-end result:

264188

Latest outturn status:

A

PI 13. Percentage of planning applications processed on target – major (within 13 weeks or agreed extended period)

Legend: ● Historic (23/24) Performance ● Historic (22/23) Performance ● 24/25 Performance

Data labels (24/25 Performance): 100.00%, 100.00%, 100.00%, 100.00%, 100.00%, 90.91%, 88.00%, 89.66%, 90.91%, 91.43%, 89.47%, 87.50%

Y-axis (%): 100%, 90%, 80%, 70%, 60%, 50%

X-axis (Month): April, May, June, July, August, September, October, November, December, January, February, March

Our planning service is currently undergoing a series of programme improvements. These changes have have resulted in them achieving their best performance in the last three years in the 2024/25 financial year.

Latest year-end result:

87.50%

Latest outturn status:

G

PI 14. Percentage of planning applications processed on target – minor or other (within 8 weeks or agreed extended period)

● Historic (23/24) Performance ● Historic (22/23) Performance ● 24/25 Performance

94.68% (G)
87.27% (G)
85.53% (G)
85.37% (G)
87.16% (G)
88.81% (G)
89.92% (G)
89.93% (G)
88.55% (G)
89.11% (G)
89.51% (G)
89.71% (G)

Our planning service is currently undergoing a series of programme improvements. These changes have resulted in them achieving their best performance in the last three years in the 2024/25 financial year.
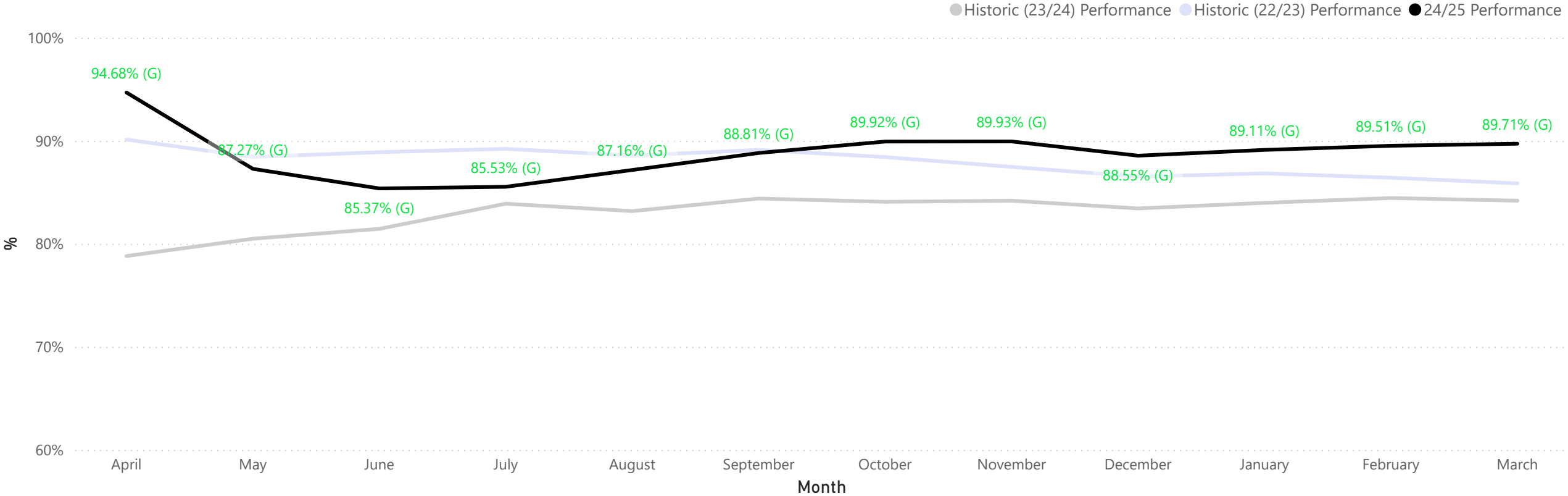
Latest year-end result:

88.57.0%

Latest outturn status:

G

PI 15. Percentage of planning applications processed on target – household extensions

Legend: ● Historic (23/24) Performance ● Historic (22/23) Performance ● 24/25 Performance

Data labels (24/25 Performance):
- April: 98.36% (G)
- May: 95.1% (G)
- June: 95.2% (G)
- July: 94.87% (G)
- August: 95.47% (G)
- September: 95.85% (G)
- October: 96.35% (G)
- November: 96.5% (G)
- December: 94.72% (G)
- January: 94.73% (G)
- February: 94.62% (G)
- March: 94.83% (G)

Our planning service is currently undergoing a series of programme improvements. These changes have resulted in them achieving their best performance in the last three years in the 2024/25 financial year.
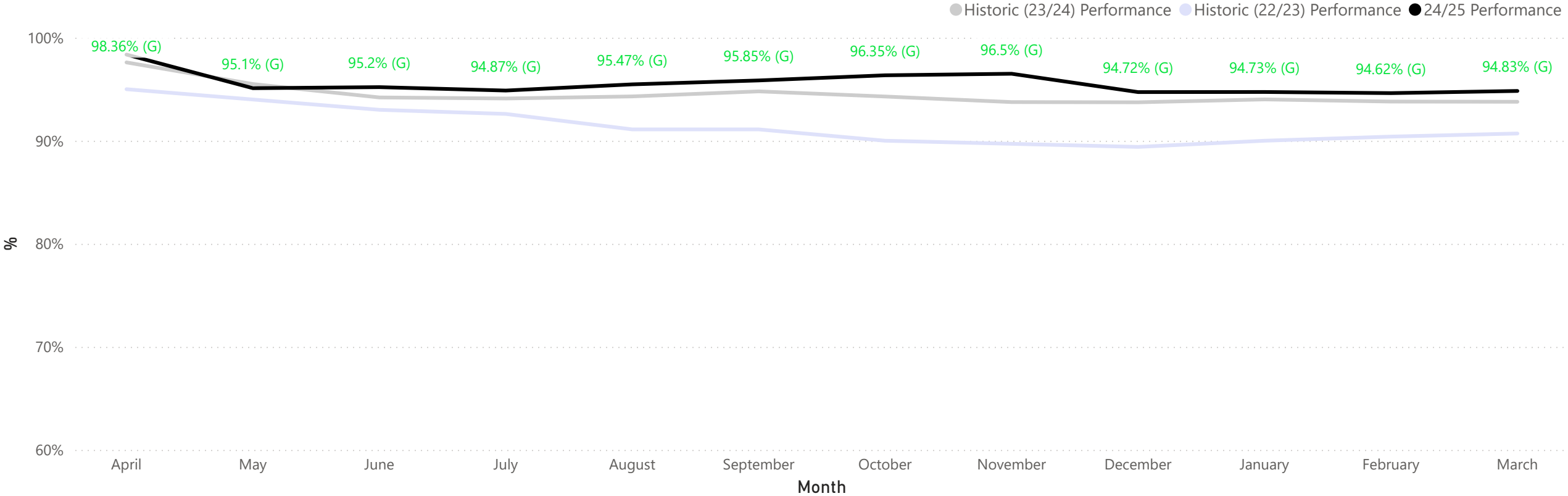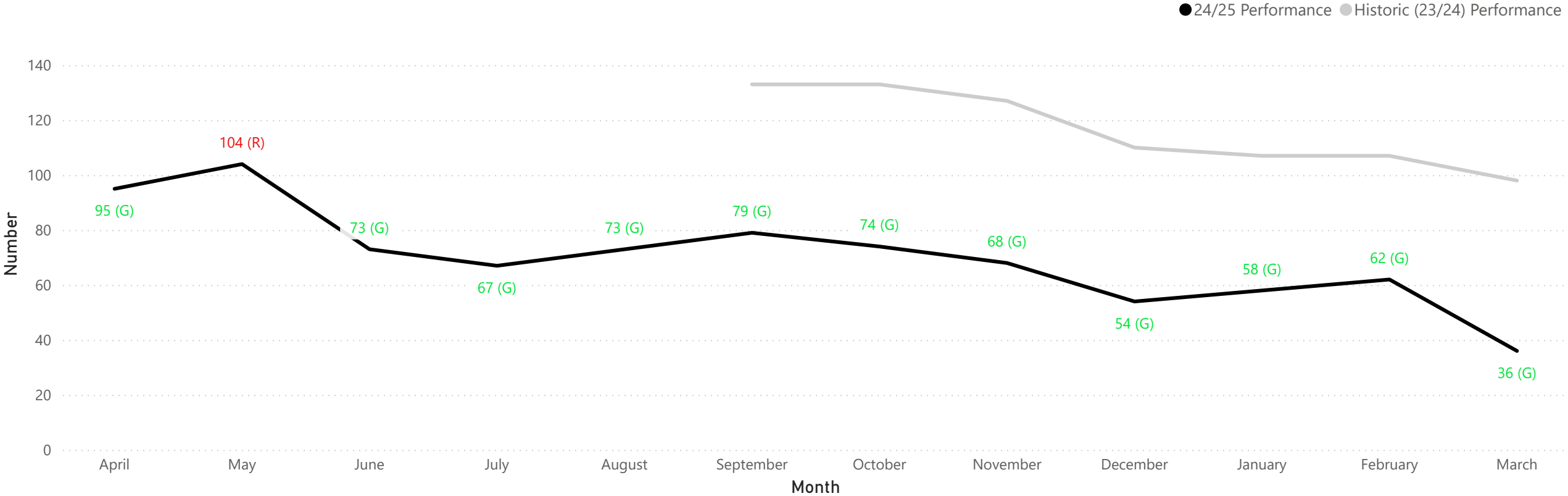
Latest year-end result:

94.30%

Latest outturn status:

G

PI 16. Number of planning applications over 16 weeks old where there is no current extension of time in place

● 24/25 Performance ● Historic (23/24) Performance

Month

Our planning service is currently undergoing a series of programme improvements. These changes have resulted in the planning backlog decreasing significantly in the last few years.
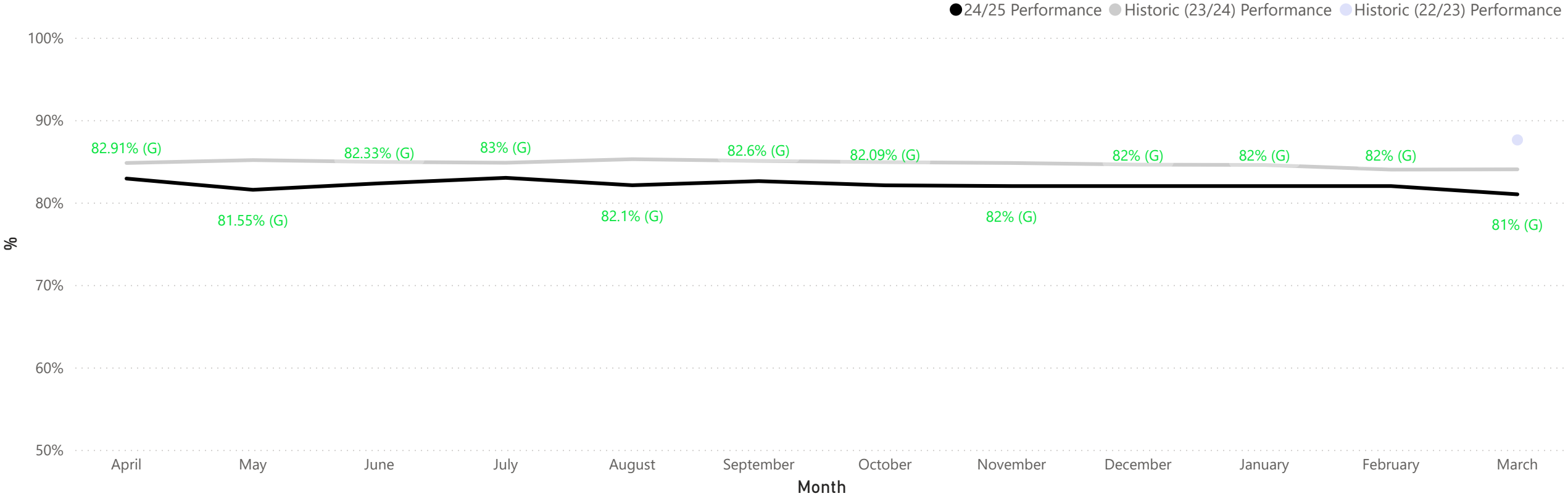
Latest year-end result:

36 50

Latest outturn status:

G

PI 17. Efficiency of vehicle fleet driving — Energy Efficient Driving Index score for the Waste service (aim to maximise)

● 24/25 Performance   ● Historic (23/24) Performance   ● Historic (22/23) Performance

Chart values:
- 82.91% (G)
- 82.33% (G)
- 83% (G)
- 82.6% (G)
- 82.09% (G)
- 82% (G)
- 82% (G)
- 82% (G)
- 81.55% (G)
- 82.1% (G)
- 82% (G)
- 81% (G)

X-axis (Month): April, May, June, July, August, September, October, November, December, January, February, March

Y-axis (%): 50%, 60%, 70%, 80%, 90%, 100%

The energy efficient driving index score has remained high for our waste service, since 2022, regularly scoring above the national average and helping to reduce our carbon dioxide emissions.
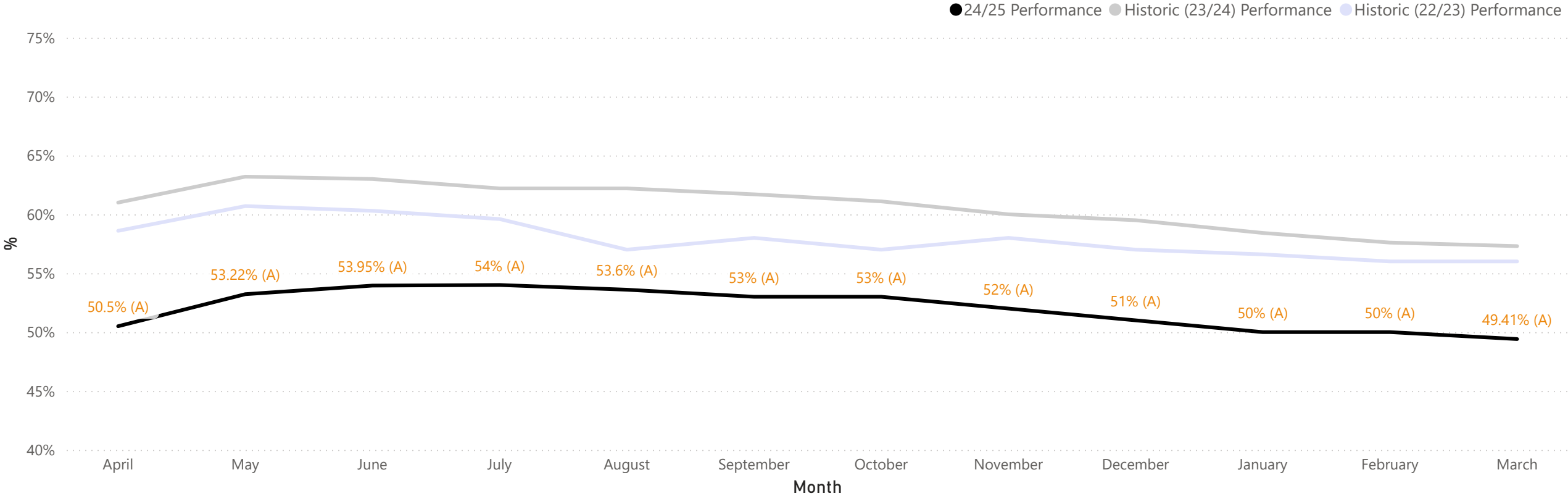
Latest year-end result:

81.0%

Latest outturn status:

G

PI 18. Percentage of household waste reused/recycled/composted (aim to maximise)

Legend: ● 24/25 Performance ● Historic (23/24) Performance ● Historic (22/23) Performance

Data labels (24/25 Performance):
- April: 50.5% (A)
- May: 53.22% (A)
- June: 53.95% (A)
- July: 54% (A)
- August: 53.6% (A)
- September: 53% (A)
- October: 53% (A)
- November: 52% (A)
- December: 51% (A)
- January: 50% (A)
- February: 50% (A)
- March: 49.41% (A)

The percentage of household waste reused, recycled and composted has decreased following the introduction of the chargeable garden bin service, as we are collecting less compostable waste. Despite this, we still perform well compared to other comparator groups.
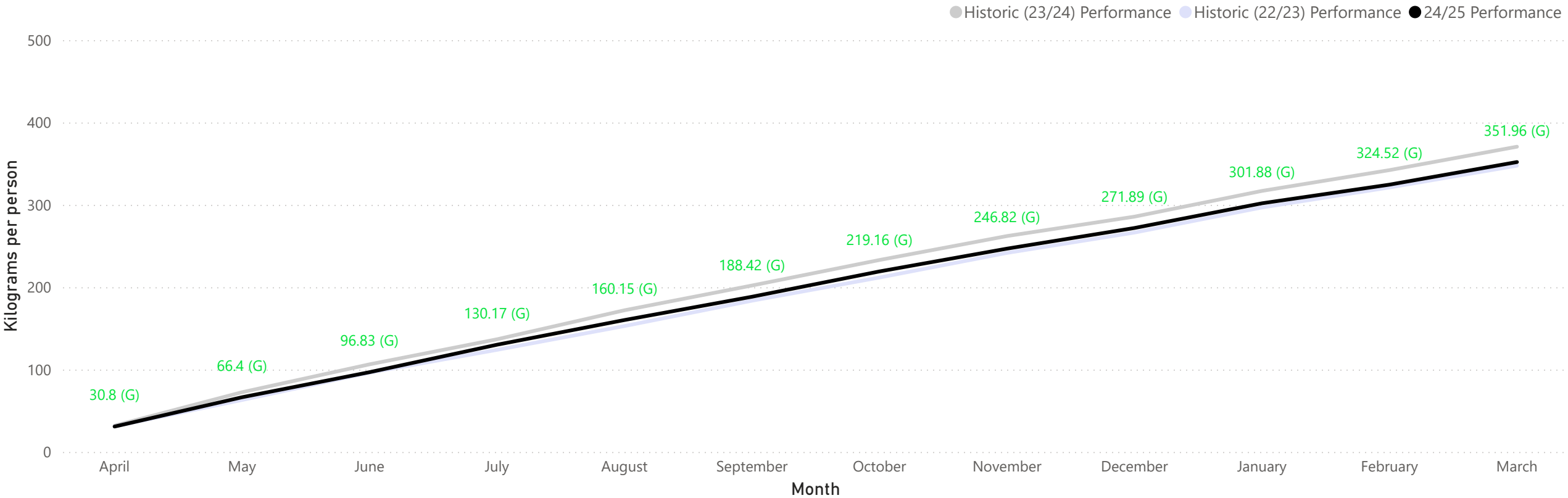
Latest year-end result: 49.41%

Latest outturn status: A

PI 19. Collected household waste per person (kilograms) (aim to minimise)

Legend: ● Historic (23/24) Performance ● Historic (22/23) Performance ● 24/25 Performance

Data labels (24/25 Performance):
- April: 30.8 (G)
- May: 66.4 (G)
- June: 96.83 (G)
- July: 130.17 (G)
- August: 160.15 (G)
- September: 188.42 (G)
- October: 219.16 (G)
- November: 246.82 (G)
- December: 271.89 (G)
- January: 301.88 (G)
- February: 324.52 (G)
- March: 351.96 (G)

X-axis: Month
Y-axis: Kilograms per person

The weight of collected household weight per person has also been trending downwards since 2022, rarely missing its target. This is partly due to a number of successful recycling campaigns launched by this administration.
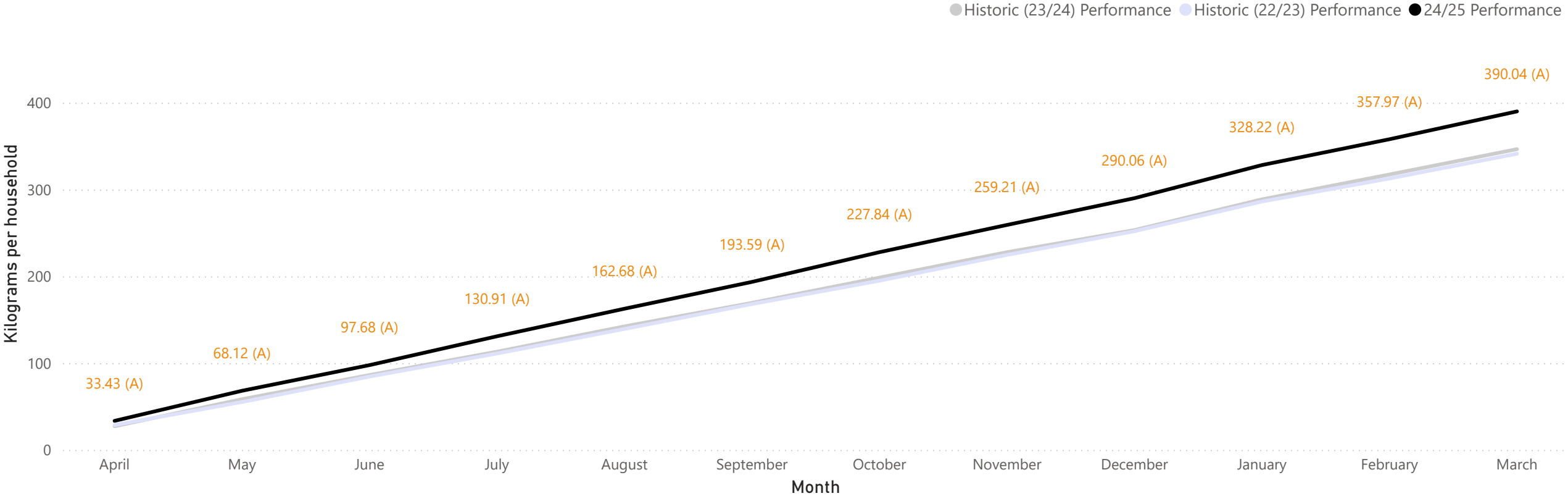
Latest year-end result:

351.96

Latest outturn status:

G

PI 20. Residual waste collected per household (kilograms) (aim to minimise)

Kilograms per household

390.04 (A)
357.97 (A)
328.22 (A)
290.06 (A)
259.21 (A)
227.84 (A)
193.59 (A)
162.68 (A)
130.91 (A)
97.68 (A)
68.12 (A)
33.43 (A)

Month

April · May · June · July · August · September · October · November · December · January · February · March

Residual waste has also had a good performance since 2022, rarely missing its target until the 2024/25 financial year, where it remained within the acceptable variance.
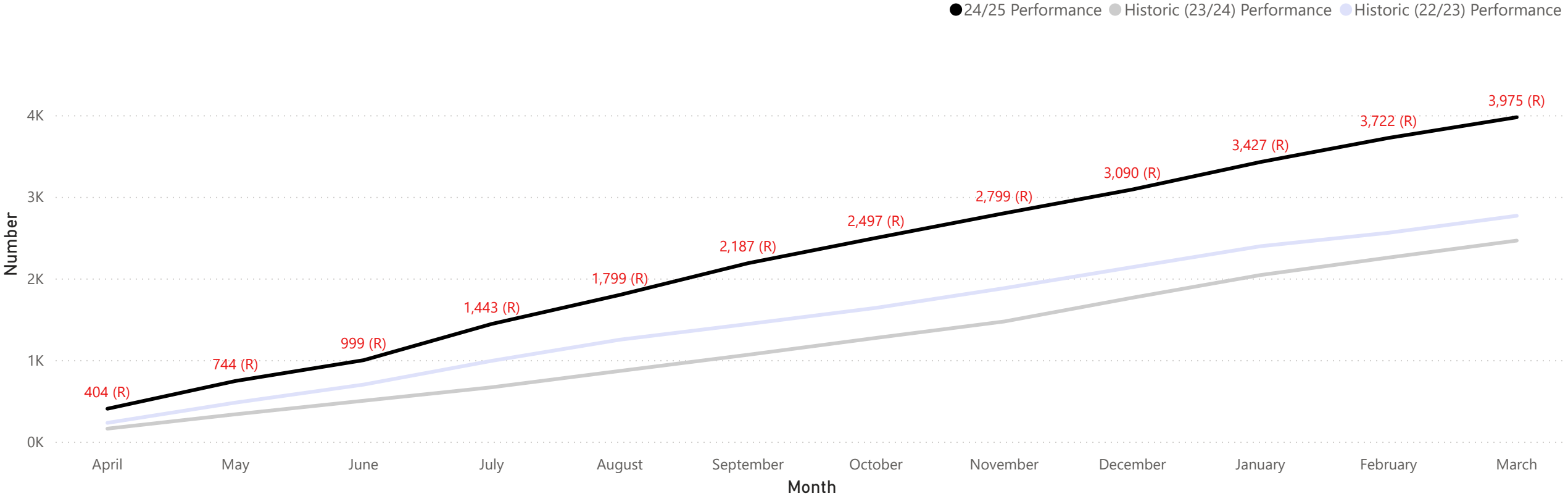
Latest year-end result:

390.04

Latest outturn status:

A

PI 21. Number of missed bins

Legend: ● 24/25 Performance ● Historic (23/24) Performance ● Historic (22/23) Performance

Data labels (24/25 Performance):
- April: 404 (R)
- May: 744 (R)
- June: 999 (R)
- July: 1,443 (R)
- August: 1,799 (R)
- September: 2,187 (R)
- October: 2,497 (R)
- November: 2,799 (R)
- December: 3,090 (R)
- January: 3,427 (R)
- February: 3,722 (R)
- March: 3,975 (R)

The number of missed bins per month has consistently remained lower than the national average since 2022, but has suffered due to the loss of experienced staff.
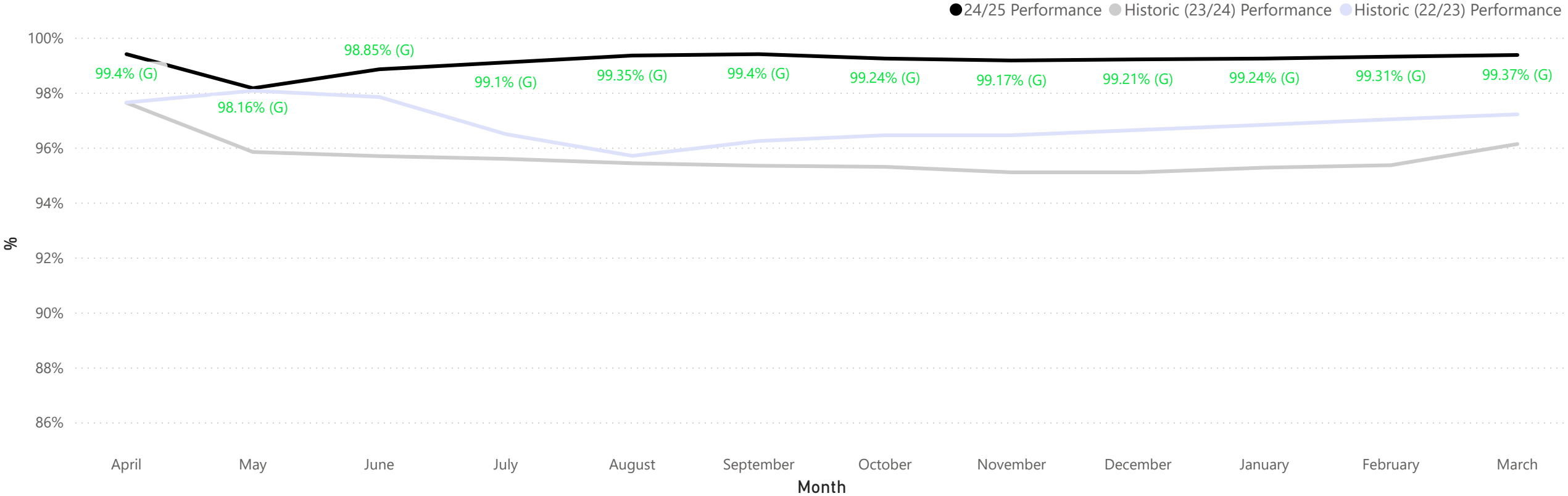
Latest year-end result:

3,975 / 4,050

Latest outturn status:

R

PI 22. Percentage of sampled areas which are clean or predominantly clean of litter, detritus, graffiti, flyposting, or weed accumulations

● 24/25 Performance ● Historic (23/24) Performance ● Historic (22/23) Performance

99.4% (G)
98.16% (G)
98.85% (G)
99.1% (G)
99.35% (G)
99.4% (G)
99.24% (G)
99.17% (G)
99.21% (G)
99.24% (G)
99.31% (G)
99.37% (G)

Month

The percentage of sampled areas which were clean of litter, detritus, graffiti, flyposting and weeds has seen continuous improvement since 2022, averaging a pass rate of over 99% in the 2024/25 financial year.
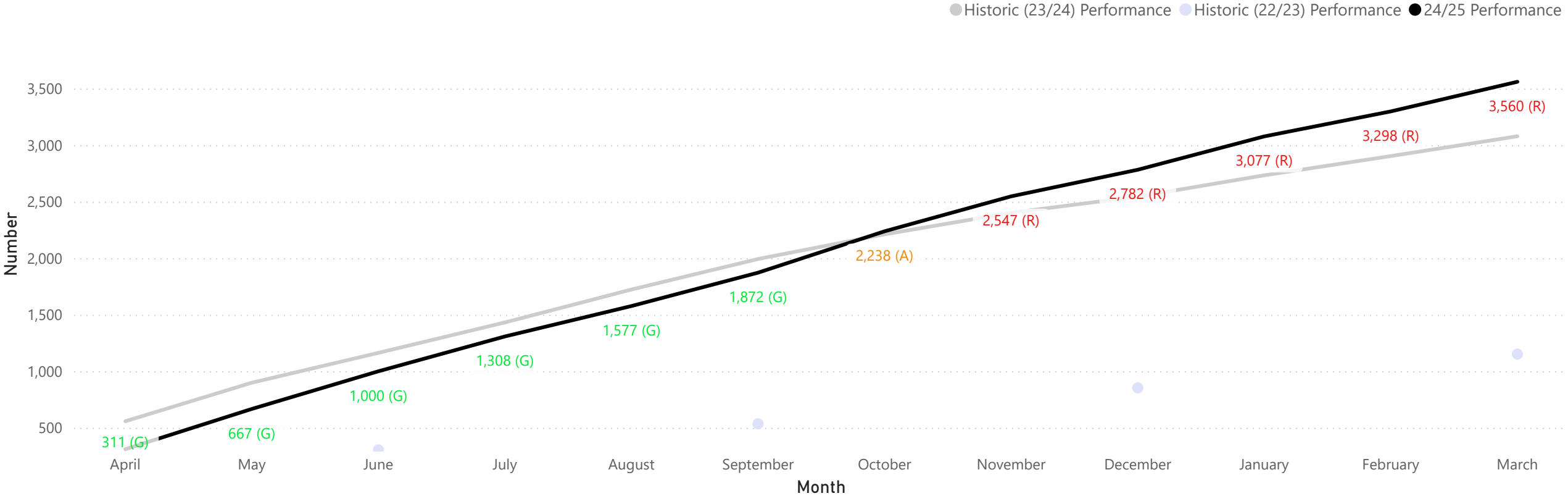
Latest year-end result:

99.30%

Latest outturn status:

G

PI 23. Number of fly tips recorded

311 (G)
667 (G)
1,000 (G)
1,308 (G)
1,577 (G)
1,872 (G)
2,238 (A)
2,547 (R)
2,782 (R)
3,077 (R)
3,298 (R)
3,560 (R)

Number

Month

There has been a national increase in the number of fly tips recorded since 2022, with HDC also suffering from this trend. This is especially true in the winter, when the recycling centres close early. The largest sources of this are personal and commercial waste.
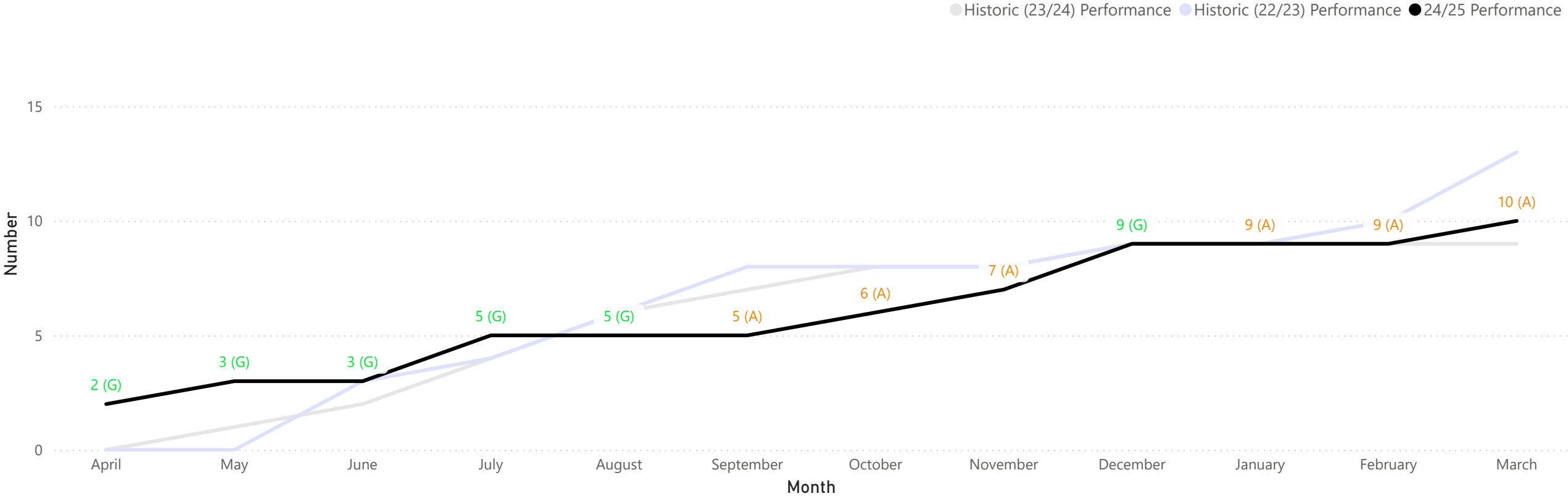
Latest year-end result:

3,560

Latest outturn status:

R

PI 24. Number of enforcement actions taken on fly tips (fines/court summons)

● Historic (23/24) Performance   ● Historic (22/23) Performance   ● 24/25 Performance

The number of enforcement actions taken on fly tips has also seen steady progress since 2022, resulting in over 30 successful investigations.
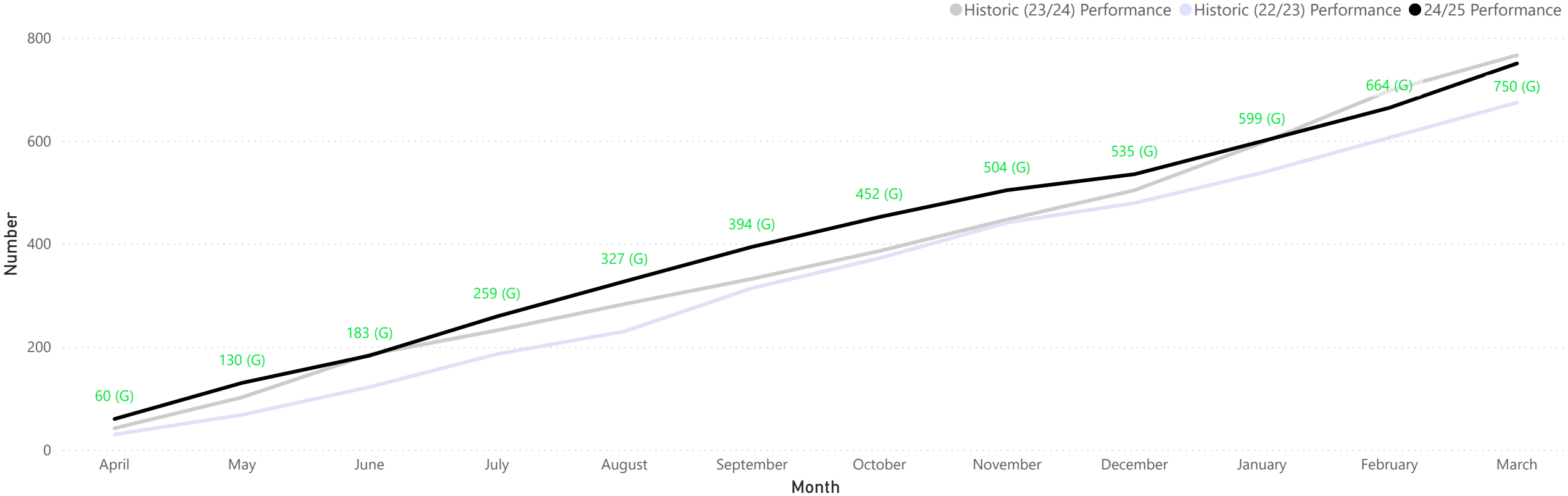
Latest year-end result:

10 11

Latest outturn status:

A

PI 25. The number of programmed food safety inspections undertaken (aim to maximise)

Since 2022, over 2000 scheduled food safety inspections have taken place across the district. This metric has rarely fallen below its target, contributing to the high standard of food safety we benefit from in Huntingdonshire.
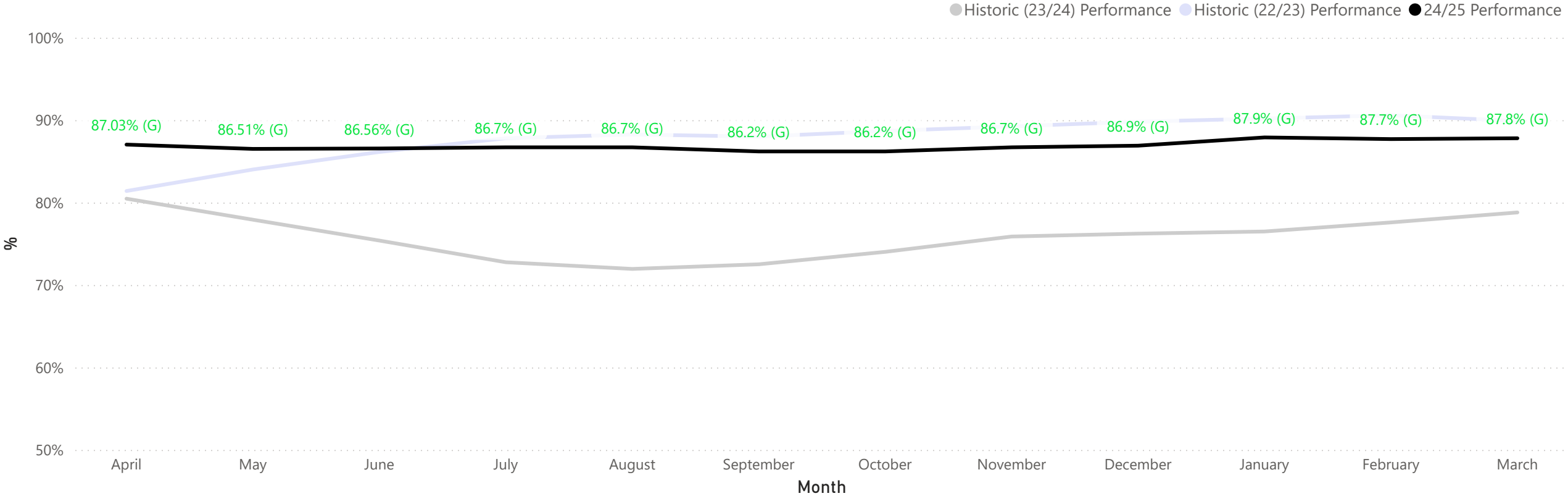
Latest year-end result:

750124

Latest outturn status:

G

PI 26. Percentage of calls to Call Centre answered

Historic (23/24) Performance ● Historic (22/23) Performance ● 24/25 Performance

87.03% (G) 86.51% (G) 86.56% (G) 86.7% (G) 86.7% (G) 86.2% (G) 86.2% (G) 86.7% (G) 86.9% (G) 87.9% (G) 87.7% (G) 87.8% (G)

Month

Following the recruitment of new full time staff members, and the launch of the customer change programme, the percentage of calls to the Call Centre answered has seen significant improvement since 2022.
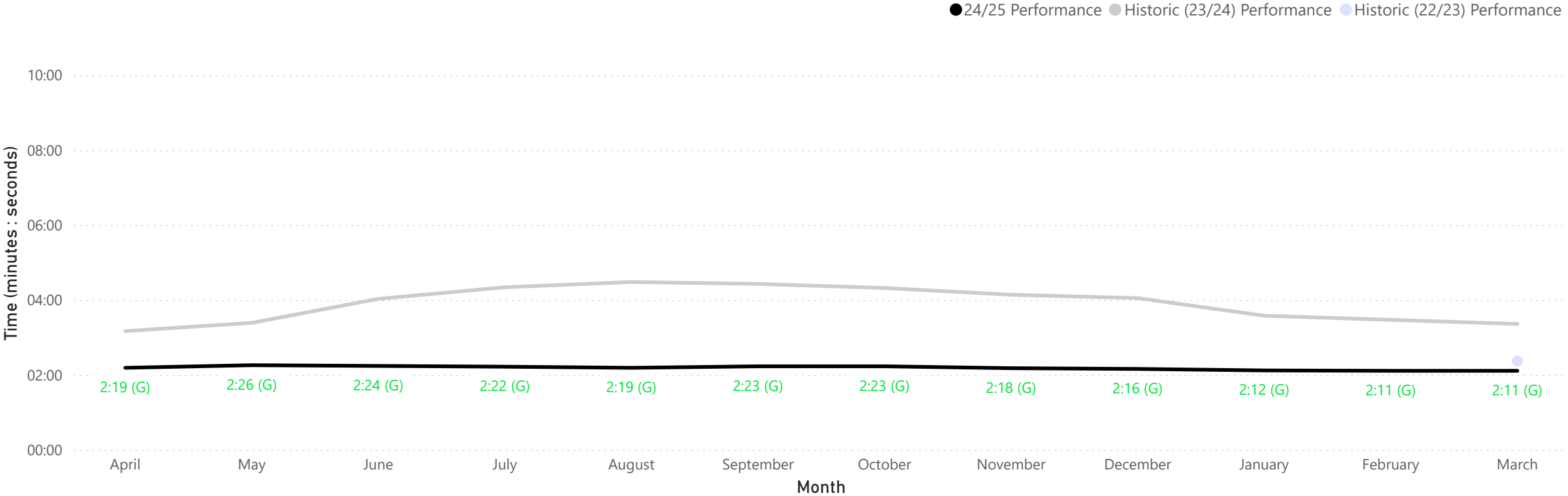
Latest year-end result:

87.80%

Latest outturn status:

G

PI 27. Average wait time for customers calling the Call Centre (aim to minimise)

● 24/25 Performance   ● Historic (23/24) Performance   ● Historic (22/23) Performance

Time (minutes : seconds)

10:00
08:00
06:00
04:00
02:00
00:00

2:19 (G)   2:26 (G)   2:24 (G)   2:22 (G)   2:19 (G)   2:23 (G)   2:23 (G)   2:18 (G)   2:16 (G)   2:12 (G)   2:11 (G)   2:11 (G)

April   May   June   July   August   September   October   November   December   January   February   March

Month

Following the recruitment of new full time staff members, and the launch of the customer change programme, the average wait time for customers calling the call centre has seen a significant reduction, ending the 2024/25 financial year with their best performance in the last three years.
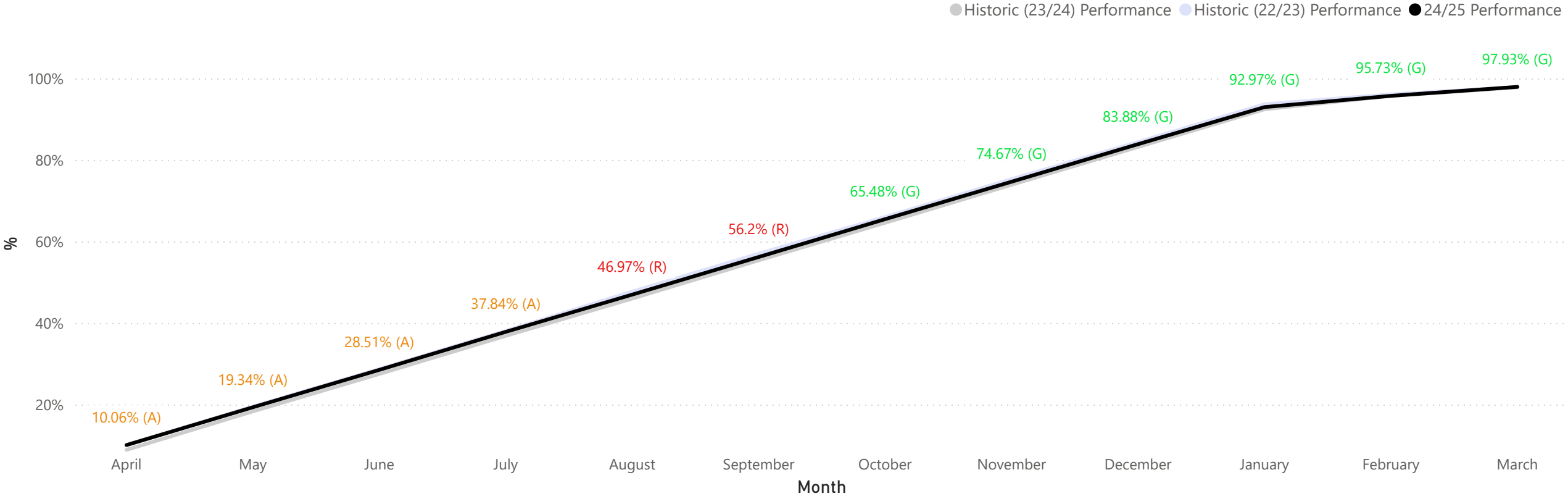
Latest year-end result:

2:02:18

Latest outturn status:

G

PI 28. Council Tax collection rate

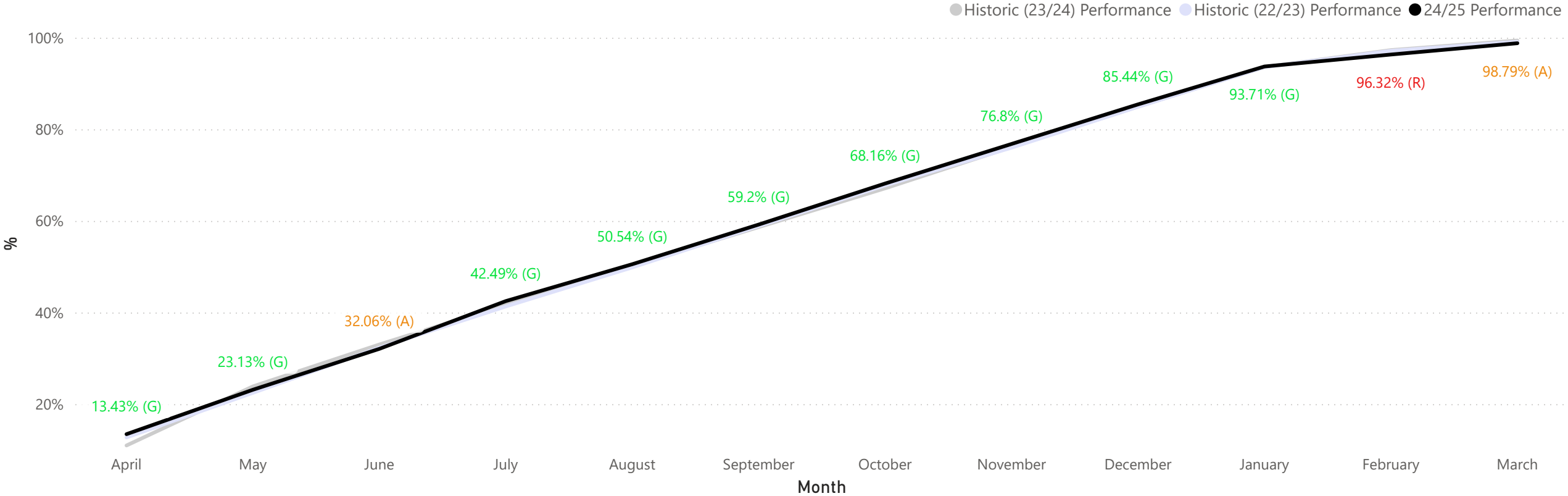|	
Our Council Tax collection rate has remained steady since 2022, rivalling other top performers in the region.	**Latest year-end result:** 97.93%
	Latest outturn status: G

PI 29. Business Rates collection rate

Legend: Historic (23/24) Performance • Historic (22/23) Performance • 24/25 Performance

Data labels:
- April: 13.43% (G)
- May: 23.13% (G)
- June: 32.06% (A)
- July: 42.49% (G)
- August: 50.54% (G)
- September: 59.2% (G)
- October: 68.16% (G)
- November: 76.8% (G)
- December: 85.44% (G)
- January: 93.71% (G)
- February: 96.32% (R)
- March: 98.79% (A)

Our Business Rates collection rate has remained steady since 2022, rivalling other top performers in the region.
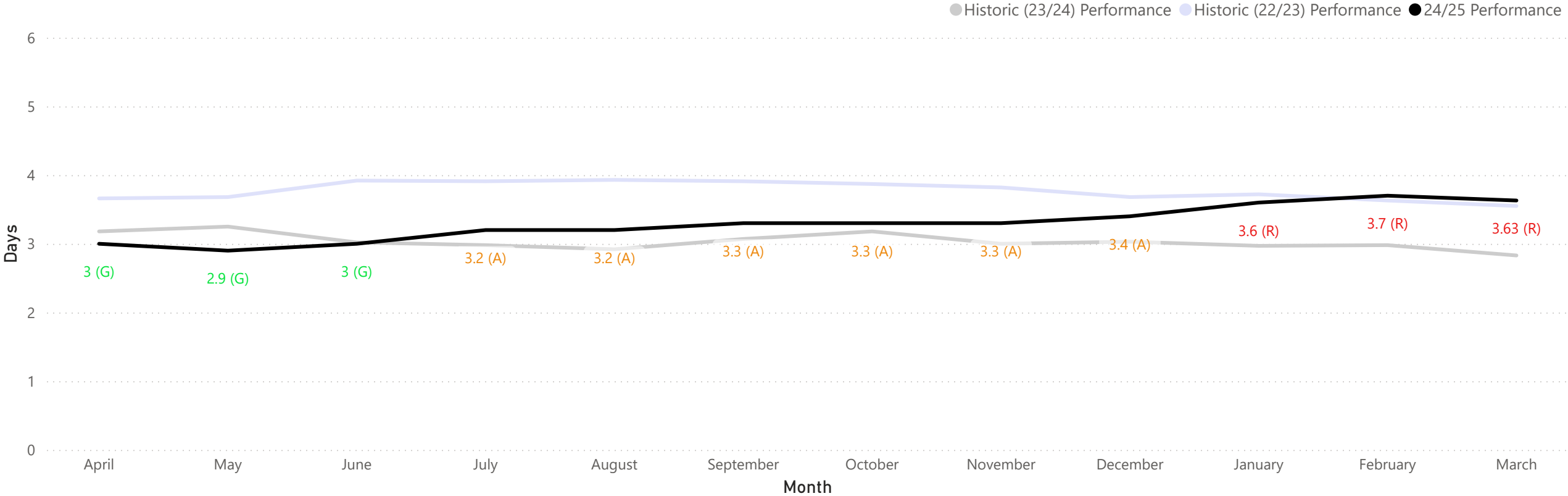
Latest year-end result:

99.70%

Latest outturn status:

A

PI 30. Staff short-term sickness days lost per full time equivalent (rolling 12 month total) (aim to minimise)

Legend: ● Historic (23/24) Performance ● Historic (22/23) Performance ● 24/25 Performance

Chart data labels (24/25 Performance):
- April: 3 (G)
- May: 2.9 (G)
- June: 3 (G)
- July: 3.2 (A)
- August: 3.2 (A)
- September: 3.3 (A)
- October: 3.3 (A)
- November: 3.3 (A)
- December: 3.4 (A)
- January: 3.6 (R)
- February: 3.7 (R)
- March: 3.63 (R)

Y-axis: Days (0–6)
X-axis: Month (April–March)

Short-term staff sickness days lost saw continual improvement from 2022 to late 2024, where the national 'Quad-demic' caused a spike.

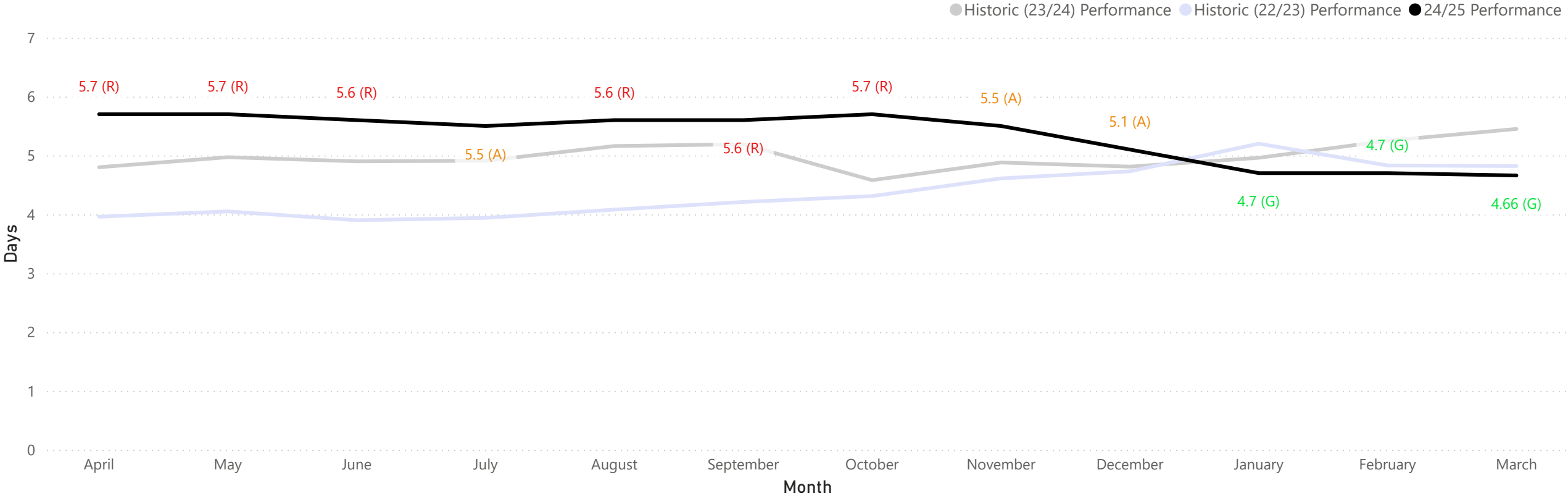**Latest year-end result:**

3.63 3.5

Latest outturn status:

R A

PI 31. Staff long-term sickness days lost per full time equivalent (rolling 12 month total) (aim to minimise)

Staff long-term sickness days lost has seen a gradual increase since 2022, but has recently began to decrease again. This is due to adaptations being made to help people back to work.
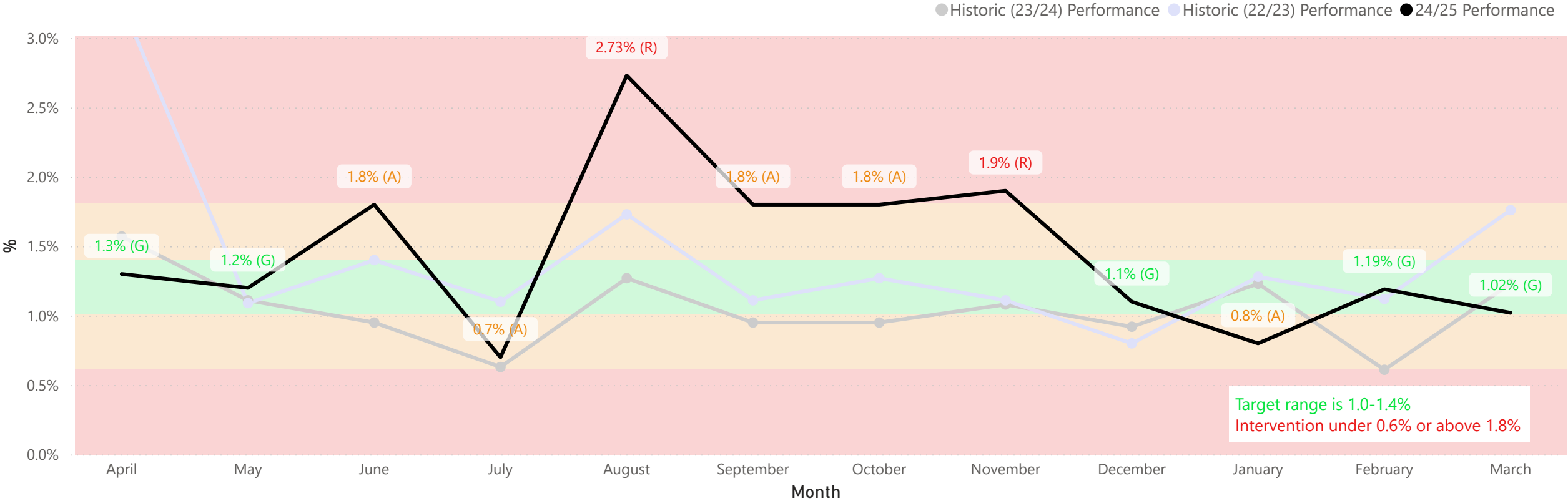
Latest year-end result:

4.66 5.0

Latest outturn status:

G

PI 32. Staff turnover (per individual month)

Legend: ● Historic (23/24) Performance ● Historic (22/23) Performance ● 24/25 Performance

Data labels on 24/25 Performance line:
- April: 1.3% (G)
- May: 1.2% (G)
- June: 1.8% (A)
- July: 0.7% (A)
- August: 2.73% (R)
- September: 1.8% (A)
- October: 1.8% (A)
- November: 1.9% (R)
- December: 1.1% (G)
- January: 0.8% (A)
- February: 1.19% (G)
- March: 1.02% (G)

Target range is 1.0-1.4%
Intervention under 0.6% or above 1.8%

Staff turnover has continued to follow the national trend. This has helped us gain a healthy amount of new talent while helping us to retain our experienced staff.

Latest year-end result:

1.02% 1.020%

Latest projected outturn status:

G