








2024/25 Corporate Core Indicators (CCIs) - Q1 Outturn

		Uttlesford DC							
PI No:	PI Title:	Q4	Q1	Q1	Q1	Status	Short	Long	Q1 2024/25 Performance Note:
		2023/24	2023/24	Target	Outturn				
ORGANISATION/GOVERNANCE									
CCI 01	Average number of days lost per FTE through short-term sickness absence based on rolling 12 months (min)	4.94	5.19	5.4	5.03				Numerator: 1,452.82 (total Short Term FTE days lost) Denominator: 289.06 (total FTE) 205 employees took a period of short term absence of which 40% of these were due to minor conditions such as colds/headaches and upset stomachs. We are supporting employees wherever we can to minimise their sickness absence.
CCI 02	Average number of days lost per FTE through long-term sickness absence during rolling 12 months (min)	5.09	4.65	4.1	4.83				Numerator: 1,397.58 (total Long Term FTE days lost) Denominator: 289.06 (total FTE) There were 30 people who account for the long term absences of which 3 have left the organisation and only 1 is still on sick leave. 47% of the long term absences were due to stress/depression/anxiety a majority of which were non-work related. We are supporting employees wherever we can to minimise their sickness absence.
CCI 03	Average days taken to complete candidate pre-employment checks (min)	14	12	15	17				Numerator: 84 days (total time taken on all new starters this quarter) Denominator: 5 (number of new starters) Of the 5 new starters 3 were over the 15 days target due to the following reasons: 1 x delay receiving reference (school on Easter break) 1 x delay in manger approving reference (Manager on leave) 1x delay in manager confirming appointment
CCI 04	% of Leavers that leave within their first year of employment (min)	29.00%	21.00%	15.00%	22.50%				Numerator: 9 (total left in first year) Denominator: 40 (total leavers) 6 worked in ES 1 worked in Planning I worked in Housing Health & Communities 1 worked in Contract Performance & Risk Reasons for leaving varied, enticed back to previous workplace, role wasn't what they expected, offered a promotion or resigned to take on a new role and one was dismissed during probation period.
CCI 05	% Information Governance requests (FOIs & EIRs) dealt with in 20 working days (max)	74.00%	83.00%	95.00%	81.00%				Numerator: 125 (requests responded to within 20 working days) Denominator: 154 (requests received)

CCI 06	% of calls answered vs number of calls received across the council (max)	89.00%	90.00%	90.00%	85.00%				<p>Numerator: 20,315 Denominator: 23,898 <i>Total Abandoned calls: 3,583</i></p> <p>Please note these figures relate only to calls into the council's Customer Service Centre. This target has not been achieved this quarter by 5%. The start of the new financial year generates a significant upturn in customer contacts which means rather than wait in a queue, some customers will hang up and ring back later. This has an impact on the call answered rate. Reasons for this higher number of calls include Council tax payments, annual rent letters and annual benefit letters.</p> <p>The call levels were further impacted by more than 2,000 Council tax reminders and final notices being sent out two weeks after the start of the new financial year. There was an additional issue this year where Council Tax summonses were sent out later than planned – 906 Council Tax and 108 Business Rates – which were delivered on a Saturday rather than during the week as is normal practice. This meant that hundreds of people tried to contact the council on the Monday morning. The late posting was due to an issue outside the CSC.</p> <p>Other contributory factors to the lower than usual call answering rate included diverting staff from phones to assist with admin processes in the build up to the General Election, two vacancies in the team which were filled in May but new starters require a great deal of training, and some sporadic connection issues with the telephony system which meant there were periods of a few hours where some Advisors were unable to take calls.</p> <p>The specific issues within the council's control are being addressed through regular meetings with departments that are heavy users of Customer Services and continued training and development for the team. It is expected that this PI will improve for Q2.</p>
CCI 07	Contract Management	Indicator(s) to be determined following introduction of revised processes							
CCI 08	Resident Satisfaction	Indicator to be reported at Q4/YE of 2024/25 - see note in covering report							
COST OF LIVING CRISIS									
CCI 09	% of Council Tax collected (max) *	98.48%	29.52%	24.00%	29.25%				<p>Numerator: £25,077,520.00 Denominator: £85,727,697.20</p> <p>Collection rate 5.25% ahead of target achieved through prompt issue of cash generating documents and ensuring liable party details are up to date.</p>
CCI 10	% of Non-domestic Rates Collected (max) *	99.41%	30.20%	24.00%	28.80%				<p>Numerator: £15,913,033.90 Denominator: £55,259,242.68</p> <p>Collection rate 4.8% above target achieved through prompt issue of payment generating correspondence and billing of correct parties.</p>
CCI 11	Council Housing: Rent collected as a percentage of rent owed (max) *	3.14%	2.90%	3.20%	3.00%				<p>Numerator: £34,652.29.41 Denominator: £4,841,965.92 (0.72%) YTD: Numerator: £592,674.02 Denominator: £19,740,322.60 Cumulative: 3.00%</p> <p>This PI is slightly above target due to the continued focus on rent collection within the Housing Income team and despite the ongoing rises in the cost of living which has impacted in their ability to pay. This will continue to be an issue going forward and any tenant falling into arrears needs to be addressed at the earliest opportunity to ensure that any debt does not become unmanageable.</p>
CCI 12	% Households claiming LCTS against total CT base (min)	7.99%	8.00%	8.15%	7.83%				<p>Numerator: 3,156 (LCTS claims) Denominator: 40,305 (council tax property base)</p> <p>8.15% has been set as the baseline gauge for monitoring movement. This figure has been derived from the average quartile percentages during 2022/23.</p>
HEALTH & SAFETY									

CCI 13	Council Housing: % domestic dwellings on programme with valid LGSR gas safety certificate (max)	99.85%	99.00%	100.00%	99.70%				Numerator: 1,968 Denominator: 1,974 All properties overdue passed to UDC to pursue legal entry.
CCI 14	Council Housing: % properties compliant with Carbon Monoxide and smoke detector regulations (max)	99.84%	99.40%	100.00%	99.81%				Numerator: 2,604 Denominator: 2,609
CCI 15	Council Housing: Asbestos Management - % High Priority recommendations completed from current and previous risk assessments (max)	N/A	N/A	100%	100%		N/A	N/A	General Note: This indicator has been changed for the 2024/25 reporting year. It previously recorded % of actions outstanding as opposed to those completed. Historical performance data is therefore not yet available for comparison purposes. Q1 Performance Note: There were no high priority actions identified during this or previous quarters.
CCI 16	Council Housing: Water Hygiene - % high priority recommendations completed from current and previous risk assessments (max)	N/A	N/A	100%	100%		N/A	N/A	General Note: This indicator has been changed for the 2024/25 reporting year. It previously recorded % of actions outstanding as opposed to those completed. Historical performance data is therefore not yet available for comparison purposes. Q1 Performance Note: There were no high priority actions identified during this or previous quarters.
CCI 17	Council Housing: Fire Safety - % high priority recommendations completed from current and previous risk assessments (max)	N/A	N/A	100%	75%		N/A	N/A	General Note: This indicator has been changed for the 2024/25 reporting year. It previously recorded % of actions outstanding as opposed to those completed. Historical performance data is therefore not yet available for comparison purposes. Q1 Performance Note: Numerator: 9 Denominator: 12 Currently undertaking full FRA; all actions sent to relevant parties to action and orders raised.
CCI 18	Council Housing: Lift Safety - % lifts with an-in date safety inspection (LOLER) (max)	100.00%	98.11%	100.00%	97.87%				Numerator: 45 Denominator: 46 Alan Hasler House lift has now been fixed, waiting for Zurich to return to carry out their LOLER examination.
CCI 19	Council Housing: Damp & Mould - % reported damp & mould cases responded to (within 14 days/ 7 days) (max)	44.00%	30.00%	100.00%	31.82%				Numerator: 7 Denominator: 22 Due to not having a surveyor dedicated to damp and mould it is not always possible to visit within the time scale. A new surveyor is being appointed and this will enable us to book a visit while the tenant is on the phone.
CCI 20	Average no. of days sickness lost due to staff incidents or accidents for the rolling year period as recorded on i-trent (min)	0.16	0.13	0.3	0.23				Numerator: 65.29 (total number of days lost) Denominator: 289.06 (total FTE) Normally with in-house front-line services such as Waste/Recycling/Grounds Maintenance/Housing you would expect to see a higher number of sickness absences for accidents/incidences. This could indicate that we are mitigating the risks with good H&S practices.
FINANCE & INCOME									
CCI 21	% of commercial property net income against budget (max)	103.90%	100.40%	95.00%	100.00%				£2.994m
CCI 22	% of invoices paid within 30 days (max)	97.34%	97.11%	97.00%	98.17%				Numerator: 2,205 Denominator: 2,246 98.17% of invoices paid within 30 days of receipt. There were 41 invoices that needed further intervention after they were entered onto the system.

CCI 23	Council Housing: Average re-let time in days (all re-lets including time spent in works) (min)	67	87	21	50				<p>Numerator: 1,785 days void Denominator: 36 lets</p> <p>44 of the 50 days were spent in works and the remaining 6 days with the lettings process. The 6 days with lettings was caused by several of the sheltered properties needing to be re-offered or re-advertised on several advert cycles. If sheltered and non-sheltered properties are separated out, the average days with lettings was 3 days for non-sheltered properties and 10 for sheltered properties.</p>
ENVIRONMENT/COMMUNITIES & DEVELOPMENT									
CCI 24	Processing of Planning Applications: Major Applications (within 13 - 16 weeks with EIA or including any Extension of Time) (max)	84.85%	85.90%	85.00%	87.18%				<p>To note that this period covers speed of major decisions from 01/10/2022 to 30/09/2024 - 87.18%.</p> <p>The measure to be used is the percentage of decisions on applications made: (a) within the statutory determination period; or (b) within such extended period as has been agreed in writing between the applicant and the local planning authority; as recorded for major development in Live Tables P151a and 151b, and for non-major development in Live Table 153 from the data collected by the Department for Levelling Up, Housing & Communities. The assessment period for this measure is the two years up to and including the most recent quarter for which data on planning application decisions are available at the time of designation. Above target. Major tracking allows appropriate project management of cases and sustained performance.</p> <p>UDC Performance is above target. Major tracking allows appropriate project management of cases and sustained performance.</p>
CCI 25	Processing of Planning Applications: Non-major Applications (within 8 weeks or including any Extension of Time) (max)	84.38%	84.62%	85.00%	82.70%				<p>To note that this period covers speed of non-major decisions from 01/10/2022 to 30/09/2024 - 82.7%.</p> <p>Figure dipped as focus was given on clearing old cases in this period - thus skewing the average decision time.</p>
CCI 26	% of Appeals upheld for Major Applications (min)	11.10%	10.81%	9.00%	5.88%				<p>To note - the current figure for the period of decisions issued between 01/04/2022 to 31/03/20234 with appeal decisions to 31/12/2024 is 5.88% with some appeal decisions outstanding.</p> <p>The measure to be used is the percentage of the total number of decisions made by the authority on applications that are then subsequently overturned at appeal, once nine months have elapsed following the end of the assessment period, as recorded in Live Table P152a and P152b for major development and in Live Table 154 for non-major development from the data collected by the Department for Levelling Up, Housing & Communities and the Planning Inspectorate. The 9 months specified in the measure enables appeals to pass through the system and be decided for the majority of decisions on planning applications made during the assessment period. The assessment period for this measure is the two years up to and including the most recent quarter for which data on planning application decisions are available at the time of designation, once the nine months to be allowed for beyond the end of the assessment period is taken into account. Quality of decisions being maintained. Cannot confirm that will remain <10% until various appeals (including potential appeals not yet lodged) have ran their course.</p> <p>The quality of decisions is being maintained. Cannot confirm that will remain <10% until various appeals (including potential appeals not yet lodged) have ran their course.</p>
CCI 27	% 'red' status tasks from Local Plan project plan (min)	0.00%	0.00%	0.00%	0.00%				<p>The Plan process is currently on track. Reg19 was on track (at the end of June) to be published after the General Election so that it could go through the Governance process. The Local Plan can be considered as on track.</p>

CCI 28	% Household waste sent for reuse, recycling and composting (max)	47.86%	53.90%	50.00%	52.22%				<p>Numerator: 4,653.37 (recycling and composted), Denominator: 8,910.36 (total domestic waste arising). <i>Please note, not all of these figures have been audited yet so may be subject to change.</i></p>
CCI 29	% High Priority actions completed from the Climate Change plan (max)	N/A	N/A	95.00%	100.00%		N/A	N/A	<p>General Note: Formal monitoring of this indicator has only commenced in the 2024/25 reporting year, therefore historical performance data is not yet available for comparison purposes. Achievements Q1 2024/25: Social Housing Decarbonisation Project - mobilised Heat Decarbonisation Plans for Canfield and London Rd - audits and reports complete UDC carbon foot printing and trajectory - decision to engage APSE Energy (awaiting contract) Waste Fleet audit and decarbonisation plan - decision to engage APSE Energy EV Car Club Saffron Walden - 2nd Vehicle available</p>
CCI 30	% staff completed safeguarding training (max)	69.44%	44.00%	100.00%	76.42%				<p>As at 30/06/24 a total of 256 (76.42%) current staff have attended the formal safeguarding training sessions against a total headcount of 335. This number excludes agency/interim staff and councillors.</p>