2024/25 Corporate Core Indicators (CCIs	(CCIS) - Q4 Outturn										Available									Benchmark	ng data - 202	4/25 Q2								
								Uti	esford DC	Harborough DC ²	Winchester	Tandridge DC	Vale of White Horse DC ¹	South Cambridgeshire DC	Sevenoaks DC (CIPEA SNN)	Tonbridge & Malling BC ²	Waverley BC	South Oxfordshire DC ¹	Hart DC (CIPFA SNN)	Test Valley BC ²	Tewkesbury BC	Mole Valley DC	East Hampshire DC	Bromsgrove DC	Braintree DC (EPPN)	Notes:		Benchmarkin	Group	
'I No: PI Title:	Q3 2024/25	Q4 2023/24	Q4 2024/2	Q4 202 Outte	4/25 Sta	itus Sh	nort end	Long Trend	Q4 2024/25 Performance Note:	(CIPFA SNN)	(CIPFA SNN)	(CIPFA SNN)	(CIPFA SNN)	(CIPFA SNN)	Q4	(CIPFA SNN)	(CIPFA SNN)	(CIPFA SNN)	Q4	(CIPFA SNN)	(CIPFA SNN)	(CIPFA SNN)	(CIPFA SNN)	(CIPFA SNN)	(EPPN)		Number	Minimum Av	erage * Max	Benchmarking Notes
Average number of days lost per FTE through short-term sickness absence based on rolling 12 months (min)			П	5.5	Г		Т	•	24 2024/25: **Wamerator: 1,650.64 (Iotal Short Term FTE days lost) **Denominator: 289.51 (Iotal FTE) **Parent Term Term Term Term absence during Q4 of which 47% of here were due to minor conditions such as cold-sheadsches and upset formats. The average length of a short firm absence is 240 syl We are																	To track organisation-wide short term sickness				
Average number of days lost per FTE frough long-term sickness absence during rolling 12 months (min)	4.18	5.09	4.10	4.9	2	1		•	constant. In a serigin engine of a soon term baseded is 3 says vie a se 24 202262; Summerster: 1,474.39 (loss Long Term FTE days lost) **Momeration: 1,474.39 (loss Long Term FTE days lost) **Long the American State (loss FTE days lost) **Long the American State (lost FTE days lost) **Long the American State (los																	To track organisation-wide long term sickness				
Average days taken to complete candidate pre-employment checks (min)	9	14	15	10.	,	1	ŀ	•	Q4 2024/25: 95 (days) Benominator: 9 (new starters) Benominator: 9 (new starters) with equalities and end of year targets is a good achievment.																	To track time taken to fill officer vacancies from the date that HR receives completed recruitment froms from managers to the date unconditional offer is made to the candidate				
% of Leavers that leave within their first year of employment (min)							_	•	D4 2024/26: Wumerator: 5 (no. of leavers in 1st year) Denominator: 35 (total no. of leavers) Denominator: 35 (total no. of																	To track and monitor how many leavers there are in their first year of employment				
% Information Governance requests (FOIs & EIRs) dealt with in 20 working days (max)	80.68%	74%	95%	775	•	• 1	ı.	•	Q4 2024/25: Dutturn is as at 1st April 2025								97.30%				91.00%		99.00%			To track that FOIs are responded to within statutory timescales	4	77%	91% 9	UDC's performance is below the average lowest of the group of four.
% of calls answered vs number of calls received across the council (max)	98.00%	89.00%	90%	965		2 1	•	•	24 2024/25 Winnessfor: 19,247 Denominator: 19,247 Denominator: 19,247 Denominator: 19,247 The performance for this if it has been conceded this quarter again, produce The performance for this if it has been conceded this quarter again, produce The performance for this in the performance of the quarter again, produce The performance of the thing the performance of the thing and of development of the team along with continued good working relationships with pack office functions has helped achieves thing belied of services.			90.00%		75.28%												Indicator to monitor all calls; those into 510510 and also to direct dial numbers	3	75%	37% 9	UDC's performance is above the average joint highest in the group.
CCI 07 Contract Management					Indic	nator(s) still	to be de		ollowing introduction of revised processes																	New indicator(s) will be developed as the contract monitoring process is defined and embedded				
Posident Satisfaction (Note - Annual Indicator)	n/a	n/a	54.61	6 55.0	%	, n	√a	n/a	Year End 20425: Utilim based on poling of clistres who answered the standardised question cream. It was statisfied or dashafied are you with the way you had country! December of the country of the co																	and embedded To track residents satisfaction across a number of elements				
COST OF LIVING CRISIS **CCI 09	83.72%	98.48%	98.60	98.6	r% @	1		1	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.			97.50%		99.59%			97.80%		98.28%		98.50%	98.30%	98.33%	98.12%	97.55%	To track CT income	10	98%	98% 10	UDC's performance is above the average a second highest in the group.
% of Non-domestic Rates Collected (max) *	82.92%	99.41%	98.00	% 97.41	1%	1			04 2024/25: #umerator: E53,989,070.80 Denominator: E55,383,383,399 Duttum is 0,52% below target. This is a good rate of collection considering the economic climate within the country at present			98.90%		99.20%			98.60%		97.16%		99.70%	98.98%	96.46%	98.18%	98.68%	To track NNDR income	10	96%	98% 10	UDC's performance is just below the avera the third lowest in the group.
Council Housing: Current tenant rent arrears as a percentage of the annual rent debtt (excluding HB adjustment) (min) *	3.30%	3.14%	3.201	6 2.92	*	2 1	•	a	14 302/425* Unknownstor: £75,411.47 Unknownstor: £7,249,334.41 (1.41% for quarter) TOTAL Commentor: £53,787,85.63 Unknownstor: £5					1.77%			1.30%									To track housing stock rental income	3	1.30%	.00% 2.5	UDC's performance is above the average highest in the group of three.
% Households claiming LCTS against total CT base (min)	7.68%	7.99%	8.15%	6 7.77	%	1	ŀ	•	A 2024/25: Winnerstor: 3, 168 (LCTS claims rovd) Denominator: 40,786 (CT properly base") A larger of 8.1% had been set for 2024/55 propring as the baseline gauge for monitoring movement. This figure has been defined from the average quartile processing setting 2022/23 which at the time of the indicator being introduced, was the agreed period to benchmark against.																	To monitor the impact of the cost of living crisis across as broad a range of residents as possible				
Council Housing: % domestic dwellings	99.64%	99.85%	1009	99.7	1%	1	h		Numerator: 1,962 (no dwellings with valid gas certificate) Denominator: 1,968 (no dwellings with gas safety obligation)																					
Council Housing: % properties compliant with Carbon Monoxide and smoke detector regulations (max) Council Housing: Asbestos	99.69%	99.84%	1009	99.7	1%	1	1	•	Numerator: 2,599 (no dwellings compliant) Denominator: 2,606 (total no dwellings)																					
CCI 15 Management - % High Priority recommendations completed from	100%	N/A	1009	100	× (-	-	_	Target achieved, no outstanding inspections or actions.																					
Council Housing: Water Hygiene - %	88.31%	N/A	1009	88.9	5%	1		•	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.																	To track essential health & safety compliance across all council housing stock				
	71%	N/A	1009	71.4	1%	_	_		Whilst we are up to date with this assessment we have found some risks have seen over-prioritised.																	Source Housing associ				
from current and previous RA's (min) Council Housing: Lift Safety - % lifts with an-in date safety inspection (LOLER) (max)		_				_																								
(max) Council Housing: Damp & Mould - % reported damp & mould cases responded to (within 14 days/ 7 days)	90.00%	44.00%	1009	100	× @	1		•	All outstanding cases as at 31st March have been addressed within target imescales.																					
(max) Average no. of days sickness lost due to staff incidents or accidents for the rolling year period as recorded on i-frent (min)		0.16						•	24 2024/25: Numerator: 28 28 (days lost) Denominator: 299.51 (total FTE) Comally with in-house front line revisions such as WasteRecycling/Grounds Maintenance/Housering vou would expect to see a higher number of sickness bissences for accidentisinicidences. This could indicate that we are mitigating the risks with good H48 practices.																	To monitor the number of sickness days lost across the organisation due to incidents/accidents/minor injuries				
% of commercial property net income against budget (max)	100%	103.909	95.00	6 100	% @																					To track net income from council's commercial property				
V of invariant midwithin 10		97.34%						•	14 2024/25: Numerator: 2.321 Denominator: 2.388 37.9% 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.					99.77%			95.10%				97.00%				98.30%	To track payment times to suppliers	5	95%	97% 10	UDC's performance is just below the are and the second lowest in the group
Council Housing: Average re-let time in days (all re-lets including time spent in works) (min)	75	67	21	87		1	ŀ		A 2024/25: **Wannerstor: 1.832 (days void) **Beneminator: 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 Avis, with orders for the works in rongress.		19.76			47			39									To track average void times of council housing stock	4	19.76	8.19	UDC's performance is above the average highest in the group.

CCI 24	Processing of Planning Applications: Major Applications (within 13 - 16 weeks with Elk or including any Extension of Time) (max)	s 91.00°	% 84.8	85.0	O% 9	1.00%	•	_	4	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.	94.30	2%	96.55%	100.00%	90.90%	100.00%	92.31%		100.00%	84.60%	100.00%	To track time taken to process all major applications	10	85%	95%	100%	LDC's performence is believe the average and the third lowest in the group.
CCI 25	Processing of Planning Applications: Non-major Applications (within 8 weeks or including any Extension of Time) (max)	70.00	% 84.3	196 85.0	0% 7	8.00%	<u></u>	•		O4 2024-25: If the property of	93.00	3%	93.17%	89.06%	95.50%	95.40%	83.33%		77.50%	87.20%	96.67%	To track time taken to process all non-major applications	10	78%	89%		.DCs performance is believe the average and the second toward in the group for the overall period. However, in societ morable performance has group in the next reporting period.
CCI 26	% of Appeals upheld for Major Applications (min)	4.419	% 11.1	1% 9.0	0% 1	1.23%	②	•	•	Out 2024/26: To note - the current figure for the period of decisions issued between 01/07/2022 to 3.00/2024 with appeal decisions to 3.00/2025 at 4.1% with some appeal of 3.00/2025 at 4.00/2025			2.70%		6.40%	4.70%	9.00%	10.20%	0.00%			To track appeals process	7	0%	5%		LDCs performance in below the average the absorbed several the group between the group between the person and is personal and personal state produced to the up the group in the next reporting period.
CCI 27	% 'red' status tasks from Local Plan project plan (min)	0%	09	0'	к.	0%	②	-	-	Q4 202428: Local Plan Examination proceeding with hearing dates now set in June and July. On track overall in accordance with timetable.												To track all outstanding/overdue tasks within the LP implementation plan - indicator will aim to minimise					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 Autum 2025. Plan on track for adoption in first quarter of 2026.
CCI 28	% Household waste sent for reuse, recycling and composting (max)	48.74	% 47.8	i% 50.0	0% 5	0.96%	②	•	4	Q4 202425: Numerator: 3.908.74 (recycling and composted) Denominator: 7.870.88 (total dormedic waste) Please note: not all figures have been audited as yet so may be subject to change, particularly Trade Waste tomages.	35.70	3%	49.29%		57.50%	45.00%	46.00%	55.40%	31.95%	36.79%	42.01%	To track levels of recycling across the district	10	32%	45%	58%	UDC's performance is the third highest in the group and above the average.
CCI 29	% High Priority actions completed from the Climate Change plan	N/A	. 100	16 95	%	100%	②	-	-	Q4 2024/28: Various achievements and progress against Climate and Biodiversity Action Plan - 2024/25, All High Phority actions completed and on track.												Climate Change team reviewing indicator to give input on most appropriate measure					
CCI 30	% staff completed safeguarding training (max)	75%	69.4	196 100	1% 7	4.92%	•	1	1	O4 202426: Numerator: 248 Desominator: 331 Desominator: 331 Shipparding Target Shipparding												To track attendance at the mandatory Safeguarding training sessions					

KEY:
-currulatively reported indicator
-CT property base at time of reports being run

Notes:
Note producing currently -reviewing what and hose they report.
No preformance information has been published.
No performance information has been published.
Total comparable infootions:
Total comparable infootions:
EPRN - Member of the Exess Policy & Performance Network.

*Moor: The coverage performance for each indicator is based on the mean overage of all the authorities where their date has been used in the calculation. Date for an individual authority will be entuded if it is classified as an outlier fountied of the expected performance rangel due to exceptional or indexneror consustances.