

<b>Committee:</b>	Cabinet	<b>Date:</b>	
<b>Title:</b>	Corporate Core Indicators (CCIs) 2026/27 Target Setting	Thursday, 15 January 2026	
<b>Portfolio Holder:</b>	Councillor Petrina Lees, Leader of the Council		
<b>Report Author:</b>	Nicola Roberts, Director of Business Performance and People nroberts@uttlesford.gov.uk  Paula Evans, Head of Contract, Performance and Risk  pevans@uttlesford.gov.uk	<b>Key decision:</b> No	

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## Summary

1. This report presents the targets for all Corporate Core Indicators (CCIs) to be monitored and reported during the 2026/27 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 2026/27 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
  - Housing Provision
11. For the 2026/27 performance reporting year, there have been a total of 42 CCI's identified. All of these have been carried over from the 2025/26 reporting year (there are 43 CCI's in 2025/26 and one has been removed for 2026/27), no new indicators have been identified through the 2026/27 service planning process.
12. Appendix A sets out the proposed targets for all Corporate Core Indicators (CCI's) to be monitored during the 2026/27 performance year. For reference, where relevant, previous targets for 2025/26 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 06	% of calls and live chats answered vs number of calls and live chats received	Live chats added (was previously just calls)
CCI 08	Resident Satisfaction	Indicator to be removed
CCI 29	% of actions from the carbon emission reduction plan progressing to an acceptable level within identified timescales	Title changed from '% High Priority actions completed from the Climate Change Action plan'

## Benchmarking

15. Benchmarking data will continue to be sourced and analysed each quarter 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 broad a range of the CCIs as possible.

## Risk Analysis

18.

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.