







PI No:	PI Title:	Uttlesford DC							
		Q2 2024/25	Q3 2023/24	Q3 Target	Q3 Outturn	Status	Short Trend	Long Trend	Q3 2024/25 Performance Note:
ORGANISATION/GOVERNANCE									
CCI 01	Average number of days lost per FTE through short-term sickness absence based on rolling 12 months (min)	5.17	5.08	5.40	5.42				<p>Numerator: 1,608.60 (total Short Term FTE days lost)</p> <p>Denominator: 296.72 (total FTE at end Q3)</p> <p>219 employees took a period of short term absence of which 45% of these were due to minor conditions such as colds/headaches and upset stomachs. The average length of a short term absence is 3 days We are supporting employees wherever we can to minimise their sickness absence.</p>
CCI 02	Average number of days lost per FTE through long-term sickness absence during rolling 12 months (min)	4.73	4.91	4.1	4.18				<p>Numerator: 1,240.59 (total Long Term FTE days lost)</p> <p>Denominator: 296.72 (total FTE at end Q3)</p> <p>There were 36 people who account for the long term absences of which 6 have left the organisation and only 1 is still on sick leave. 34% of the long term absences were due to stress/depression/anxiety a majority of which were non-work related. The average length of a long term absence is 33 days.</p>
CCI 03	Average days taken to complete candidate pre-employment checks (min)	14.79	12	15	9				<p>Numerator: 45 days (total time taken on all new starters)</p> <p>Denominator: 5 (number of new starters)</p> <p>9.4 days for this quarter so well within the target of 15 days and on target overall this year.</p>
CCI 04	Percentage of permanent staff that leave within their first year of employment (min)	24.24%	30%	15%	15.15%				<p>Numerator: 5 (total employees leaving in first year)</p> <p>Denominator: 33 (total leavers)</p> <p>2 of the leavers worked in Environment and Climate Change, 1 worked in Housing & Communities and 2 worked in Facilities. The reasons for leaving varied; enticed back to previous workplace, role wasn't what they expected or resigned to take on a new role externally which was a promotion. Two resigned due to ill health/retirement</p>
CCI 05	Percentage of information governance requests (FOIs & EIRs) responded to within due date (max)	71.86%	87%	95%	81%				<p>Numerator: 142 (no. requests responded to within 20 days)</p> <p>Denominator: 176 (total counted for quarter)</p> <p>After an initial peak in Q1, the numbers of requests being received has levelled out to around 170 per quarter. If this trend continues, there will be approximately 720 received for the year which is broadly similar to last year's total. The majority of overdue responses were only a couple of days over the 20 working days limit. Focus will be on addressing some of these marginally late requests to try and significantly improve the overall response rate closer to the target of 95%.</p>
CCI 06	Percentage of calls answered vs number of calls received across the council (max)	93%	96%	90%	98%				<p>Numerator: 16,710</p> <p>Denominator: 17,037</p> <p>(Abandoned calls: 327)</p> <p>The performance for this PI has been exceeded this quarter. An excellent performance by the Customer Services Team has led to the lowest level of missed calls this year. A focus on training and development of the team along with continued good working relationships with back office functions has helped achieve this high level of service.</p>
CCI 07	Contract Management	Indicator(s) to be determined following introduction of revised processes							

CCI 08	Resident Satisfaction	Indicator will be reported annually, starting in Q4 of 2024/25 - see note in covering report							
COST OF LIVING CRISIS									
CCI 09	Percentage of council tax collected (max)	56.41%	84.07%	74%	83.72%	✔	↑	↑	Numerator: £72,189,278.09 Denominator: £86,224,668.95 Target exceeded due to correct Council Tax payers being billed and prompt recovery action in the form of reminders and summonses.
CCI 10	Percentage of non-domestic rates collected (max) *	56.18%	82.27%	74%	82.92%	✔	↑	↑	Numerator: £46,003,027.15 Denominator: £55,481,156.13 Target exceeded due to prompt and affective billing of the correct rate payer and effective recovery through reminder and summons issue.
CCI 11	Current tenant rent arrears as a percentage of the annual rent debit (excluding HB adjustment) (min)	3.15%	3.32%	3.20%	3.30%	⚠	↓	↓	Numerator: £30,323.71 Denominator: £4,775,929.14 (0.63% for quarter) Year to Date: Numerator: £652,197.10 Denominator: £19,763,127.80 Cumulative: 3.30% The PI is slightly below target because of the festive break (25,26 and 27 December 2024) as some rent payment received on bank statement amounted to £26,254.74 and £31,284.19 were credited to the rent account on 30/12/2024 (week 40). The Housing Income team will continue to focus on increasing rent collection despite the cost of living crisis therefore early intervention in addressing rent arrears from accruing is necessary and this will be the focus.
CCI 12	Percentage of households claiming LCTS against total CT base (min)	7.66%	7.84%	7.68%	8.15%	✔	↓	↑	Numerator: 128 (LCTS claims) Denominator: 40,733 (council tax property base) A target of 8.15% has been set for 2024/25 reporting as the baseline gauge for monitoring movement. This figure has been derived from the average quartile percentages during 2022/23 which at the time of the indicator being introduced, was the agreed period to benchmark against.
HEALTH & SAFETY									
CCI 13	Council Housing: Gas Safety - Percentage of domestic dwellings on programme with valid LGSR gas safety certificate (max)	99.80%	99.75%	100%	99.64%	⚠	↓	↓	Numerator: 1,961 (no. of dwellings with valid gas certificate) Denominator: 1,968 (no. of dwellings with gas safety obligation) 7 Properties with UDC for legal injunction.
CCI 14	Council Housing: Percentage of properties compliant with carbon monoxide and smoke detector regulations (max)	99.81%	99.80%	100%	99.69%	⚠	↓	↓	Numerator: 2,598 (no. of compliant dwellings) Denominator: 2,606 (no. of dwellings requiring compliance) 7 Properties with UDC for legal injunction.
CCI 15	Council Housing: Asbestos Management - Percentage of High Priority recommendations completed from current and previous RA's (max)	N/A	N/A	100%	N/A	✔	N/A	N/A	General Note: This indicator has been changed for the 2024/25 reporting year. It previously recorded % of action outstanding as opposed to those completed. Historical performance data is therefore not yet available for comparison purposes. Q3 Performance Note: There were no high priority actions identified during this or previous quarters.

CCI 16	Council Housing: Water Hygiene - Percentage of high priority recommendations completed from current and previous RA's (max)	N/A	N/A	100%	88.31%		N/A	N/A	<p>General Note: This indicator has been changed for the 2024/25 reporting year. It previously recorded % of action outstanding as opposed to those completed. Historical performance data is therefore not yet available for comparison purposes.</p> <p>Q3 Performance Note: Numerator: 272 Denominator: 308 All RA now complete, last of which received late December, all actions being undertaken.</p>
CCI 17	Council Housing: Fire Safety - Percentage of high priority recommendations completed from current and previous RA's (max)	71.43%	N/A	100%	71.43%		-		<p>General Note: This indicator has been changed for the 2024/25 reporting year. It previously recorded % of action outstanding as opposed to those completed. Historical performance data is therefore not yet available for comparison purposes.</p> <p>Q3 Performance Note: Numerator: 10 Denominator: 14 Actions assigned to relevant parties</p>
CCI 18	Council Housing: Lift Safety - Percentage of lifts with an in-date safety inspection (LOLER) (max)	97.83%	100%	100%	100%				<p>Numerator: 46 Denominator: 46</p>
CCI 19	Council Housing: Damp & Mould - Percentage of reported damp & mould cases responded to (within 14 days/7 days) (max)	100%	47.00%	100%	90.00%				<p>Numerator: 18 Denominator: 20 Only 2 cases didn't have a visit within the 14 days, this was due to high number of visits booked in.</p>
CCI 20	Average number of days sickness lost due to staff incidents or accidents based on a rolling year (min)	0.22	0.03	0.30	0.21				<p>Numerator: 62.26 (total number of days lost) Denominator: 296.72 (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 risks are being mitigated with good H&S practices.</p>
FINANCE & INCOME									
CCI 21	Percentage of commercial property net income against budget (max)	100%	103.90%	95.00%	100%		-		
CCI 22	Percentage of invoices paid within 30 days (max)	96.61%	97.65%	98.00%	93.92%				<p>Numerator: 2,194 Denominator: 2,336 Outturn reflects 142 invoices from 43 suppliers. The drop in outturn from this to the previous quarter highlights that there is a need to work with service areas to ensure they understand how an increase in supplier invoices can affect the performance of this corporate indicator. Moving forwards, such increases, either planned or otherwise, need to be highlighted to senior managers to ensure invoices are being approved and forwarded to the Payments Team in a timely manner to try and improve the performance of this indicator.</p>

CCI 23	Council Housing: Average re-let time in days (all re-lets including time spent in works) (min)	49	71	21	75				<p>Numerator: 2,174 (days void) Denominator: 29 (total lets for the quarter)</p> <p>68 days were spent in works and 7 days were spent in the lettings process. This target has not been met due to performance issues with UNSL. This poor performance has included many changes to ready to let dates which has impacted on the housing team's ability to arrange a sign up with the new tenant as soon as the property is ready.</p>
ENVIRONMENT/COMMUNITIES & DEVELOPMENT									
CCI 24	Processing of planning applications: Major applications (within 13 weeks [16 weeks with EIA] or including any agreed extension of time) (max)	88.00%	85.00%	85.00%	91.00%				<p>Q3 amends - Outturn reported against internal approved target levels - recommended levels included in performance note though. Note will also be updated to include changes to the assessment period prior to members reporting (as per advise from AH to PHE).</p> <p>Recommended target: higher than 60%.</p>
CCI 25	CCI-25 Processing of planning applications: Non-major (within 8 weeks or including any extension of time) (max)	83.00%	84.25%	85.00%	70.00%				<p>Q3 amends - Outturn reported against internal approved target levels - recommended levels included in performance note though. Note will also be updated to include changes to the assessment period prior to members reporting (as per advise from AH to PHE).</p> <p>Recommended target: higher than 70%.</p>
CCI 26	Quality of Decisions: Percentage of appeals upheld for major planning applications as a proportion of major application decisions made (min)	4.41%	13.51%	10.00%	4.41%				<p>To note - the current figure for the period of decisions issued between 01/07/2022 to 30/06/2024 with appeal decisions to 31/03/2025 is 4.41% with some appeal decisions outstanding.</p> <p>Target should be less than 10%</p> <p>The continued improved performance this year means the authority can now request de-designation from MHCLG.</p>
CCI 27	Percentage of tasks from the local plan project plan with a red status (min)	0%	0%	0%	0%				<p>Local Plan submitted on-time. Project moving in accordance with published timetable. Inspectors have now been appointed by Government.</p>
CCI 28	Percentage of household waste sent for reuse, recycling and composting (max)	53.63%	48.61%	50.00%	48.74%				<p>Numerator: 3,998.72 (recycling and composted) Denominator: 8,203.38 (total domestic waste arising)</p> <p>Please note, not all of these figures have been audited yet so may be subject to change, particularly Trade Waste tonnages.</p>

CCI 29	Percentage of actions from the carbon emission reduction plan progressing to an acceptable level within identified timescales	100%	100%	95%	100%				<ul style="list-style-type: none"> • Uttlesford LCWIP consultation launched and complete - sustainable transport (Jan) • UDC energy and fuel use data submitted to Apse. UDC carbon emission reduction trajectory report on track (draft due Jan) • Grant application submitted to Public Sector Decarbonisation Scheme for funding to deliver a heat decarbonisation project at London Road. Bid outcome due May. • 23 Applications received to the Zero Carbon Communities Grant Scheme. Evaluation and moderation complete (Dec). 10 of the shortlisted projects will be delivering projects that support district carbon emission reduction. Grant awards will be confirmed at Feb Cabinet. • Commenced input to the Essex Local Area Energy Plan project, including county net zero scenario planning. Project outputs will inform next steps for UDC clean energy planning projects. Report due April. • Home Upgrade Grant Scheme (HUG2). Successful completion of fabric energy efficiency measures to 30 homes on Takeley Park Homes site. • Gov Warm Homes Local Grants (new fuel poverty scheme). Confirmation of Uttlesford allocation to be administered via Essex Consortia (scheme commences in spring) • First Meeting of senior officer Transport Strategy delivery group (Dec). First outputs of group include prioritisation of schemes for delivery in Saffron Walden using available S106 funding. • Essex Air Quality Strategy consultation agreed, due to commence Jan. • North Essex Council Climate Partnership. Agreement with CEOs that climate partnership group will deliver the clean energy priorities: proposition for investment in public estates to achieve Net Zero across the North Essex authorities; and portfolio of renewable energy projects across council assets to attract investment to generate income and accelerate net zero ambitions. • Business case for UDC Fleet Transition to HVO fuel on track - proposal due Jan • Reg 19 Draft Local Plan including net zero development policies submitted to secretary of state as planned (Dec)
CCI 30	Percentage of staff completed safeguarding training (max)	74.03%	67.52%	100%	75.22%				<p>Numerator: 252 Denominator: 335</p> <p>As at 31st December 2024, there were 335 staff in post, 252 of those had completed Safeguarding Training, which equates to 75.22%. The total trained includes the new online training for newly recruited staff which is completed as part of the induction process. There were 10 new starters in December who completed it. Completion of the training by members is monitored separately. As documented in a recent Cabinet Committee meeting, this indicator will be reviewed by officers and an alternative measure proposed for monitoring during the 2025/26 performance year.</p>