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PI No:	PI Title:	Uttlesford DC							
		Q1 2025/26	Q2 2024/25	Q2 Target	Q2 Outturn	Status	Short Trend	Long Trend	Q2 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)	5.28	5.17	5.4	5.48				Numerator: 1,675.27 (<i>total Short Term FTE days lost</i>) Denominator: 305.76 (<i>total FTE</i>) 217 employees took a period of short term absence of which 43% of these were due to minor conditions such as colds/headaches and upset stomachs. 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)	5.67	4.73	4.0	5.59				Numerator: 1,710.64 (<i>total Long Term FTE days lost</i>) Denominator: 305.76 (<i>total FTE</i>) There were 34 people who account for the long term absences of which 8 have left the organisation and 4 are still on sick leave. 58% of the long term absences were due to stress/depression/anxiety a majority of which were non-work related.
CCI 03	Average time (working days) it takes to complete candidate pre-employment checks (min)	11.4	15	15	10.5				Numerator: 232 (<i>total days taken on new starters</i>) Denominator: 22 (<i>total new starters for this period</i>) Of the 22 new starters 3 were over the 15 days target due to the following reasons: 3 x delay receiving reference from previous employer.
CCI 04	% of Leavers that leave within their first year of employment (min)	12.50%	24.24%	20%	10.34%				Numerator: 3 (<i>total leavers in first year</i>) Denominator: 29 (<i>total leavers</i>) All 3 leavers worked in Environmental Services. Reasons for leaving varied, 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)	81.00%	71.85%	95.00%	81.58%				Numerator: 155 (<i>requests responded to within due date</i>) Denominator: 190 (<i>requests closed</i>) Figures reported for the period 01.07.25 - 30.09.25. Performance is marginally improving. Most requests where the due date has been missed are subsequently responded to within no more than 5 working days from the due date on average.
CCI 06	% of calls answered vs number of calls received across the council (max)	89%	93%	90%	92%				Numerator: 19,933 (<i>total calls answered for period</i>) Denominator: 21,689 (<i>total calls received for period</i>) Abandoned: 1,756 Please note these figures relate only to calls into the council's Customer Service Centre routing through the main 01799 510510 line. The indicator target has been exceeded this quarter. The Supervisory Team are reviewing 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) *	28.73%	56.41%	49.00%	56.13%	✓	↑	↓	Numerator: £51,622,223.60 Denominator: £91,961,299.52 Target exceeded in a poor economic climate so this is an excellent result. Prompt issue of demands and reminders has contributed to this.
CCI 10	% of Non-domestic Rates Collected (max) *	29.06%	56.18%	49.00%	56.11%	✓	↑	↓	Numerator: £32,960,514.72 Denominator: £58,746,295.34 Target exceeded which is an excellent result in this economic climate. Prompt issue of demands and reminders has contributed to this.
CCI 12	% Households claiming LCTS against total CT base (min)	7.69%	7.66%	8.15%	7.55%	✓	↑	↑	Numerator: 3,102 (<i>LCTS Claims for the period</i>) Denominator: 41,083 (<i>UDC Property Base</i>) A target of 8.15% has been set for 25/26 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)	0.01	0.24	0.30	0.12	✓	↓	↑	Numerator: 37.26 (<i>total days lost</i>) Denominator: 305.76 (<i>total FTE</i>) 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
FINANCE & INCOME									
CCI 22	% of invoices paid within 30 days (max)	95.08%	96.61%	95.00%	96.29%	✓	↑	↑	Numerator: 2,130 (<i>total paid within 30 days</i>) Denominator: 2,212 (<i>total invoices received for period</i>) 71 invoices were paid after 30 days of receipt. Some due to supplier delays and some utility bills that had credits against them where resolutions were pending.
ENVIRONMENT/COMMUNITIES & DEVELOPMENT									
CCI 24	Processing of Planning Applications: Major Applications (within 13 - 16 weeks with EIA or including any Extension of Time) (max)	100%	88.00%	85.00%	100%	✓	▬	↑	No applications of this type have missed target. Exceeding target.
CCI 25	Processing of Planning Applications: Non-major Applications (within 8 weeks or including any Extension of Time) (max)	87.00%	83.00%	87.00%	83.00%	⚠	↓	↑	This has been improving throughout the year following a slow start which was a result of clearing old cases, and further reducing agency staff with 'grow our own' officers.
CCI 26	% of Appeals upheld for Major Applications (min)	4.30%	4.41%	9.00%	3.60%	✓	↑	↑	The performance action plan has ensured strong performance on this metric (previously the metric for which the council was designated). Appeals performance is closely monitored and reported to planning committee every month.
CCI 27	% 'red' status tasks from Local Plan project plan (min)	0%	0%	0%	0%	✓	▬	▬	All actions on track. Currently out to consultation on the modifications. Plan remains on track for adoption in first quarter of 2026.
CCI 28	% Household waste sent for reuse, recycling and composting (max)	50.95%	53.63%	50.00%	53.67%	✓	↑	↑	Numerator: 4,379.713 (<i>recycling and composted</i>) Denominator: 8160.198 (<i>total domestic waste arising</i>) Please note: not all of these figures have been audited yet so may change by a small amount, particularly those highlighted in yellow. This should not make a drastic difference to the outcome.

CCI 29	% High Priority actions completed from the Climate Change plan	75%	100%	100%	75%				Q2 Achievements, Progress and issues: PSDS project at London Road phase 1 milestones met, procurement due in November. 24/25 UDC annual Greenhouse Gas Emissions nearing completion. Transport strategy programme started with progress on developer brochure for shared transport on new developments. Other projects under way Net Zero Carbon Emissions Trajectory to be updated reflecting planned progress Round 4 Zero Carbon Communities Grant Scheme launched. Issues - London Road, Retrofit PSDS project risk - costs to deliver the project will be greater than budget. Solar installation has been reduced. HVO switch delayed until Jan26, Carbon Literacy programme delayed. UDC Sustainability policy development – not started
CCI 40	% residents satisfied with UDCs approach to handling ASB (max)	0%	N/A	70%	92%			N/A	Satisfaction scores are higher than anticipated with 92% residents being satisfied with the way their case is being handled.
HOUSING PROVISION:									
CCI 11 (a)	Housing Operations: Rent and Service Charge collection rate (current year) (max) *	100.70%	N/A	95.00%	101.66%				Numerator: £5,035,579.61 (<i>rent & service charges collected to end of Q2</i>) Denominator: £4,953,197.76 (<i>rent & service charge debit for Q2</i>) The performance of this indicator can be attributed to continued proactive contact with tenants, close internal working relationships with UDC's welfare team, and referring as early as possible. In addition, close monitoring of rent accounts and contacting new tenants as soon as their tenancy starts helps improve collection rates.
CCI 11 (b)	Housing Operations: Current rent and service charge arrears as a % of the annual rent debit (min) *	3.47%	3.15%	3.20%	3.94%				Numerator: £87,691.10 (<i>rent & service charges arrears</i>) Denominator: £4,544,358.26 (<i>annual debit</i>) Arrears at Q2 = 1.93% YTD (reported outturn): Numerator: £728,355.82 (<i>rent & service charges arrears</i>) Denominator: £18,452,270.00 (<i>estimated annual debit</i>)
CCI 13	Housing Property Services: Gas Safety - % of domestic dwellings on programme with valid LGSR gas safety certificate (max)	99.70%	99.80%	100%	99.64%				Numerator: 1,951 Denominator: 1,958
CCI 14	Housing Property Services: % properties compliant with Carbon Monoxide and smoke detector regulations (max)	100%	99.81%	100%	98.08%				Numerator: 2,707 Denominator: 2,760 Carbon Monoxide (CO) and smoke alarm requirements differ, making it challenging to combine them into a single KPI. For instance, properties that are fully electric do not require a CO alarm, whereas smoke alarms are mandatory regardless of the energy source. CO: 2232 / 2250 Smoke: 2707 / 2760
CCI 15	Housing Property Services: Asbestos Management - % of high priority recommendations completed from current and previous RA's (max)	100%	100%	100%	100%				Numerator: 0 Denominator: 0 No High Priority Recommendations have been raised this quarter.

CCI 15 (a)	Housing Property Services: Asbestos Management - % Risk Assessments in date	100%	N/A	100%	100%			N/A	Numerator: 151 Denominator: 151 There is concern that some of the risk assessments have not been completed by a UKAS accredited company and so all asbestos risk assessments are being redone this financial year. All sheltered blocks have been reinspected and orders have been placed for general needs blocks to be completed by December 2025.
CCI 16	Housing Property Services: Water Hygiene - % of high priority recommendations completed from current and previous RA's (max)	88.96%	100%	100%	88.96%				Numerator: 274 Denominator: 308 A new contractor is currently being procured. This will give UDC significantly more water hygiene data for all its sites which will be accessed through a dedicated dashboard and reporting tool. The new contractor will ensure all key items required for water hygiene assessments are undertaken as well as ensure any remedial works to systems are completed efficiently and effectively. Water Hygiene Risk Assessments are typically conducted every 2 years with UDC's due to be renewed in 2026. The new contractor has been asked to bring forward this process and undertake new RAs as part of their mobilisation process. Work will commence in December with plans for every site to be visited ensuring the RAs are fit for purpose and any missing items included or updated. To monitor this process, new indicators will be introduced for Q3 2025/26 reporting which will align with all other specific risk assessments such as fire and asbestos.
CCI 17	Housing Property Services: Fire Safety - % of High Priority recommendations completed from current and previous RA's (max)	71.43%	N/A	100%	100%			N/A	All Fire Risk Assessments (FRAs) have been reviewed and are being re-conducted during this financial year by a new specialist consultant - Ridge and Partners. Following review, it was identified that the previous FRA contractor appeared not to meet the competence requirements to undertake the works and subsequently some of the risks and remedial works identified were not aligned to either building regulations or relevant article 50 guidance. Once the updated assessments are complete, we will be better positioned to progress effectively toward achieving full compliance. Any previously identified high risk actions have been completed. All of the FRAs and historic actions have been reviewed by the Council's internal fire safety consultant (IEng) with known remedial works, and specialist compartmentation, and fire detection and alarm surveys being undertaken concurrently with the new FRAs.
CCI 17 (a)	Housing Property Services: Fire Safety - % of Medium priority recommendations completed from current and previous RA's	100%	N/A	100%	100%			N/A	All Fire Risk Assessments (FRAs) have been reviewed and are being re-conducted during this financial year by a new specialist consultant - Ridge and Partners. Following review, it was identified that the previous FRA contractor appeared not to meet the competence requirements to undertake the works and subsequently some of the risks and remedial works identified were not aligned to either building regulations or relevant article 50 guidance. Once the updated assessments are complete, we will be better positioned to progress effectively toward achieving full compliance. Any previously identified high risk actions have been completed. All of the FRAs and historic actions have been reviewed by the Council's internal fire safety consultant (IEng) with known remedial works, and specialist compartmentation, and fire detection and alarm surveys being undertaken concurrently with the new FRAs.
CCI 18	Housing Property Services: Lift Safety - % lifts with an-in date safety inspection (LOLER) (max)	100%	100%	100%	100%				Numerator: 46 Denominator: 46
CCI 19	Housing Property Services: Damp & Mould - % of reported damp & mould cases responded to (within 14 days/7 days) (max)	100%	100%	100%	44.83%				Numerator: 13 Denominator: 29 As of the end of Q2, 7 damp and mould jobs were outstanding — 5 of which are overdue. Additionally, 11 jobs were completed within target timescales, and two outstanding jobs remain within target.
CCI 23	Council Housing: Average re-let time in days (all re-lets including time spent in works) (min)	82 days	87 days	21 days	133 days				Numerator: 1,863 (<i>total days void for period</i>) Denominator: 14 (<i>total lets for period</i>) 127 days were spent in works and the remaining 6 were with the lettings process

CCI 32	Housing Property Services: % of stock meeting the Decent Homes Standard (max)	98.33%	89.30%	100%	98.33%				This figure remains the same as last quarter and the LAHS return
CCI 33	Housing Property Services: % of homes where the stock condition survey has been carried out within the last 12 months (max)	15%	N/A	20%	15%				We have now appointed an interim stock condition surveyor which will see this figure increase. It should be noted that this is an annual target
CCI 34	Housing Property Services: % Responsive emergency repairs completed within published timescales (max)	67%	N/A	100%	75.4%				Numerator: 233 Denominator: 309 There has been an error in previous calculations and subsequent outturns relating to repairs KPI's. As part of an improvement plan, an exercise is being undertaken to review actual condition against the dates that have been input and this will be reported going forwards.
CCI 35	Housing Property Services: % Responsive non-emergency repairs completed within published timescales (max)	44%	N/A	98%	78.4%				Numerator: 904 Denominator: 1,153 <i>See note for CCI 34</i>
CCI 36	Housing Property Services: % of customers satisfied with responsive repairs (transactional) (max)	90%	89.47	95%	92.31%				Numerator: 96 Denominator: 104 Please note: Axis started collating this metric in August and so not a full quarter has been recorded. August = 88.89% (24/27) September = 93.51% (72/77)
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	No Planned works were completed in Q2
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	100% <i>(half year)</i>	N/A	N/A	N/A	N/A	Following the completion of the HRA asset appraisal development consultants are being sought to support the council to deliver an options appraisal specifically for these sites to identify how they can best be utilised to deliver local housing need. As part of this the council is launching a district wide survey to all households over 60 to determine preferences for older people in their housing for the future.