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PI No:	PI Title:	Uttlesford DC							
		Q4 2024/25	Q1 2024/25	Q1 Target	Q1 Outturn	Status	Short Trend	Long Trend	Q1 2025/26 Performance Note:
ORGANISATION/GOVERNANCE									
CCI 01	Average number of days lost per FTE through short-term sickness absence based on rolling 12 months (min)	5.51	5.03	5.4	5.28				Numerator: 1,588.01 <i>(short term FTE days lost)</i> Denominator: 300.64 <i>(total FTE at end of period)</i> In this 12 month period, 214 employees have taken a period of short term absence, over 507 instances, equating to 1,558 FTE days lost. This is a very small decrease to those reported last quarter. The average length of a short term absence is 3.1 days. As per previous reporting periods our biggest cause for short term absences is Minor Conditions such as coughs, colds, stomach upsets, headaches, which accounts for 48% (742 days) of the total days lost for short term absences. If you group back and neck problems and other musculo-skeletal problems into one this would result in being our second biggest cause of short term fte days lost at 255 over 59 instances (only one recorded as an accident at work). Previously medical conditions was our second biggest cause but this has reduced by 30 days, so is now in third with 244 days (59 instances). Stress/depression/anxiety/mental health has reduced by one day to 234 fte days lost (47 instances). 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)	4.92	4.83	4.0	5.67				Numerator: 1,704.10 <i>(long term FTE days lost)</i> Denominator: 300.64 <i>(total FTE at end of period)</i> 37 employees have taken a period of long term absence (2 less than last quarter), over 41 instances, equating to 1553 FTE days lost. The FTE days lost has increased around 25 since last quarter. The average length of a long term absence is 41.7 days. In summary 46% are from Environmental Services, 8 have left the organisation, 25 have returned to work and 4 are still on sick leave. The biggest cause of long term absences was due to Stress / Depression / Anxiety / Mental Health accounting for 46% (786 days) of the total FTE days lost for long term sickness and 17 of the 41 instances. A majority of which were non-work related. This is an increase from last quarter where we had lost 507 days over 13 instances. Of the 15 employees accounting for this, 5 have left the organisation, 8 have returned to work and 2 are still on sick leave. Back/Neck/other Musculo-skeletal conditions are our second biggest cause accounting for 32% (546 days) of the total FTE days for long term sickness and 14 of the instances. This is similar to last quarter (none of these instances were recorded as an accident at work), We are supporting employees wherever we can to minimise their sickness absence.
CCI 03	Average time (working days) it takes to complete candidate pre-employment checks (min)	10.5	17	15	11.4				Numerator: 103 days <i>(total time taken on all new starters this quarter)</i> Denominator: 9 <i>(total new staters in the quarter)</i> Of the 9 new starters, 2 were over the 15 days target due to the following reasons: 2 x delay receiving reference from previous employer.

CCI 04	% of Leavers that leave within their first year of employment (min)	14%	22.5%	20%	12.50%	🟢	⬆️	⬆️	Numerator: 4 (<i>total of leavers in first year of employment</i>) Denominator: 32 (<i>total leavers</i>) All 4 employees worked in Environmental Services. Reasons for leaving varied; one was enticed back to previous workplace, one moved out of the area, one resigned before an investigation and one was dismissed during probation period.
CCI 05	% Information Governance requests (FOIs & EIRs) dealt with in 20 working days (max)	77.48%	81.00%	95.00%	81.00%	🛑	⬆️	⬆️	Numerator: 172 (<i>FOIs responded to within 20 working days</i>) Denominator: 212 (<i>total FOIs due a response within the quarter</i>) Figures taken as of 16th July show a total of 212 FOI & EIR requests were received for the first quarter of this year and so far 172 have been responded to within 20 working days. There are still a number of requests which are not yet due a response and are still being progressed.
CCI 06	% of calls answered vs number of calls received across the council (max)	96%	85%	90%	89%	⚠️	⬇️	⬇️	Numerator: 20,304 (<i>calls answered</i>) Denominator: 22,696 (<i>calls received</i>) <i>Abandoned calls: 2,392</i> Please note these figures relate only to calls into the council's Customer Service Centre routing through the main 01799 510510 line. The target has not been achieved this quarter by 1%. The start of the new financial year can be challenging as it generates a significant upturn in customer contacts. These include council tax payments, annual rent letters, annual benefit letters and garden waste renewals. The new repairs and maintenance contractor Axis Europe also went live on the 1st April resulting in all repair calls routing back into the CSC. With any new contract, we saw system, communication and delivery challenges resulting in calls taking longer than usual. However, the percentage of calls answered vs number of calls received in Q1 24-25 was 85%, which is a 4% uplift compared to the same quarter last year. We can also see abandoned calls have decreased in Q1 24-25 by 1,191 (33%) in comparison to Q1 25-26, showing a clear improvement year on year. The Supervisory Team is reviewing the call data to identify peak periods and call types to improve average handling time, considering staffing capacity and work patterns and discussing with colleagues some system issues. The CSC supervisory team continue to work and meet with back office supervisory/management teams to discuss challenges and where positive changes can be made. The CSC Team Leaders send a weekly service information request email to all supervisors and managers on a Monday (first day of the week) requesting for any information which will help support customer enquiries, notifications of any direct customer communication, remind staff to ensure they use their out of office for leave, site visits, working hours and sickness. This helps the CSC direct customers more efficiently.
CCI 08	Resident Satisfaction	Indicator reported on an annual basis - next outturn due YE 2025/26							
COST OF LIVING CRISIS									
CCI 09	% of Council Tax collected (max) *	98.67%	29.25%	24.00%	28.73%	🟢	⬇️	⬇️	Numerator: £26,324,895.65 (<i>CT collected for the period</i>) Denominator: £91,633,159.70 (<i>CT due for the period</i>) Collection rate ahead of target which is still an excellent start despite being a lower collection rate for the same quarter last year.
CCI 10	% of Non-domestic Rates Collected (max) *	97.48%	28.80%	24.00%	29.06%	🟢	⬇️	⬇️	Numerator: £17,062,939.18 (<i>NNDR collected for the period</i>) Denominator: £58,724,941.14 (<i>NNDR due for the period</i>) Collection rate above target which is still an excellent start despite being a lower collection rate for the same quarter last year.

CCI 12	% Households claiming LCTS against total CT base (min)	7.77%	7.83%	8.15%	7.69%				Numerator: 3,143 (<i>no. of LCTS claims</i>) Denominator: 40,889 (<i>CT property base</i>) A target of 8.15% has been set for 20/26 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 20	Average no. of days sickness lost due to staff incidents or accidents for the rolling year period as recorded on i-trent (min)	0.09	0.23	0.30	0.01				A low outturn as per this quarter could indicate that we are mitigating the risks of accidents, particularly in our front-line services, with good H&S practices.
FINANCE & INCOME									
CCI 22	% of invoices paid within 30 days (max)	96.79%	98.17%	95.00%	95.08%				120 invoices needed intervention after they were entered onto the system. Approximately half of the number related to Housing temporary accommodation invoices. The remainder is spread across multiple departments and suppliers.
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%	87.18%	85.00%	100%				Numerator: 9 (<i>decisions within 13 weeks</i>) Denominator: 9 (<i>total no. of decisions</i>) <i>Note that this period covers speed of major decisions from 01.04.24 to 30.06.25.</i> Performance Exceeding target.
CCI 25	Processing of Planning Applications: Non-major Applications (within 8 weeks or including any Extension of Time) (max)	78.00%	82.70%	87.00%	87.00%				Numerator: 214 (<i>decisions within 8 weeks - 41 with EOTs</i>) Denominator: 245 (<i>total no. of decisions</i>) <i>Note that this period covers speed of major decisions from 01.04.24 to 30.06.25.</i>
CCI 26	% of Appeals upheld for Major Applications (min)	3.23%	5.88%	9.00%	4.30%				Solid performance all year. The current figure for the period of decisions issued between 1 April 2023 with appeal decisions to 31/03/2025 is 4.30 with some appeal decisions outstanding.
CCI 27	% 'red' status tasks from Local Plan project plan (min)	0%	0%	0%	0%				The Plan process is currently on track. Examination Hearings completed in June 2025. Post-Hearing letter received from Inspector 6 August 2025 with a consultation on Modifications due Autumn 2025. Plan on track for adoption in first quarter of 2026.
CCI 28	% Household waste sent for reuse, recycling and composting (max)	50.96%	52.22%	50.00%	DATA NOT YET AVAILABLE	~	~	~	There has been a delay on obtaining finalised data for residual waste (provided by ECC) which means we are not able to calculate our recycling rate for Q1. Data is imminent.

CCI 29	% High Priority actions completed from the Climate Change plan	100%	100%	100%	75%				Q1 Update: - London road offices decarbonisation project has commenced and currently finalising the designs and specification for procurement and obtaining planning permission. - Members have approved a switch to HVO fuel away from diesel. - Decarbonisation work to UDC owned homes is progressing with physical works due to commence later in the year . - There has been a delay in rolling out Carbon Literacy training to all staff hence the indicator being marked as 75% complete. - We are also reviewing internal governance arrangements and overall Climate Change Action plan
CCI 40	% residents satisfied with UDCs approach to handling ASB (max)	N/A	N/A	70%	0%	~	N/A	N/A	New Indicator for 2025/26 Monitoring Data for this indicator has not yet started to be collected.
HOUSING PROVISION:									
CCI 11 (a)	Housing Operations: Rent and Service Charge collection rate (current year) (max)*	N/A	N/A	95.00%	100.70%		N/A	N/A	New Indicator for 2025/26 Monitoring Numerator: £4,592,073.17 <i>(collection for Q1 includes total payment received of £3,466,827.04 plus Housing Benefit payment received £1,125,246.13)</i> Denominator: £4,560,018.22 <i>(total debit for Q1)</i> This collection rate indicator measures income collected against the current year's budget. However, Quarter 1 figures may exceed 100% because they include arrears collected from previous years, not just current-year income.
CCI 11 (b)	Housing Operations: Current rent and service charge arrears as a % of the annual rent debit (min)	2.92%	3.00%	3.20%	3.47%				Numerator: £63,879.09 Denominator: £4,560,018.22 YTD: Numerator: £640,664.72 Denominator: £18,452,270.00 Cumulative: 3.47% This arrears indicator for Quarter 1 provides an early snapshot of income collection performance for the current financial year. It reflects the proportion of billed income that remains uncollected at the end of the first quarter.
CCI 13	Housing Property Services: Gas Safety - % of domestic dwellings on programme with valid LGSR gas safety certificate (max)	99.70%	99.70%	100%	99.70%				6 Properties out of target. Weekly meetings held with Contractor and UDC Housing Team.
CCI 14	Housing Property Services: % properties compliant with Carbon Monoxide and smoke detector regulations (max)	99.73%	99.81%	100%	100%				All properties compliant at end of period.
CCI 15	Housing Property Services: Asbestos Management - % of high priority recommendations completed from current and previous RA's (max)	100%	N/A	100%	100%				None identified and none required to be completed.
CCI 15 (a)	Housing Property Services: Asbestos Management - % Risk Assessments in date	N/A	N/A	100%	100%		N/A	N/A	New Indicator for 2025/26 Monitoring

CCI 16	Housing Property Services: Water Hygiene - % of high priority recommendations completed from current and previous RA's (max)	88.96%	N/A	100%	88.96%				There are 4 outstanding items requiring significant plant or equipment replacement which are in the capital programme for 2025/26.
CCI 17	Housing Property Services: Fire Safety - % of High Priority recommendations completed from current and previous RA's (max)	71.43%	75.00%	100%	71.43%				This is based on historic FRAs undertaken by previous UNSL subcontractor which are known to be inaccurate in some areas. Doors previously identified as requiring replacement have been surveyed for repairs and some passive fire protection works were not required. New FRAs are currently being undertaken by Ridge & Partners, these will form our new baseline on which future works will be planned. Our Fire Consultant has been out on site and there are no immediate concerns.
CCI 17 (a)	Housing Property Services: Fire Safety - % of Medium priority recommendations completed from current and previous RA's	N/A	N/A	100%	100%		N/A	N/A	New Indicator for 2025/26 Monitoring Not previously measured. See notes in CCI17 regarding new FRAs, these will capture all actions to facilitate future reporting.
CCI 18	Housing Property Services: Lift Safety - % lifts with an-in date safety inspection (LOLER) (max)	100%	97.87%	100%	100%				
CCI 19	Housing Property Services: Damp & Mould - % of reported damp & mould cases responded to (within 14 days/7 days) (max)	100%	31.82%	100%	100%				
CCI 23	Council Housing: Average re-let time in days (all re-lets including time spent in works) (min)	87 days	50 days	21 days	82 days				Numerator: 1,402 (days void) Denominator: 17 (no. of lets) 5 days were spent in the lettings process and the remaining 77 were spent in works.
CCI 31	Housing Property Services: All property-related Tenant Satisfaction Measures (TSM's) completed and submitted annually (max)	N/A	N/A	100%	100%		N/A	N/A	New Indicator for 2025/26 Monitoring All required Property related TSM data submitted in June as part of the annual reporting process.
CCI 32	Housing Property Services: % of stock meeting the Decent Homes Standard (max)	73.51%	97.80%	100%	98.33%				46 properties non-decent as at 30.06.25 as reported through LAHS return.
CCI 33	Housing Property Services: % of homes where the stock condition survey has been carried out within the last 12 months (max)	N/A	N/A	20%	15%		N/A	N/A	New Indicator for 2025/26 Monitoring Please note: This is a rolling target for the whole year. We are presently recruiting to the role of SCS surveyor and these will be carried out H2. We have carried out circa 250 surveys as part of the end of term audit and these will be used to update stock condition data. These are being validated at present.
CCI 34	Housing Property Services: % Responsive emergency repairs completed within published timescales (max)	N/A	N/A	100%	67%		N/A	N/A	New Indicators for 2025/26 Monitoring There are several challenges affecting KPI performance in the maintenance contract with Axis Europe. Key issues include difficulties in integrating TUPE staff, leading to cultural resistance and underperformance which have resulted in

CCI 35	Housing Property Services: % Responsive non-emergency repairs completed within published timescales (max)	N/A	N/A	98%	44%		N/A	N/A	leading to cultural resistance and underperformance, which have resulted in operational inefficiencies. Along with sub-contracted labour not updating systems to show that works have been completed. Additionally, a significant reduction in the volume of repairs raised has raised concerns about financial viability. To address these challenges, measures such as implementing performance improvement plans, conducting cultural training, enhancing communication, and reviewing the job raising process are being undertaken. These initiatives aim to align staff with new operational standards and ensure effective service delivery moving forward.
CCI 36	Housing Property Services: % of customers satisfied with responsive repairs (transactional) (max)	N/A	N/A	95%	90%		N/A	N/A	
CCI 37	Housing Property Services: % Planned maintenance program delivered within agreed schedule (max)	N/A	N/A	100%	N/A	N/A	N/A	N/A	<p><i>New Indicators for 2025/26 Monitoring</i></p> <p>Program will commence in Q2. Further work is ongoing at the planning stage of the roll-out of the planned programme which will commence in September.</p>
CCI 38	Housing Property Services: % Planned maintenance program delivered within agreed budget (max)	N/A	N/A	100%	N/A	N/A	N/A	N/A	
CCI 39	Council Housing: Regeneration plans or alternative solution in place for Alexia and Parkside Q2 (max)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	<p><i>New Indicator for 2025/26 Monitoring</i></p> <p><i>Data reported every six-months - outturn due end September 2025</i></p>