





		Utlesford DC													
PI No:	PI Title:	Q4 OUTTURN								YEAR END OUTTURN					
		Q3 2024/25	Q4 2023/24	Q4 2024/25 Target	Q4 2024/25 Outturn	Status	Short Trend	Long Trend	Q4 2024/25 Performance Note:	2023/24 Outturn	2024/25 Target	2024/25 Outturn	Status	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)	5.42	4.94	5.40	5.51				Q4 2024/25: Numerator: 1,650.64 (total Short Term FTE days lost) Denominator: 299.51 (total FTE) 212 employees took a period of short term absence during Q4 of which 47% 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.	4.94	5.40	5.51		See Q4 performance note	
CCI 02	Average number of days lost per FTE through long-term sickness absence during rolling 12 months (min)	4.18	5.09	4.10	4.92				Q4 2024/25: Numerator: 1,474.39 (total Long Term FTE days lost) Denominator: 299.51 (total FTE) There were 39 people who account for the long term absences of which 6 have left the organisation and 4 are still on sick leave. 35% of the long term absences were due to back/neck/other musculo-skeletal conditions of which only 1 was recorded as an accident at work. The average length of a long term absence is 37 days We are supporting employees wherever we can to minimise their sickness absence.	5.09	4.10	4.92		See Q4 performance note	
CCI 03	Average days taken to complete candidate pre-employment checks (min)	9	14	15	10.5				Q4 2024/25: Numerator: 95 (days) Denominator: 9 (new starters) There is only one officer dealing with recruitment and with outturns being within both the quarter and end of year targets is a good achievement.	12	15	13		Year End 2024/25: Numerator: 507 (days) Denominator: 38 (new starters) See Q4 performance note	
CCI 04	% of Leavers that leave within their first year of employment (min)	15.15%	29.00%	15%	14%				Q4 2024/25: Numerator: 5 (no. of leavers in 1st year) Denominator: 35 (total no. of leavers) 5 employees worked in Environment and Climate Change. The reasons for leaving varied, enticed back to previous workplace, role wasn't what they expected, 1 resigned (during disciplinary investigation), 1 resigned as moved out of the area and one probation dismissal.	29.00%	15.00%	14%		See Q4 performance note	
CCI 05	% Information Governance requests (FOIs & EIRs) dealt with in 20 working days (max)	80.68%	74%	95%	77%				Q4 2024/25: Outturn is as at 1st April 2025	79.00%	95.00%	80.50%		Year End 2024/25: Throughout the reporting year 2024/25 the overall response rate for requests receiving a response within 20 working days is 80.5%.	
CCI 06	% of calls answered vs number of calls received across the council (max)	98.00%	89.00%	90%	96%				Q4 2024/25: Numerator: 18,571 Denominator: 19,247 (Abandoned: 676) The performance for this PI has been exceeded this quarter again, another excellent performance by the Customer Services Team. Over 2,000 more calls were received into 510510 in comparison to Q3. 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.	92%	90%	93%		Year End 2024/25: Numerator: 75,413 Denominator: 81,516 (Abandoned: 6,103) The CSC have worked hard to maintain and exceed performance levels this year despite some challenging times including staff sickness, application/connection issues and changes within CSC roles/work patterns/staff. Abandoned calls have dropped by 1% in comparison to YE 23-24. This is a small percentage, but a step in the right direction. The CSC have managed to exceed this target in Q2, Q3 and Q4. We have done this by providing advisors the knowledge and tools they need to deal with residents, customers and tenants in a prompt and effective manner, ensuring we are meeting customer's expectations and achievement of this indicator.	
CCI 07	Contract Management	Indicator(s) still to be determined following introduction of revised processes													
CCI 08	Resident Satisfaction	n/a	n/a	n/a	Annually reported CCI	n/a	n/a	n/a		n/a	54.6%	55.0%		Year End 2024/25: Outturn based on polling of citizens who answered the standardised question 'overall, how satisfied or dissatisfied are you with the way your local council(s) runs things? Numerator data from polling on resident satisfaction with Utlesford District Council November 2024 base of 500 respondents. A single survey round was conducted in 2024. See attached Polling on resident satisfaction with Utlesford District Council Research report UDC December 2024. Denominator data from Local Government Association (LGA) national polling on resident satisfaction with councils rounds 37 (February 2024), 38 (June 2024) and 39 (October 2024) base of 1000 -1036 respondents. The stated figure is an average of the response rates across the 3 rounds of surveying conducted in 2024. See attached figure 1 from Polling on resident satisfaction with councils: Round 39 Research report LGA October 2024. Alternative data collation approach: Indicator data reported is recorded using the same methodology as that employed by the LGA. The numerator and denominator data is a net figure. This combines, for example, 'very satisfied' and 'fairly satisfied' responses into a single net 'satisfaction' result by combining the 2 results. This approach does not consider the relative importance of each set of responses; sometimes one answer is more important than another, and data analysis should reflect that.	
COST OF LIVING CRISIS															

CCI 09	% of Council Tax collected (max) *	83.72%	98.48%	98.60%	98.67%	✓	↑	↑	Q4 2024/25: Numerator: £85,019,207.02 Denominator: £86,163,083.96 Target exceeded by 0.07%. An excellent result considering the economic climate.	98.48%	98.60%	98.67%	✓	See Q4 performance note
CCI 10	% of Non-domestic Rates Collected (max) *	82.92%	99.41%	98.00%	97.48%	⚠	↑	↑	Q4 2024/25: Numerator: £53,969,070.80 Denominator: £55,363,383.99 Outturn is 0.52% below target. This is a good rate of collection considering the economic climate within the country at present	99.41%	98.00%	97.48%	⚠	See Q4 performance note
CCI 11	Council Housing: Current tenant rent arrears as a percentage of the annual rent debit (excluding HB adjustment) (min) *	3.30%	3.14%	3.20%	2.92%	✓	↑	↑	Q4 2024/25: Numerator: £75,411.47 Denominator: £5,249,334.41 (1.44% for quarter) YTD: Numerator: £576,785.63 Denominator: £19,763,127.80 Cumulative: 2.92% The team has been under new management and has taken a fresh approach to income management, with positive results.	3.14%	3.20%	2.92%	✓	See Q4 performance note
CCI 12	% Households claiming LCTS against total CT base (min)	7.68%	7.99%	8.15%	7.77%	✓	↓	↑	Q4 2024/25: Numerator: 3,168 (LCTS claims rcvd) Denominator: 40,786 (CT property base**) A target of 8.15% had 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.	7.99%	8.15%	7.78%	✓	Year End 2024/25: Numerator: 3,176 (LCTS claims) Denominator: 40,815 (CT property base**) This equates to 7.78%. 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: % domestic dwellings on programme with valid LGSR gas safety certificate (max)	99.64%	99.85%	100%	99.70%	⚠	↑	↓	Numerator: 1,962 (no dwellings with valid gas certificate) Denominator: 1,968 (no dwellings with gas safety obligation) Officers have been unable to gain entry to 6 properties and these have been passed to legal services.	99.85%	100%	99.70%	⚠	See Q4 performance note
CCI 14	Council Housing: % properties compliant with Carbon Monoxide and smoke detector regulations (max)	99.69%	99.84%	100%	99.73%	⚠	↑	↓	Numerator: 2,599 (no dwellings compliant) Denominator: 2,606 (total no dwellings) Officers have been unable to gain entry to 7 properties and these have been passed to legal services	99.84%	100%	99.73%	⚠	See Q4 performance note
CCI 15	Council Housing: Asbestos Management - % High Priority recommendations completed from current and previous RA's (min)	100%	N/A	100%	100%	✓	▢	▢	Target achieved, no outstanding inspections or actions.	N/A	100%	100%	✓	See Q4 performance note
CCI 16	Council Housing: Water Hygiene - % High Priority recommendations completed from current and previous RA's (min)	88.31%	N/A	100%	88.96%	⚠	↑	↑	Our water safety assessments are up to date, we have identified challenges on actual condition of water systems in our sheltered housing and individual homes.	N/A	100%	88.96%	⚠	See Q4 performance note
CCI 17	Council Housing: Fire Safety - % High Priority recommendations completed from current and previous RA's (min)	71%	N/A	100%	71.43%	⚠	▢	↓	Whilst we are up to date with this assessment we have found some risks have been over-prioritised.	N/A	100%	71.43%	⚠	See Q4 performance note
CCI 18	Council Housing: Lift Safety - % lifts with an-in date safety inspection (LOLER) (max)	100%	100%	100%	100%	✓	▢	↑	Full compliance.	100%	100%	100%	✓	See Q4 performance note
CCI 19	Council Housing: Damp & Mould - % reported damp & mould cases responded to (within 14 days/ 7 days) (max)	90.00%	44.00%	100%	100%	✓	↑	↑	All outstanding cases as at 31st March have been addressed within target timescales.	24.00%	100%	91.53%	⚠	See Q4 performance note
CCI 20	Average no. of days sickness lost due to staff incidents or accidents for the rolling year period as recorded on i-rent (min)	0.21	0.16	0.30	0.09	✓	↑	↑	Q4 2024/25: Numerator: 28.28 (days lost) Denominator: 299.51 (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	0.16	0.30	0.09	✓	See Q4 performance note
FINANCE & INCOME														
CCI 21	% of commercial property net income against budget (max)	100%	103.90%	95.00%	100%	✓	▢	↓		103.90%	95.00%	100%	✓	

CCI 22	% of invoices paid within 30 days (max)	93.92%	97.34%	98.00%	96.79%				Q4 2024/25: Numerator: 2,321 Denominator: 2,398 96.79% of invoices paid within 30 days of receipt. 77 needed more intervention after they were entered onto the system. This is spread across multiple departments and suppliers.	97.35%	98.00%	96.36%		Year End 2024/25: Numerator: 8,916 Denominator: 9,253 Volumes have increased so additional resource has been provided to Finance recently to lift collection rates going forward, but it's worth remembering the whole organisation plays a part in the process, which includes service managers approving invoices for payment in a timely manner.
CCI 23	Council Housing: Average re-let time in days (all re-lets including time spent in works) (min)	75	67	21	87				Q4 2024/25: Numerator: 1,832 (days void) Denominator: 21 (no of lets) We anticipate a significant improvement following the mobilisation of the new contract on 1 April 2025. UNSL stopped doing voids towards the end of their contract and these are being picked up by Axis, with orders for the works in progress.	67	21	62		Year End 2024/25: Numerator: 7,520 (days void) Denominator: 121 (no of lets)
ENVIRONMENT/COMMUNITIES & DEVELOPMENT														
CCI 24	Processing of Planning Applications: Major Applications (within 13 - 16 weeks with EIA or including any Extension of Time) (max)	91.00%	84.85%	85.00%	91.00%				Q4 2024/25: Note that this period covers speed of major decisions from 01/04/2024 to 31/03/25 - 100. 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.	84.85%	85.00%	100%		
CCI 25	Processing of Planning Applications: Non-major Applications (within 8 weeks or including any Extension of Time) (max)	70.00%	84.38%	85.00%	78.00%				Q4 2024/25: To note that this period covers speed of non-major decisions from 01/04/2024 to 31/03/25 - 78%. 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.	84.38%	85.00%	79.00%		
CCI 26	% of Appeals upheld for Major Applications (min)	4.41%	11.10%	9.00%	3.23%				Q4 2024/25: 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. Target should be less than 10%. 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 Ministry of Housing and Local Government. 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.	11.10%	9.00%	3.23%		
CCI 27	% 'red' status tasks from Local Plan project plan (min)	0%	0%	0%	0%				Q4 2024/25: Local Plan Examination proceeding with hearing dates now set in June and July. On track overall in accordance with timetable.	0%	0%	0%		See Q4 performance note
CCI 28	% Household waste sent for reuse, recycling and composting (max)	48.74%	47.86%	50.00%	50.96%				Q4 2024/25: Numerator: 3,908.74 (recycling and composted) Denominator: 7,670.88 (total domestic waste) Please note: not all figures have been audited as yet so may be subject to change, particularly Trade Waste tonnages.	50.22%	50.00%	51.39%		Year End 2024/25: Numerator: 16,830.89 (recycling and composted) Denominator: 32,789.527 (total domestic waste) Please note: not all figures have been audited as yet so may be subject to change, particularly Trade Waste tonnages.
CCI 29	% High Priority actions completed from the Climate Change plan	N/A	100%	95%	100%				Q4 2024/25: Various achievements and progress against Climate and Biodiversity Action Plan - 2024/25. All High Priority actions completed and on track.	N/A	95%	100%		See Q4 performance note

CCI 30	% staff completed safeguarding training (max)	75%	69.44%	100%	74.92%				<p>Q4 2024/25: Numerator: 248 Denominator: 331</p> <p>As at 31st March 2025, there were 331 staff in post, 248 of those had completed Safeguarding Training equating to 74.92%. The total trained includes the new online training for newly recruited staff which is completed as part of the induction process. There was one new starter in Q4 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>	69%	100%	74.92%		See Q4 performance note
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