2023/2	4 Corporate Core Indicators (CCIs) - (24											Benchmarking Data Q4 2023/24
PI No:	PI Title:		Uttlesford DC Q4 OUTTURN								Benchma	rking Group		Benchmarking Notes
0.0.0		Q4 2022/23	Q3 2023/24	Q4 Target	Q4 Outturn	Status	Short Trend	Long Trend	Q4 2023/24 Performance Note:	Number	Minimum	Average	Maximum	
	ISATION/GOVERNANCE Average number of days lost per FTE through short-term sickness absence based on rolling 12 months (min)	5.75	5.08	4.70	4.94		٠	٠	Numerator: 1410.03 (Iotal short term FTE days lost) Denominator: 285.23 (Iotal FTE) In this 12 month period, 204 employees have taken a period of short term absence, of which 40% were due to minor conditions such as coloshheadschead und upset standards. We have seen a decrease in the number of Covid cases in this quarter (1 Jain to 31 March 24) with 6 reported cases compared to 22 reported cases in last quarter (1/10 to 31/12/23). 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)	4.20	4.91	4.00	5.09		•	•	Numerator: 1451.81 (<i>lotal long term FTE days b.st</i>) Denominator: 285.23 (<i>lotal FTE</i>) in this 12 montprint there were 26 papele with long term absences, of which 7 have left the organisation, 18 have returned to work and 1 is still on skik kawe. The biggest cause of long term absence is mental health related, which accounts for 47% of the total days loat. Of these cases only 4 were work related and were in response to a management action such as a disciplinary process. The remainder were for personal reasons such as a bereavement. We are supporting employees wherever we can to minimise their sickness absence.					
CCI 03	Average days taken to complete candidate pre-employment checks (min)	n/a	12	15	14	0	4	♣	Numerator: 13 (<i>inc</i> of new stafmen) Denominator: 15 (<i>inc</i>) and/or (<i>inc</i>) and/or (<i>inc</i>) and <i>inc</i> or <i>int</i> new stafmen) Target for completing pre-employment checks as 15 days and we are performing very well at 14 days. Of the 13 new staffers 5 were over the target and this was out of our cortic as what delays in receiving reference and one delay in necesiving a medical denance.					
CCI 04	% of Leavers that leave within their first year of employment (min)	n/a	30%	15%	29%	•	٠	♣	Numerators 10 (issal left in 14 year) Demominators 14 (issal leaved) 5 worked in FS, 2 worked in Planning, 1 worked in Petomance, 1 worked in Audit, 1 worked in Housing Health & Communities. Reasons for leaving varied, eritod back back by previous workplace, role wasn't what was expected, offered a promotion or resigned to take on a new role, dismissed whilst under probation or resigned before/under disciplinary investigation.					
CCI 05	% Information Governance requests (FOIs & EIRs) dealt with in 20 working days (max)	n/a	87%	95%	74%	•	•	•	Figures correct as at 11th April	4	41%	76%	95%	UDC's performance is second lowest in the group and slightly below the average.
CCI 06	% of calls answered vs number of calls received across the council (max)	n/a	96%	90%	89%		ŧ	•	Numerator: 21.127 Denominator: 21.86 (70rd adanchoned calls: 27.88) Please note these figures relate only to calls into the council's Customer Service Centre. This target hasbeen underachieved this quarter by 1%. The main controllung factor was the issue with non-collection of binargeneral bin issues in January and February. Also during the quarter 622 Council Tax reminder letters were posted out to residents in January and 428 summores were also sent out in February, custom future abandone calls. We have also bara annua biling during this time and Council Tax bills were means to be posted on 12th March but due to Royal Mall issues, bills were posted late and residents received them over the weekend making an already busy Mondary emb busiter.	3	82%	89%	95%	UDC's performance is in the middle of the group and the same as the average.
CCI 07	Contract Management							Indic	ator still to be determined following introduction of revised processes					
CCI 08	Resident Satisfaction							Indicat	or still to be determined further research and analysis to be completed					
COST O	F LIVING CRISIS											1		
CCI 09	% of Council Tax collected (max) *	98.86%	84.07%	98.70%	98.48%	<u> </u>	1	٠	Numerator: £79.205,760,15 Denominator: £80,431,220.36 Collection rate transfer insted by 022%, which is excellent considering the economic climate. 98.48% achieved by prompt issue of reminders and summonses and ensuing correspondence regarding movers' is up to date, meaning bits are sent to the correct people.	10	97%	98%	99%	UDC's performance is in thejoint second highest in the group and above the average.
CCI 10	% of Non-domestic Rates Collected (max) *	98.06%	82.27%	97.50%	99.41%	0	٠	1	Numerator: £50,731,033.57 Denominator: £51,030,584.98 Target for business rates has been exceeded which is an excellent result considering the economic climate.	9	96%	98%	99%	UDC's performance is the highest in the group.
CCI 11	Council Housing: Rent collected as a percentage of rent owed (max) *	97.10%	95.64%	98.00%	96.99%		٠	1	Numerator: £17,719,234,35 Denominator: £18,268,768,60 (96.99%) The Fil s slightly-blow target due to the level of rent arrears brought forward from the 2022/23 financial year which impacted the total amount of rent and arrears due for 2023/24. There has also been the increased burden on tenants finances during the origing financial crisis which in some cases has all-deted their ability to go their rent.	Where data could only be obtained for one other local authority within the group the indicator has not been analysed.				
CCI 12	% Households claiming LCTS against total CT base (min)	n/a	7.84%	8.15%	7.99%	0		♣	Numerator 3,162 Denominator: 3,031 8,15% has been set as the baseline gauge for monitoring movement. This figure has been derived from the average quartile percentages during 202223.					
HEALTH & SAFETY									1					
	Council Housing: % domestic dwellings on programme with valid LGSR gas safety certificate (max)	99.00%	99.75%	100%	99.85%		٠	•	Numerator: 1.959 Denominator: 1.962 The outrum of 98.85% has not met target but is within 10%. All properties overdue passed to UDC to pursue legal entry.	Where data could only be obtained for one other local authority within the group the indicator has not been analysed.				
CCI 14	Council Housing: % properties compliant with Carbon Monoxide and smoke detector regulations (max)	N/A	99.80%	100%	99.84%	<u> </u>	₽	1	Numerator: 2,503 Denominator: 2,507					
CCI 15	Council Housing: Asbestos Management - % High Priority recommendations o/s from current and previous RA's (min)	0%	0%	0%	0%	0	-	-	Numerator: 0 Denominator: 0					
CCI 16	Council Housing: Water Hygiene - % High Priority recommendations o/s from current and previous RA's (min)	0%	0%	0%	0%	0	-	-	Numerator: 0 Denominator: 4 The outium of 0.00% has met larget.					
CCI 17	Council Housing: Fire Safety - % High Priority recommendations o/s from current and previous RA's (min)	0%	50%	0%	20%	•	•	1	Numerator: 2 Denominator: 10 Currently undertaking FRA reviews, all actions sent to relevant parties to actions and orders raised.					
CCI 18	Council Housing: Lift Safety - % lifts with an-in date safety inspection (LOLER) (max)	11%	100.00%	100%	100.00%	0	-		Numerator: 54 Denominator: 54					
CCI 19	Council Housing: Damp & Mould - % reported damp & mould cases responded to (within 14 days/ 7 days) (max)	N/A	47%	95%	44%		Ŧ	1	Numerator: 12 Denominator: 27 January - There have been 12 new mould and damp cases in January of these, two cases received a mould wash within a 14 day target (9 Defoissons Bungalows and 63 Bioconfields). 4 different cases received a survey within the 14 day target (2 Belhouse Villas, 3 Church Lane, 10 Burniel Road & 51 Station Road). Folknary - UNSC: Inceived 3 new cases in Fabruary, of those two addresses were attended for a survey within the 14 day target. Two addresses Match - 7 faw damp and mould cases in March, of these cases 4 mould washes were offender and accepted by the terrants. All 4 mould washes were compressible within 14 days. Two addresses that received a mould wash, 2 also received a damp and mould survey within 14 days. The three addresses that have not had a mould wash of survey are on the list to be surveyd. Our tumarcount theme are largely impacted by terrant availability.					

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)	N/A	0.03	0.30	0.16	0	•	•	Denominator: Number of days lost 46.54 Numerator: FTE which is 255 25 Normally with in-base front in services such as Waste/Recycling/Grounds Maintenance/Housing you would expect to see a higher number of sichness absences for accidents/incidences. This could indicate that we are mitigating the risks with good H&S practices.					
FINANO	FINANCE & INCOME													
CCI 21	% of commercial property net income against budget (max)	N/A	N/A	95.0%	103.90%	0	N/A	1	Numerator: £12,442,000 (forecast outlurn) Denominator: £11,974,000 (toudget). Extra income due to delay in MOOG completion. Interest on loan from delay was greater than the lost rent.					
CCI 22	% of invoices paid within 30 days (max)	98.09%	97.65%	98.00%	97.34%		÷	÷	Numerator: 2.271 Denominator: 2.333 97.3% of invoices paid within 30 days of receipt. 62 needed more intervention after they were entered onto the system. This is spread across multiple departments and suppliers. With a steep free in the amount of invoices we are processing the resolution of queries is handled in a timely manner with the hey of departments and suppliers.	5	62%	91%	100%	UDC's performance is in the middle of the group and above the average.
CCI 23	Council Housing: Average re-let time in days (all re-lets including time spent in works) (min)	67	71	35	67	•	1	٠	Numerator: 179 lets Denominator: 12.081 days 26 days were separit in works and 9 days were with the lettings process. The amount of time spent with lettings has reduced by 1 and the overall average void time has improved by 4 days since the last quarter.					
ENVIR	ONMENT/COMMUNITIES & DEVELOPM	ENT												
CCI 24	Processing of Planning Applications: Major Applications (within 13 - 16 weeks with EIA or including any Extension of Time) (max)	85.94%	85.00%	80.00%	84.85%	0	4	•	Still exceeding government and KPI targets. Delivering an exceptional amount of majors through Committee compared to other Councils. Still curtailed by consultee responses (especially highways) and the fluid nature of the legal support with regards the completion of S106s.	8	67%	85%	100%	UDC's performance just above the middle of the group and just above the average.
CCI 25	Processing of Planning Applications: Non-major Applications (within 8 weeks or including any Extension of Time) (max)	84.72%	84.25%	80.00%	84.38%	0	•	•	Continue to exceed government and KPI targets. Need to reduce reliance on EOTs. Stil curtailed somewhat by the timeliness of consultee responses (specifically ecology and highways). Want to strive to achieve upper quartile in 2024/25.	8	84%	89%	97%	UDC's performance is the lowest in the group.
CCI 26	% of Appeals upheld for Major Applications (min)	6.85%	13.51%	9.00%	11.10%	•	1	٦	Very close to the de-designation threshold. Programme of Planning Committee feedback and continual officer/Member learning being set up via PCWG.	5	0%	11%	33%	UDC has the second highest number of its appeals upheld within the group reported. This is the metric for which UDC's plinning service is designated. It is noted that the comparator autoinforms have far more up to date Local Plans and thus are likely to be able to better defend planning refusels. The publishing of UDC and the up and the ventual adoption of a new Local Plan.
CCI 27	% 'red' status tasks from Local Plan project plan (min)	n/a	0%	0%	0%	0	-		Programmed reviewed by PAS and Scrutiny. Some workstreams 1-2 weeks behind programme but within programme tolerances.					
CCI 28	% Household waste sent for reuse, recycling and composting (max)	43.06%	48.61%	50.00%	47.94%		4	♣	Numerator: 3,553 96 (recycling and composted) Denominator: 7,351 53 (taid domestic wate ariting) Rease note, the figure for March for wate to landill and composing have not been audited yet and are therefore subject to change. The Interesting repect for Branches is also subject to change, therefore affecting the other figures. All figures will be updated once Esser County Council have Initiated the calculations.	7	36%	44%	50%	UDC's performance is the second highest in the group and above the average.
CCI 29	% High Priority actions completed from the Climate Change plan	Indicator still to be determined to ensure appropriate monitoring of Climate Change Initiatives												
CCI 30	% staff completed safeguarding training (max)	n/a	67.52%	100.00%	69.44%		٠	٦	Numerator: 225 Denominator: 324 This runnber excludes councillors. Further sessions are being held in May and June 2024 with 64 people so far booked on these sessions which should substantially increase the compliance in Q1.					