

Committee:	Cabinet	Date:	Thursday, 27 th March 2025
Title:	Corporate Core Indicators (CCIs) 2025/26 Target Setting		
Portfolio Holder:	Cllr. Petrina Lees, Leader of the Council		
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Summary

1. This report presents the targets for all Corporate Core Indicators (CCIs) to be monitored and reported during the 2025/26 performance year.
2. The CCIs have been selected to enable the Corporate Management Team and Members to continue to focus on key areas of performance across the council.
3. Where possible, benchmarking comparisons to other similar Local Authorities will be conducted and presented as part of the corporate quarterly performance updates.

Recommendations

4. The Cabinet is requested to approve the Corporate Core Indicator targets for 2025/26 as set out in the body of this report and Appendix A.

Financial Implications

5. There are no direct financial implications associated with this report.

Background Papers

6. The following papers were referred to by the author in the preparation of this report and are available for inspection from the author of the report:

None.

Impact

- 7.

Communication/Consultation	Reviewed by Corporate Management Team (CMT) and Informal Cabinet Board (ICB)
Community Safety	None
Equalities	None
Health and Safety	None

Human Rights/Legal Implications	None
Sustainability	None
Ward-specific impacts	None
Workforce/Workplace	None

Corporate Core Indicators (CCI's)

8. The CCI's have been developed to provide focus on key service provision areas across the authority. The indicators will be monitored and reported on a quarterly basis through both the Corporate Management Team (CMT) and Cabinet.
9. The CCIs were introduced in 2023/24 and have been reviewed to ensure that they continue to provide members with the correct level of performance information with regards to the councils' performance and compliance in these key areas.
10. The CCI's are identified into 6 key performance areas:
 - Organisation and Governance
 - Cost of Living
 - Health and Safety
 - Finance and Income
 - Environment and Communities and Development
 - Council Housing – *once 2025/26 targets are approved, all Housing related indicators will be reported under this section to support the easier monitoring and reporting of all statutory Tenant Satisfaction Measures (TSM's)*
11. For the 2025/26 performance reporting year, there have been a total of 44 CCI's identified. Of these, 27 have been carried over from the 2024/25 reporting year, two have been removed and 17 new indicators have been identified through the 2025/26 service planning process.
12. Appendix A sets out the proposed targets for all Corporate Core Indicators (CCI's) to be monitored during the 2025/26 performance year. For reference, where relevant, previous targets for 2024/25 have been included along with any quarterly profiling and officer responsibilities.
13. When reviewing the indicators and their targets, the following should be noted:
 - Indicators denoted with 'max' means a **higher** outturn is good performance
 - Indicators denoted with 'min' means a **lower** outturn is a good performance.
14. Targets have been set using historical performance data where this is available. The following table sets out the proposed amendments to the current suite of indicators.

Indicator:	Title:	Proposed Change(s):
CCI 21	% of commercial property net income against budget	Indicator to be removed
CCI 30	% staff completed safeguarding training	Indicator to be removed
CCI 11 (a)	Council Housing: Rent and Service Charge collection rate (current year)	Indicator measure for CCI 11 amended and split into two separate measures

Indicator:	Title:	Proposed Change(s):
CCI 11 (b)	Council Housing: Current rent and service charge arrears as a % of the annual rent debit	
CCI 15 (a)	Council Housing: Asbestos Management - % Risk Assessments in date	Additional indicator introduced to support Asbestos monitoring as part of TSM's reporting
CCI 17 (a)	Council Housing: Fire Safety - % of medium priority recommendations completed from current and previous risk assessments	Additional indicator introduced to support Fire Safety monitoring as part of TSM's reporting
CCI 31	Council Housing: All property-related Tenant Satisfaction Measures (TSM's) completed and submitted annually	Additional indicator introduced to support monitoring of TSM's
CCI 32	Council Housing: % of stock meeting the Decent Homes Standard	
CCI 33	Council Housing: % of homes where the stock condition survey has been carried out within the last 12 months	
CCI 34	Council Housing: % Responsive emergency repairs completed within published timescales	
CCI 35	Council Housing: % Responsive non-emergency repairs completed within published timescales	
CCI 36	Council Housing: % of customers satisfied with responsive repairs (transactional)	
CCI 37	Council Housing: % Planned maintenance program delivered within agreed schedule	
CCI 38	Council Housing: % Planned maintenance program delivered within agreed budget	
CCI 39	Council Housing: Regeneration plans or alternative solution in place for Alexia and Parkside Q2	
CCI 40	% residents satisfied with UDCs approach to handling anti-social behaviour	
CCI 41	% of main housing duty decisions made within the statutory 57 days	
CCI 42	Number of households in temporary accommodation	
CCI 43	Number of families who have been in Bed and Breakfast accommodations for longer than six weeks	

Benchmarking

15. Benchmarking data will be sourced and analysed where the equivalent data is available for as many of the CCIs as possible.
16. As far as practicably possible, data will be obtained from the CIPFA Statistical Near Neighbour group and reported retrospectively on a quarterly basis, i.e. Q1 benchmarking data will be reported as part of the Q2 reporting process.
17. Reporting benchmarking data in this way will enable greater opportunity to obtain comparable information for as broader a range of the CCIs as possible.

Risk Analysis

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Risk	Likelihood	Impact	Mitigating actions
If performance indicators do not meet quarterly/annual targets, then areas such as customer satisfaction and statutory adherence to government led requirements could be affected leading to a loss in reputation for the Council.	2 – The majority of performance measures perform on or above target. Where necessary, accompanying notes to individual performance indicators detail improvement plans.	3 – The majority of service areas in the Council are customer-facing so there is the potential to impact reputationally, service delivery and financially.	Performance is monitored by CMT, and Cabinet on a quarterly basis. Short and long term analysis is carried out to identify performance trends, this supports the appropriate action/improvement plans to be put in place to address issues.

1 = Little or no risk or impact

2 = Some risk or impact – action may be necessary.

3 = Significant risk or impact – action required

4 = Near certainty of risk occurring, catastrophic effect or failure of project.