

2025/26 Corporate Core Indicators (CCIs) - Q4 and Year End Outturns

PI No:	PI Title:	Q4 OUTTURN								2025/26 YEAR END OUTTURN				
		Q3 2025/26	Q4 2024/25	Q4 Target	Q4 Outturn	Status	Short Trend	Long Trend	Q4 2025/26 Performance Note:	2024/25 Outturn	2025/26 Target	2025/26 Outturn	Status	Performance Note:
ORGANISATION/GOVERNANCE														
CCI 01	Average number of days lost per FTE through short-term sickness absence based on rolling 12 months (min)	5.07	5.51	5.40	5.14	✔	↓	↑	Numerator: 1,617.31 (total Short Term FTE days lost) Denominator: 314.56 (total FTE) In this 12 month period, 212 employees have taken a period of short term absence, over 535 instances, equating to 1614 FTE days lost. The FTE days have slightly increased to those reported last quarter (1569). The average length of a short term absence is 3 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 49% (786 days) of the total days lost for short term absences. Stress/depression/anxiety/mental health is our second biggest cause for short term fte lost at 288 days over 57 instances (slightly higher than last quarter of 256 days over 58 instances). If you group back and neck problems and other musculo-skeletal problems into one this would result in our third highest of 278 fte days lost over 65 instances. We are supporting employees wherever we can to minimise their sickness absence.	5.51	5.40	5.14	✔	See Q4 performance note
CCI 02	Average number of days lost per FTE through long-term sickness absence during rolling 12 months (min)	6.38	4.92	4.00	5.64	⊘	↑	→	Numerator: 1,775.12 (total Long Term FTE days lost) Denominator: 314.56 (total FTE) In this 12 month period, 31 employees have taken a period of long term absence, over 33 instances, equating to 1778 FTE days lost. This is a reduction to those reported last quarter of 1976 days/ 39 instances. The average length of a long term absence has risen from 50.7 days to 53.9 days. 42% are from Environmental Services, 8 employees have left the organisation, 19 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 42% (743 days) of the total FTE days lost for long term sickness and 16 of the 33 instances. This is a reduction from last quarter where it was 46% and we had lost 903 days over 17 instances. A majority of which are non-work related. Of the 16 employees accounting for this 5 have left the organisation and 10 have returned to work and only one employee is still on sick leave.	4.92	4.00	5.64	⊘	See Q4 performance note
CCI 03	Average time (working days) it takes to complete candidate pre-employment checks (min)	11.5	10.5	15.0	9.8	✔	↑	↑	Numerator: 118 (total days taken on new starters) Denominator: 12 (total new starters for this period) Of the 12 new starters 2 were over the 15 days target due to the following reasons: 2 x delay with DBS processing time due to allegations from previous employer.	13.0	15.0	10.7	✔	Year End 2024/25: Numerator: 580 (total days taken on new starters) Denominator: 54 (total new starters for this period) Our new starters have increased this year to 54, compared to 38 last year. However, we still managed to reduce the average time it takes to complete pre-employment from 13 days to 11 days. This is an excellent statistic especially as we only have one officer dealing with recruitment.
CCI 04	% of Leavers that leave within their first year of employment (min)	8.82%	14.00%	20.00%	2.70%	✔	↑	↑	Numerator: 1 (total leavers in first year) Denominator: 37 (total leavers) 1 worked in Housing & Communities. Reason for leaving is they want to return to Finance Admin work and go to an office daily with colleagues they work with.	14.00%	20.00%	2.70%	✔	See Q4 performance note
CCI 05	% Information Governance requests (FOIs & EIRs) dealt with in 20 working days (max)	68.75%	77.48%	95.00%	73.30%	⊘	↑	↓	Numerator: 162 (requests responded to within 20 days) Denominator: 221 (total requests received within period) Responsibility for the performance of this indicator lies with the respective service areas to which requests have been forwarded on to for action. The Information & Governance Team encourage FOI liaison officers to provide timely responses but whether they are able to complete these within target time is often dependent upon support from other service colleagues as well as competing with their other routine high priority tasks they have to perform for their service.	80.50%	95.00%	75.79%	⊘	Year End 2025/26: Numerator: 645 (requests responded within 20 days) Denominator: 851 (total requests received within period) See Q4 performance note

CCI 06	% of calls answered vs number of calls received across the council (max)	90%	96%	90%	89%				<p>Numerator: 19,547 (total calls answered for period) Denominator: 21,904 (total calls received for period) (Abandoned: 2,357)</p> <p>Please note these figures relate only to calls into the council's Customer Service Centre routing through the main 01799 510 510 line. his target has not been achieved this quarter by 1%. Performance was impacted by a combination of resourcing pressures and increased call complexity. The service experienced a reduction in staffing levels following the departure of experienced team members, alongside a period of long-term absence. This reduced capacity during key periods of demand contributed to increased wait times. Additionally, longer handling times, particularly within Repairs and Council Tax, continued to impact queue performance. These more complex enquiries required additional time to resolve, limiting advisor availability and increasing customer wait times. 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.</p>	93%	90%	90%		<p>Year End 2025/26: Numerator: 76,619 Denominator: 85,020 (Abandoned: 8,401)</p> <p>The CSC have worked hard to maintain and exceed performance levels this year despite some challenging times including staff sickness, application/connection issues and changes within CSC roles/work patterns/staff. The CSC have met this target. We have done this by providing advisors the knowledge and tools they need to deal with residents, customers and tenants in a prompt and effective manner, ensuring we are meeting customer's expectations and achieve this PI.</p>
COST OF LIVING CRISIS														
CCI 09	% of Council Tax collected (max) *	83.19%	98.67%	98.60%	98.45%				<p>Numerator: £90,681,126.54 Denominator: £92,104,918.57</p> <p>Target has been missed by 0.15% which is disappointing as good efforts were being shown throughout the year. However, it is still a good result to be proud of considering the continuing poor economic climate.</p>	98.67%	98.60%	98.45%		See Q4 performance note
CCI 10	% of Non-domestic Rates Collected (max) *	82.90%	97.48%	98.00%	97.39%				<p>Numerator: £57,006,460.79 Denominator: £58,534,391.30</p> <p>Target narrowly missed by 0.61% which is a great achievement considering the commercial issue that are being faced. There has also been a period recently when NDR bills could not be issued due to software issues.</p>	97.48%	98.00%	97.39%		See Q4 performance note
CCI 12	% Households claiming LCTS against total CT base (min)	7.46%	7.77%	8.15%	7.45%				<p>Numerator: 3,096 (LCTS Claims for the period) Denominator: 41,567 (UDC Property Base)</p> <p>This equates to 7.45%. 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.</p>	7.78%	8.15%	7.45%		See Q4 performance note
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)	0.21	0.09	0.30	0.29				<p>Numerator: 91.49 (total days lost) Denominator: 314.56 (total FTE)</p> <p>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</p>	0.09	0.30	0.29		See Q4 performance note
FINANCE & INCOME														
CCI 22	% of Invoices paid within 30 days (max)	99.05%	96.79%	95.00%	99.72%				<p>Numerator: 2,500 (total paid within 30 days) Denominator: 2,507 (total invoices received for period)</p> <p>7 needed more intervention after they were entered onto the system. This is spread across multiple departments and suppliers.</p>	96.36%	95.00%	97.58%		<p>Year End 2025/26: Numerator: 9,361 Denominator: 9,593</p> <p>97.58% falls in the new revised KPI target of £95%. We continue seeing an increase in invoice volume.</p>
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%	91.00%	85.00%	100.00%				<p>Numerator: 8 Denominator: 8</p>	100.00%	85.00%	98%		<p>Numerator: 39 Denominator: 40</p>
CCI 25	Processing of Planning Applications: Non-major Applications (within 8 weeks or including any Extension of Time) (max)	89.00%	78.00%	87.00%	86.00%				<p>Numerator: 195 Denominator: 228</p>	79.00%	87.00%	87%		<p>Numerator: 837 Denominator: 963</p>

CCI 26	% of Appeals upheld for Major Applications (min)	2.50%	3.23%	9.00%	3.60%				To note - the current figure for the period of decisions issued between 01/04/2024 to 31/03/2026 with appeal decisions to 31/12/2026 is 3.6% with some appeal decisions outstanding. The measure to be used is the percentage of the total number of decisions made by the authority on applications that are then subsequently overturned at appeal, once nine months have elapsed following the end of the assessment period, as recorded in Live Table P152a and P152b for major development and in Live Table 154 for non-major development from the data collected by the Department for Levelling Up, Housing & Communities and the Planning Inspectorate. The 9 months specified in the measure enables appeals to pass through the system and be decided for the majority of decisions on planning applications made during the assessment period. 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, once the nine months to be allowed for beyond the end of the assessment period is taken into account.	3.23%	9.00%	3.60%		See Q4 performance note
CCI 27	% 'red' status tasks from Local Plan project plan (min)	0%	0%	0%	0%				Local Plan was successfully adopted 25 March 2026.	0%	0%	0%		Local Plan completed on schedule.
CCI 28	% Household waste sent for reuse, recycling and composting (max)	52.54%	50.96%	50.00%	49.73%				Numerator: 3,944.99 (recycling and composted) Denominator: 7,932.44 (total domestic waste arising) Please note: not all of these figures have been audited yet by Essex County Council, so may change by a very small amount - the Trade waste figure for March is an estimate calculated from an average for the year so far.	51.39%	50.00%	51.67%		YE 2025/26: Numerator: 16,780.375 (recycling and composted) Denominator: 32,481.762 (total domestic waste arising)
CCI 29	% High Priority actions completed from the Climate Change plan	80%	100%	95%	95%				Public Sector Decarbonisation Scheme Retrofit Project London Road. Contractors commenced on site (March) Waste Fleet switch to HVO complete. Four small fleet vehicles replaced with EVs. REPF signposting/wayfinding project, supplier for design and print appointed. Biodiversity workshop delivered to develop action plan (Feb) Enhanced Biodiversity Duty Report published (March) Renewable Energy Solar Study Bioregional Report published. Uttlesford Big Green Festival (June 2026) Events programme published (March). Kick off meeting held UDC estates and operations decarbonisation. Social Housing Decarbonisation Project commenced delivery retrofit measures 276 properties GSENZH pipeline Renewable Energy projects UDC estate modelling complete. Sustainable Uttlesford AGM and Birthday celebration held, with 70 attendees (Feb) Climate Team presentation Essex Community Energy Conference (March) Local Plan Policy adopted (February) DEFRA Air Quality, Shared Bike Scheme Saffron Walden (8,500 trips in two years) App Bike Scheme Contract extension completed (ends March 2027) District Pollution Awareness project completed with 10 schools.	100%	95%	95%		See Q4 performance note
CCI 40	% residents satisfied with UDCs approach to handling ASB (max)	83%	N/A	70%	82%				Feedback throughout the year has remained consistent and strong, with residents reporting that they are satisfied with the way we are handling their reports.	N/A	70%	83%		See Q4 performance note
HOUSING PROVISION:														
CCI 11 (a)	Housing Operations: Rent and Service Charge collection rate (current year) (max)	100.69%	N/A	100%	103.09%				Numerator: £4,907,025.36 (rent & service charges collected in Q4) Denominator: £4,759,733.70 (rent & service charges debited in Q4) Please note: outturn reflects the performance for Q4 only and not the annual cumulative figure.	N/A	100%	100.70%		Numerator: £19,367,562.68 (rent & service charges collected 25/6) Denominator: £19,232,976.10 (rent & service charges debited 25/6) Annual cumulative figure.
CCI 11 (b)	Housing Operations: Current rent and service charge arrears as a % of the annual rent debit (min)	2.78%	2.92%	2.93%	2.45%				Numerator: £470,454.08 (rent & service charges arrears) Denominator: £19,233,863.25 (dwelling debit)	2.90%	2.93%	2%		See Q4 performance note
CCI 13	Housing Property Services: Gas Safety - % of domestic dwellings on programme with valid LGSR gas safety certificate (max)	99.74%	99.70%	100%	99.74%				Numerator: 1,950 Denominator: 1,955 5 addresses out of compliance. All with legal awaiting a court hearing.	99.70%	100%	99.74%		See Q4 performance note
CCI 14	Housing Property Services: % properties compliant with Carbon Monoxide and smoke detector regulations (max)	98.08%	99.73%	100%	99.49%				Carbon Monoxide Numerator: 2,350 Carbon Monoxide Denominator: 2,371 Smoke Numerator: 2,741 Smoke Denominator: 2,755 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.	99.73%	100%	99.49%		See Q4 performance note
CCI 15	Housing Property Services: Asbestos Management - % of high priority recommendations completed from current and previous RA's (max)	100%	100%	100%	100%				Numerator: 1 Denominator: 1 1 high priority action was identified and resolved immediately	100%	100%	100%		See Q4 performance note

CCI 15 (a)	Housing Property Services: Asbestos Management - % Risk Assessments in date	100%	N/A	100%	100%				Numerator: 151 Denominator: 151	100%	100%	100%		See Q4 performance note
CCI 16	Housing Property Services: Water Hygiene - % of high priority recommendations completed from current and previous RA's (max)	88.96%	88.96%	100%	9.57%				Numerator: 11 Denominator: 115 The new legionella risk assessments have now been received for all 11 sites. A proportion of the high-priority recommendations are duplicated across locations, meaning that completing a single action can remove multiple identical recommendations across several sites. As a result, the denominator for this indicator appears larger than the true volume of unique actions required. To date, 1 high-priority recommendation has been completed, which has removed 11 duplicated actions from the high-priority list: "Ensure a Legionella Written Control Scheme is created, implemented, and managed in compliance with ACOP L8 and HSG 274." As further duplicated recommendations are completed, KPI performance is expected to improve rapidly, providing a more accurate reflection of overall compliance progress.	88.96%	100.00%	9.57%		See Q4 performance note
CCI 17	Housing Property Services: Fire Safety - % of High Priority recommendations completed from current and previous RA's (max)	42.86%	71.43%	100%	36.00%				Numerator: 9 Denominator: 25 9 completed 13 assigned for completion 3 remain open	71.43%	100%	36.00%		See Q4 performance note
CCI 17 (a)	Housing Property Services: Fire Safety - % of Medium priority recommendations completed from current and previous RA's	100%	N/A	100%	100%				Numerator: 0 Denominator: 0 0 medium priority, only severe, minor and best practice found.	N/A	100%	100%		See Q4 performance note
CCI 18	Housing Property Services: Lift Safety - % lifts with an-in date safety inspection (LOLER) (max)	71.74%	100%	100%	100%				Numerator: 46 Denominator: 46	100%	100%	100%		See Q4 performance note
CCI 19	Housing Property Services: Damp & Mould - % of reported damp & mould cases responded to (within 14 days/7 days) (max)	65.45%	100%	100%	N/A	N/A	N/A	N/A	<i>Please note: Data is only available for January this quarter; therefore, an accurate quarterly figure cannot be reported. (January 26: 12/27)</i>	91.53%	100%	N/A	N/A	Please note: Damp and mould data is unavailable for seven months of the year; therefore, a full annual figure cannot be accurately reported.
CCI 23	Council Housing: Average re-let time in days (all re-lets including time spent in works) (min)	149 days	87 days	21 days	209 days				Numerator: 6,068 (total days void for period) Denominator: 29 (total lets for period) An average of 207 days were spent in works and 3 spent in the lettings process.	62 days	21 days	154 days		Numerator: 12,159 (total days void for period) Denominator: 79 (total lets for period)
CCI 32	Housing Property Services: % of stock meeting the Decent Homes Standard (max)	98.33%	73.51%	100%	94.00%				Data needs to be validated, an up to date figure should be available w/c 05/05/26.	N/A	90.01%	N/A	TBC	See Q4 performance note
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%	0.00%				This is a rolling annual target. Stock Condition Surveys will commence in 2026/27 when the DLO and Property Services team have been established. Stock Condition Surveys will commence in 2026/27 when the DLO and Property Services team have been established.	N/A	20.00%	0.00%		See Q4 performance note
CCI 34	Housing Property Services: % Responsive emergency repairs completed within published timescales (max)	85.5%	N/A	100%	71.14%				Numerator: 286 Denominator: 402	N/A	100%	68.45%		Numerator: 1,039 Denominator: 1,518
CCI 35	Housing Property Services: % Responsive non-emergency repairs completed within published timescales (max)	80.89%	N/A	98.00%	52.78%				Numerator: 493 Denominator: 934	N/A	98.00%	73.09%		Numerator: 2,990 Denominator: 4,091
CCI 36	Housing Property Services: % of customers satisfied with responsive repairs (transactional) (max)	TBC	84.09%	95.00%	0.00%				Progress report information was not supplied by Axis. Arrangements are being put in place 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.	N/A	95%	N/A	N/A	See Q4 performance note
CCI 37	Housing Property Services: % Planned maintenance program delivered within agreed schedule (max)	0%	N/A	100%	0%				Due to the failure of the contract with Axis no planned capital works have been completed	N/A	100%	0%		See Q4 performance note
CCI 38	Housing Property Services: % Planned maintenance program delivered within agreed budget (max)	TBC	N/A	100%	N/A	N/A	N/A	N/A	Due to the failure of the contract with Axis no planned capital works have been completed	N/A	100%	N/A	N/A	See Q4 performance note
CCI 39	Council Housing: Regeneration plans or alternative solution in place for Alexia and Parkside Q2 (max)	TBC	N/A	100%	N/A	N/A	N/A	N/A	This project will be a priority for the new Strategic Housing Development Consultant, who joins 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.	N/A	100%	N/A	N/A	See Q4 performance note