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		Q2 2025/26	Q3 2024/25	Q3 Target	Q3 Outturn	Status	Short Trend	Long Trend	Q3 2025/26 Performance Note:
<b>ORGANISATION/GOVERNANCE</b>									
CCI 01	Average number of days lost per FTE through short-term sickness absence based on rolling 12 months (min)	5.48	5.42	5.40	5.07				<b>Numerator:</b> 1,568.80 (total Short Term FTE days lost) <b>Denominator:</b> 309.56 (total FTE) 223 employees took a period of short term absence, of which 46% of these were due to minor conditions such as colds/headaches and upset stomachs. The average length of a short absence is 2.9 days. 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)	5.59	4.18	4.00	6.38				<b>Numerator:</b> 1,976.40 (total Long Term FTE days lost) <b>Denominator:</b> 309.56 (total FTE) There were 34 people who account for the long term absences of which 10 have left the organisation and 2 are still on sick leave. The average length of a long term absence is 50 days 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)	10.5	9.0	15.0	11.5				<b>Numerator:</b> 127 (total days taken on new starters) <b>Denominator:</b> 11 (total new starters for this period) Of the 11 new starters 3 were over the 15 days target due to the following reasons: 1 x delay with DBS process verification / 1 x delay in completing ICT modules / 1 x delay due to allegations from previous employer.
CCI 04	% of Leavers that leave within their first year of employment (min)	10.34%	15.15%	20%	8.82%				<b>Numerator:</b> 3 (total leavers in first year) <b>Denominator:</b> 34 (total leavers) 3 worked in ES. 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)	81.58%	80.68%	95.00%	68.75%				<b>Numerator:</b> 132 (FOIs and EIRs responded to within recommended timeline) <b>Denominator:</b> 192 (total FOIs and EIRs received) Combined responses to FOI's and EIR's for the third quarter which were responded to within the required 20 working day period.
CCI 06	% of calls answered vs number of calls received across the council (max)	92%	98%	90%	90%				<b>Numerator:</b> 16,835 (total calls answered for period) <b>Denominator:</b> 18,731 (total calls received for period) Abandoned: 1,896 Please note these figures relate only to calls into the council's Customer Service Centre routing through the main 01799 510 510 line. This target has been achieved 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	Outturn data for this indicator is only available when a survey has been conducted. The result of the last survey was reported in Quarter 4 of 2024/25. There are currently no plans to repeat the survey.							
<b>COST OF LIVING CRISIS</b>									

CCI 09	% of Council Tax collected (max) *	56.13%	83.72%	75.00%	83.19%	✓	↑	↑	<b>Numerator:</b> £92,121,995.61 <b>Denominator:</b> £76,639,417.00 Collection target exceeded due to billing correct liable parties at an early stage as inbound post is being actioned timely and reminders and summonses are issued promptly.
CCI 10	% of Non-domestic Rates Collected (max) *	56.11%	82.92%	75.00%	82.90%	✓	↑	↑	<b>Numerator:</b> £48,700,389.06 <b>Denominator:</b> £58,748,272.40 Target exceeded as correct ratepayers are billed promptly due to any changes being actioned promptly. Reminders are issued in a timely.
CCI 12	% Households claiming LCTS against total CT base (min)	7.55%	7.68%	8.15%	7.46%	✓	↑	↑	<b>Numerator:</b> 3,083 ( <i>LCTS Claims for the period</i> ) <b>Denominator:</b> 41,353 ( <i>UDC Property Base</i> ) This equates to 7.46%. 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.
<b>HEALTH &amp; SAFETY</b>									
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)	0.12	0.21	0.30	0.21	✓	↓	↓	<b>Numerator:</b> 64.29 ( <i>total days lost</i> ) <b>Denominator:</b> 309.56 ( <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
<b>FINANCE &amp; INCOME</b>									
CCI 22	% of invoices paid within 30 days (max)	96.29%	93.92%	95.00%	99.05%	✓	↑	↑	<b>Numerator:</b> 2,410 ( <i>total paid within 30 days</i> ) <b>Denominator:</b> 2,433 ( <i>total invoices received for period</i> ) 23 invoices from 9 suppliers but mostly this is due to 2 departments with high volume of invoices.
<b>ENVIRONMENT/COMMUNITIES &amp; DEVELOPMENT</b>									
CCI 24	Processing of Planning Applications: Major Applications (within 13 - 16 weeks with EIA or including any Extension of Time) (max)	100%	91.00%	100.00%	100%	✓	▬	↑	Top quartile nationally. Majors still being managed successfully through PPAs
CCI 25	Processing of Planning Applications: Non-major Applications (within 8 weeks or including any Extension of Time) (max)	83.00%	70.00%	87.00%	89.00%	✓	↑	↑	Exceeding a recently raised target benchmark. Target exceeded through successful implementation of amendments and negotiations protocol.
CCI 26	% of Appeals upheld for Major Applications (min)	3.60%	4.41%	9.00%	2.50%	✓	↑	↑	Strongest performance since records begun on this metric. Sustainable quality being sustained.
CCI 27	% 'red' status tasks from Local Plan project plan (min)	0%	0%	0%	0%	✓	▬	▬	All on track. Received Inspector letter saying the Plan has been found Sound etc and now going through Governance with Adoption late March 2026.
CCI 28	% Household waste sent for reuse, recycling and composting (max)	53.67%	48.74%	50.00%	52.54%	✓	↓	↑	<b>Numerator:</b> 4,080,038 ( <i>recycling and composted</i> ) <b>Denominator:</b> 7,765,316 ( <i>total domestic waste arising</i> ) Please note, not all of these figures have been audited yet by Essex County Council, so may change by a very small amount - in particular the December figures.

CCI 29	% High Priority actions completed from the Climate Change plan	75%	100%	95%	80%				<p><b>Q3 Achievements and Progress against Climate and Biodiversity Action Plan:</b></p> <ul style="list-style-type: none"> <li>- London Road De-carb Retrofit: Planning approved, contractor appointed; Cabinet approved progression (Jan 2026)</li> <li>- Emissions Reporting: 2024/25 report published</li> <li>- Waste Fleet: Transitioned to HVO (21 Jan)</li> <li>- Transport Strategy: Developer guidance progressing; wayfinding project supplier appointed.</li> <li>- Biodiversity Work: Biodiversity Duty Report underway; wider strategy in development</li> <li>- Clean Air (DEFRA): Delivery plan agreed for underspend; innovation funding bid submitted</li> <li>- Solar Study: Commissioned; draft report now under final review before publishing</li> <li>- Warm Homes Grants: Scheme launched; delivery partner appointed</li> <li>- Sustainable Uttlesford: events plan delivered; Peacock Energy launched; Big Green Festival in development for June</li> <li>- Zero Carbon Community Grants: 17 grants awarded from 20+ applications</li> <li>- Governance: Proposal developed to align CCBAP with Blueprint programme. Kick off meeting (22 Jan)</li> <li>- Carbon Literacy: Delayed; pilot in development for 26/27</li> </ul>
CCI 40	% residents satisfied with UDCs approach to handling ASB (max)	92%	N/A	70%	83%				
<b>HOUSING PROVISION:</b>									
CCI 11 (a)	Housing Operations: Rent and Service Charge collection rate (current year) (max)*	101.66%	N/A	99.00%	100.69%				<p><b>Numerator:</b> £4,832,834.84  <b>Denominator:</b> £4,799,597.60</p>
CCI 11 (b)	Housing Operations: Current rent and service charge arrears as a % of the annual rent debit (min)	3.94%	3.30%	2.93%	2.78%				<p><b>Numerator:</b> £402,582.27 (arrears for Q3)  <b>Denominator:</b> £14,474,588.23 (rent due to be collected)</p>
CCI 13	Housing Property Services: Gas Safety - % of domestic dwellings on programme with valid LGSR gas safety certificate (max)	99.64%	99.64%	100%	99.74%				<p><b>Numerator:</b> 1,946  <b>Denominator:</b> 1,955  Currently, nine properties remain out of compliance and are progressing through the pass-back and injunction process. We are working closely with housing and legal to obtain compliant LGSRs.</p>
CCI 14	Housing Property Services: % properties compliant with Carbon Monoxide and smoke detector regulations (max)	98%	99.69%	100%	98.08%				<p><b>Carbon Monoxide Numerator:</b> 2,232  <b>Carbon Monoxide Denominator:</b> 2,250  <b>Smoke Numerator:</b> 2,707  <b>Smoke Denominator:</b> 2,760  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. As part of ongoing stock assurance activity, the underlying numerators and denominators for these KPIs are expected to change in the next quarter. A comprehensive data cleanse is under way in response to the increased installation of air source heat pumps (ASHPs) as part of the organisation's energy-efficiency programme. This work includes the deployment of contractors to verify that properties converted from fossil-fuel systems no longer contain active pipework.</p>

CCI 15	Housing Property Services: Asbestos Management - % of high priority recommendations completed from current and previous RA's (max)	100%	100%	100%	100%				<b>Numerator: 1</b> <b>Denominator: 1</b> 1 high priority action was identified and resolved immediately
CCI 15 (a)	Housing Property Services: Asbestos Management - % Risk Assessments in date	100%	N/A	100%	100%				<b>Numerator: 151</b> <b>Denominator: 151</b>
CCI 16	Housing Property Services: Water Hygiene - % of high priority recommendations completed from current and previous RA's (max)	88.96%	88%	100%	88.96%				<b>Numerator: 274</b> <b>Denominator: 308</b> UDC are having new legionella risk assessments re-conducted during this financial year by a new specialist.
CCI 17	Housing Property Services: Fire Safety - % of High Priority recommendations completed from current and previous RA's (max)	100.00%	71%	100%	42.86%				<b>Numerator: 9</b> <b>Denominator: 21</b> It should be noted that due to the nature of some recommendations they will require time to plan and /or procure. The 12 Remaining high priority actions have been assigned for completion: x 6 Ridgeway upgrade alarms x 2 AOV (Automatic Open Vents) requested quotes x 4 undergoing specialist review
CCI 17 (a)	Housing Property Services: Fire Safety - % of Medium priority recommendations completed from current and previous RA's	100%	N/A	100%	100%				<b>Numerator: 0</b> <b>Denominator: 0</b> No medium-priority issues were identified in the new FRAs
CCI 18	Housing Property Services: Lift Safety - % lifts with an-in date safety inspection (LOLER) (max)	100%	100%	100%	71.74%				<b>Numerator: 33</b> <b>Denominator: 46</b> LOLER compliance status showed 13 properties out of compliance; however, all required inspections were promptly scheduled, with 9 booked for 09/01/26 and the remaining 4 booked for 12/01/26. A delay in commencing LOLER inspections occurred due to a change in insurance provider, resulting in the appointment of a new inspection company (HSB). Despite this operational transition, all properties are now booked for examination, supporting progression back to full compliance.
CCI 19	Housing Property Services: Damp & Mould - % of reported damp & mould cases responded to (within 14 days/7 days) (max)	44.83%	90%	100%	65.45%				<b>Numerator: 72</b> <b>Denominator: 110</b> Axis have experienced ongoing challenges in completing works within the required time frames. This has resulted in delays, we continue to monitor Axis's performance closely and have reinforced the importance of adhering to agreed turnaround times.
CCI 23	Council Housing: Average re-let time in days (all re-lets including time spent in works) (min)	133 days	75 days	21 days	149 days				<b>Numerator: 2,826 (total days void for period)</b> <b>Denominator: 19 (total lets for period)</b> 2 days were spent with the lettings process and the remaining 147 days were spent in works.
CCI 32	Housing Property Services: % of stock meeting the Decent Homes Standard (max)	98.33%	94.00%	100%	98.33%				No Stock Condition Surveys (SCS) were carried out in the quarter. SCS's will commence in the 2026/27 financial year when the DLO and Property Services team have been established. The year will therefore end on 98.3%.
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%	20%				This is a rolling annual target. Stock Condition Surveys will commence in 2026/27 when the DLO and Property Services team have been established. The year will end on 15%.

<b>CCI 34</b>	Housing Property Services: % Responsive emergency repairs completed within published timescales (max)	75.4%	N/A	100%	<b>85.48%</b>				<b>Numerator:</b> 312 <b>Denominator:</b> 365
<b>CCI 35</b>	Housing Property Services: % Responsive non-emergency repairs completed within published timescales (max)	78.40%	N/A	98%	<b>80.89%</b>				<b>Numerator:</b> 910 <b>Denominator:</b> 1,125
<b>CCI 36</b>	Housing Property Services: % of customers satisfied with responsive repairs (transactional) (max)	92.31%	88.46%	95%	<b>0%</b>				Progress report information was not supplied by Axis. Arrangements are being put in with the Customer Service Centre to make follow up calls after a repair has been completed post-1 April. Also UDC is in the process of procuring an independent market research company to make post-works satisfaction survey calls.
<b>CCI 37</b>	Housing Property Services: % Planned maintenance program delivered within agreed schedule (max)	N/A	N/A	100%	<b>0%</b>		N/A		No planned works were completed in Q3
<b>CCI 38</b>	Housing Property Services: % Planned maintenance program delivered within agreed budget (max)	N/A	N/A	100%	<b>N/A</b>	N/A	N/A	N/A	Due to issues with Axis Contract no planned programme has been delivered. Works are being carried over to 26/27.
<b>CCI 39</b>	Council Housing: Regeneration plans or alternative solution in place for Alexia and Parkside Q2 (max)	N/A	N/A	N/A	<b>N/A</b>	N/A	N/A	N/A	This project will be a priority for the new Strategic Housing Development Consultant, who joined the council week commencing 16 March 2026. The project will include presenting finalised options for the two sites at the end of Quarter 1 2026-27 and this will be followed by the delivery of these options.