



## **Quarter 2 2021/22 Performance Report: KPIs, PIs & LPIs**

### **Governance, Audit & Performance Committee – 22<sup>nd</sup> November 2021**

Key:    \* Cumulatively monitored    Max    Aim to maximise performance  
       # Quarterly targets profiled    Min    Aim to minimise performance

#### **Status Symbols**



Target achieved



Target not achieved but within 10% of achieving target








Target not achieved by over 10%






#### **Trend Arrows**

Short Term        Assesses performance in Q2 2021/22 in comparison to Q1 2021/22






















Long Term         Assesses performance in Q2 2021/22 in comparison to Q2 2020/21

## Directorate: CHIEF EXECUTIVE








Democratic & Electoral Services								
PI Code & Short Name	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Short Term Trend	Long Term Trend	Performance Note
<b>PI 21</b> Percentage of minutes from meetings made available to the public within 10 working days (Max)	78%	61%	77%	72%	80%	↑	↑	<b>Quarter 2 2021/22</b> <b>Numerator: 24 Denominator: 30</b> The late minutes primarily relate to additional pressures due to the facilitation of in-person meetings with the Covid-19 protocol and team members taking annual leave.
								
	95%	95%	95%	95%	95%			

Legal Services								
PI Code & Short Name	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Short Term Trend	Long Term Trend	Performance Note
<b>PI 06</b> Percentage of standard searches carried out in 10 working days (Max)	100%	99.5%	100%	100%	99.73%	↓	↓	<b>Quarter 2 2021/22</b> <b>Numerator: 371 Denominator: 372</b> All searches were dispatched on or before day 9. It would appear that the report does not count day 0, and as such the outturn returns one search being outside of the 10 working day timeframe.
								
	100%	100%	100%	100%	100%			

**Directorate: CORPORATE SERVICES**
















Benefits								
PI Code & Short Name	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Short Term Trend	Long Term Trend	Performance Note
<b>KPI 04</b> Accuracy of processing - HB/CTB claims (Max)	99.31%	99.21%	100.00 %	98.77%	<b>99.38%</b>			<b>Quarter 2 2021/22</b> <b>Numerator: 160 Denominator: 161</b> 124 New claims and 37 Change of circumstances checked in quarter 2 of 2021/22, and 1 financial error has been identified, giving an accuracy rate of 99.38%. We continue to achieve our target of 98% due to our proactive checking arrangements which identify any potential training issues quickly and allow us to give prompt and appropriate training.
								
	98.00%	98.00%	98.00%	98.00%	<b>98.00%</b>			
<b>KPI 06 (a)</b> Time taken to process Housing Benefit/Council Tax Benefit new claims (Days) (Min)	15.3	16.3	16.1	14.5	<b>15.9</b>			<b>Quarter 2 2021/22</b> <b>Numerator: 3,730 Denominator: 234</b> 56 new claims to Housing Benefit (HB) were processed taking a total of 1,037 days. 178 new claims to Local Council Tax Support (LCTS) were processed taking 2,693 days. This is a combined total of 234 new claims taking 3,730 days; an average of 15.94 days
								
	20.0	20.0	20.0	19.0	<b>19.0</b>			
<b>KPI 06 (b)</b> Time taken to process Housing Benefit/Council Tax Benefit change events (Min)	6.3	4.9	4.0	7.9	<b>10.2</b>			<b>Quarter 2 2021/22</b> <b>Numerator: 40,106 Denominator: 3,949</b> 1,010 changes in circumstance to Housing Benefit (HB) were processed taking a total of 5,842 days. 2,939 changes in circumstance to Local Council Tax Support (LCTS) were processed taking 34,264 days. This is a combined total of 3,949 changes taking 40,106 days; an average of 10.16 days. The increase in time taken is a direct correlation to the increase in Test and Trace Support Payment applications as well as the continuation of Universal Credit annual review notifications.
								
	7.0	7.0	7.0	7.0	<b>7.0</b>			

## Customer Services & Performance






PI Code & Short Name	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Short Term Trend	Long Term Trend	Performance Note
<b>PI 44</b> Percentage of customer enquiries resolved at first point of contact (Max)	81%	82%	86%	84%	<b>83%</b>			<p><b>Quarter 2 2021/22</b>  <b>Numerator: 23,886 Denominator: 28,740</b>                      Performance of this PI has continued to be above target this quarter. Going forwards the aim is to improve performance further by ensuring all staff training and development is kept to a high standard so that First Contact Resolution (FCR) is maximised across all contact channels. It is evident that FCR is higher for queries relating to Council Tax, Benefits and Waste Services with an average of 94% of calls being resolved by a CSC Advisor. FCR is also monitored and included in the outturn for this PI for all emails received into the uconnect, Garden Waste and Waste Aware inboxes. 76% of all emails received are dealt with at first point of contact within the CSC environment.</p> <p>Information sharing along with continued training and development will be undertaken with service areas where FCR is lower across all contact channels. However these queries tend to require more specialist input requiring back office intervention and the CSC relying on officers being available for advice and call/email transfers.</p> <p>A reduced hours Front Desk service has been offered from Saffron Walden as of the 26th July however the visitor numbers have not been included in the calculation for this quarter. As the number of visits are relatively low and broad ranging it is recommended that a separate report be made available purely for Front Desk enquiries.</p> <p>The council's Live Chat facility was launched on the 10th September. Data for this channel will be included in this PI from Quarter 3 onwards.</p>
								
	86%	86%	86%	82%	<b>82%</b>			

Finance								
PI Code & Short Name	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Short Term Trend	Long Term Trend	Performance Note
<b>KPI 01</b> Percentage of supplier invoices paid within 30 days of receipt by the Council (Max)	99.10%	99.60%	99.70%	99.70%	<b>99.70%</b>	-	↑	<b>Quarter 2 2021/22</b> <b>Numerator: 1,330 Denominator: 1,334</b> 99.7% of invoices paid within 30 days of receipt. Invoices are promptly paid and or dealt with if a query comes up due to our constant communications with all departments and suppliers. 3 of the 4 invoices paid after 30 days were due to works not completed by the supplier so payment was delayed until this was confirmed. The other invoice was delayed as it was missing a PO on the document, and we need to identify the correct department to take responsibility for the invoice.
	98.00%	98.00%	98.00%	98.00%	<b>98.00%</b>			
<b>PI 02</b> Average time (Days) to pay supplier invoices (Min)	24.8	55.3	20.9	18.6	<b>16.4</b>	↑	↑	<b>Quarter 2 2021/22</b> <b>Numerator: 21,933 Denominator: 1,334</b> We continue to work on reducing the gap between the invoice date and paid date for invoices received. This has improved performance from the last quarter by 2 days. We are reporting on additional factors as well – for example when Creditors receive invoices they are processed, and reports therefore indicate that 98% of invoices are paid within 7 days of receipt <ul style="list-style-type: none"> <li>➤ Average days to pay supplier (invoice to paid): = 16.44 days.</li> <li>➤ Average days to pay within receipt (received by creditors to paid): = 5.44 days</li> <li>➤ Average days to pay within receipt (received by creditors after additional intervention by department to paid): = 4.74 days</li> </ul>
	11.0	11.0	11.0	11.0	<b>11.0</b>			
<b>PI 60</b> Number of Insurance Claims Made (Min)	LPI introduced for the 2021/22 year			3	<b>7</b>	N/A	N/A	<b>Quarter 2 2021/22</b> <b>Count: 7</b>
				9	<b>9</b>			
<b>PI 61</b> Percentage of Insurance Claims settled as a proportion of Insurance Claims Made (Min)	LPI introduced for the 2021/22 year			40.00%	<b>229.00%</b>	↓	N/A	<b>Quarter 2 2021/22</b> <b>Numerator: 16 Denominator: 7</b> There is no specific driver for the increase in closed changes, looks to be due to Zurich going through annual process of closing off all claims resolved
				0%	<b>0%</b>			






## Human Resources





























PI Code & Short Name	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Short Term Trend	Long Term Trend	Performance Note
<b>KPI 20</b> Average days lost per FTE through sickness absence based on the rolling year (Min)	9.56	8.70	7.90	8.1	10.22	↓	↓	<b>Quarter 2 2021/22</b> <b>Numerator: 3023</b> (Total number of FTE days sickness absence in rolling year) <b>Denominator: 295.91</b> (Average FTE during rolling year) There has been a significant increase this quarter, which is mainly due to sickness absence in ES which is a front-line service. Targeted work is being done to bring down sickness levels in this area.
								
	8.00	8.00	8.00	8.70	8.50			
<b>KPI 21</b> Average number of days lost per FTE through short-term sickness absence based on rolling quarter (Min)	0.93	0.80	1.08	0.76	1.46	↓	↓	<b>Quarter 2 2021/22</b> <b>Numerator: 434.46</b> (Total number FTE absence days for short-term sickness in rolling quarter) <b>Denominator: 298.29</b> (Average FTE during rolling quarter) There has been a small increase in short term sickness since last quarter, which again is predominantly in Environmental Services. Targeted work is being done to bring down sickness levels.
								
	1.05	1.05	1.05	0.95	0.95			
<b>KPI 22</b> Average number of days lost per FTE through long-term sickness absence during rolling quarter (Min)	1.07	1.41	0.50	1.28	1.27	↑	↓	<b>Quarter 2 2021/22</b> <b>Numerator: 378.02</b> (Total number FTE absence days for long-term sickness in rolling quarter) <b>Denominator: 298.29</b> (Average FTE during rolling quarter) There has been a significant increase in long term sickness this quarter, with 11 employees having been absent, several of whom needed operations. However, 8 have since returned to work or left the organisation so there are now only 3 employees on long term sickness absence. Therefore a reduction in long term absences next quarter is expected.
								
	0.95	0.95	0.95	1.05	1.05			

## Information Communication Technology















PI Code & Short Name	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Short Term Trend	Long Term Trend	Performance Note
<b>PI 20</b> Percentage of IT help Desk calls resolved within target (Max)	98.00%	96.30%	95.70%	95.10%	<b>95.10%</b>	-	↓	<b>Quarter 2 2021/22</b> Target has not been met this quarter due to training requirements of new staff members. Other absences in the team over the summer holiday have also affected performance.
								
	96.00%	96.00%	96.00%	96.00%	<b>96.00%</b>			

## Museum










PI Code & Short Name	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Short Term Trend	Long Term Trend	Performance Note
<b>PI 49</b> Users of the Museum Service (Max) #	666	474	532	759	<b>2,610</b>	↑	↑	<b>Quarter 2 2021/22</b> <b>Count: 2,610</b> Visitor figures are steadily increasing, though not yet at pre-Covid levels. User figures have been boosted by remote outreach (loan boxes, activity packs and participation in off-site events) and use of the Castle site for activities during the summer holidays. Cumulative 3,369 users (Quarter 1 & Quarter 2 2021/22).
								
	3,500	3,000	3,200	500	<b>1,500</b>			

Revenues								
PI Code & Short Name	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Short Term Trend	Long Term Trend	Performance Note
<b>KPI 03</b> Percentage of Non-Domestic Rates Collected (Max) *	44.88%	68.10%	92.45%	27.44%	<b>52.18%</b>			<b>Quarter 2 2021/22</b> <b>Numerator: £22,340,424.42</b> <b>Denominator: £42,811,554.04</b> Business Rates income continues to be difficult in the current pandemic, it is expected this will improve as the economy continues to recover.
								
	58.40%	86.20%	98.80%	29.60%	<b>58.40%</b>			
<b>KPI 05</b> Percentage of Council Tax collected (Max) *	56.15%	83.98%	97.40%	29.35%	<b>57.08%</b>			<b>Quarter 2 2021/22</b> <b>Numerator: £41,274,151.26</b> <b>Denominator: £72,308,441.20</b> The Council Tax collection rate has reduced due to the continued effect of the Covid-19 pandemic and associated measures. Recovery action is now continuing in the form of reminders being issued (last batch sent 12.10.21) and action through the magistrates court has been ongoing since July and it is anticipated that results will improve.
								
	58.40%	86.20%	98.80%	29.60%	<b>58.40%</b>			
<b>KPI 16</b> Rent collected as percentage of rent owed (including arrears b/f) (Max) *	96.52%	96.92%	97.49%	93.57%	<b>96.08%</b>			<b>Quarter 2 2021/22</b> <b>Numerator: £7,958,456.46</b> <b>Denominator: £8,282,807.81</b> This PI has exceeded the target due to the dedicated support offered to tenants within the confines of the current Covid-19 crisis, including early intervention and payment advice.
								
	95.00%	96.00%	98.00%	89.00%	<b>94.00%</b>			
<b>KPI 17</b> Local Council Tax Support Collection Rate (Max)*	46.17%	68.62%	93.83%	24.33%	<b>46.38%</b>			<b>Quarter 2 2021/22</b> <b>Numerator: £421,636.57</b> (Net Receipts) <b>Denominator: £909,056.64</b> (Total Net Liability) Giving a collection rate of 46.38%. The collection rate for LCTS is slightly below target; this is due to the ongoing implications caused by the Covid-19 pandemic. Officers within the service are actively working with claimants to support them in managing any arrears and this will be closely monitored during the next quarter in line with the furlough scheme ending and the possible implications of this.
								
	50.00%	69.00%	89.00%	25.00%	<b>50.00%</b>			



<b>PI 03</b> Percentage of sundry debt income overdue (Min)	12.3%	0.9%	1.4%	2.1%	2.3%	 	<b>Quarter 2 2021/22</b> <b>Numerator: £11,497.11</b> (Debt over 90 days old) <b>Denominator: £495,628.84</b> (Total outstanding debt) 2.32% uncollected. The current level of overdue debt has increased marginally and this is consistent with the previous quarter. Although this is slightly increased compared to last year, which indicates that there may be emerging difficulties in debtors managing their payments. This will be monitored and if the trend continues the service will provide more detailed analysis to enable this to be managed effectively.
							
	4.0%	4.0%	4.0%	4.00%	4.00%		
<b>PI 51</b> Current Rent Arrears as a percentage of the annual rent debit (excluding HB adj) (Min)	2.42%	2.86%	2.45%	2.48%	2.71%	 	<b>Quarter 2 2021/22</b> <b>Numerator: £427,609.48</b> <b>Denominator: £15,799,108.76</b> This PI is currently exceeding target. Continued specific focus on rent collection activities within the confines of the current Covid19 crisis has supported the performance of this PI.
							
	2.80%	2.80%	2.80%	3.00%	3.00%		

## **Directorate: PUBLIC SERVICES**















Communities								
PI Code & Short Name	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Short Term Trend	Long Term Trend	Performance Note
<b>PI 07</b> The level of achievement attained under the Equality Framework for Local Government (Max)	Developing	Developing	Developing	Developing	Developing	 	 	<b>Quarter 2 2021/22</b> <b>'1' – Developing</b> <ul style="list-style-type: none"> <li>➤ Staff survey has been developed to encourage visible advocates for Equality, Diversity and Inclusion. The questions are asking for suggestions to help develop workshops for staff.</li> <li>➤ A timetable/listening event plan is being developed with a consultant to help us learn more about our community.</li> <li>➤ Website has been updated for Black History Month.</li> </ul>
								
	Achieving	Achieving	Achieving	Achieving	Achieving			

## Environmental Health (Commercial)

PI Code & Short Name	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Short Term Trend	Long Term Trend	Performance Note
<b>PI 41</b> Percentage of routine food hygiene premises inspections completed within the quarter (Max)	Data not available due to Covid-19 pandemic.				N/A	N/A	N/A	<p><b>Quarter 2 2021/22</b></p> <p>Q2 has seen a further demonstration of the way Covid -19 controls, necessary to restrict the spread of the virus, has impacted upon the way our local food businesses operate and the way in which we continue to effectively engage with them. This has primarily manifested as</p> <ul style="list-style-type: none"> <li>➤ Reduced opening hours</li> <li>➤ Diversification of business models (which are becoming permanent)</li> <li>➤ Reduced staffing levels and inability to recruit</li> <li>➤ Simplification or reduction of menus</li> <li>➤ Ongoing financial pressure</li> <li>➤ Increased number of new businesses registering (with limited food hygiene knowledge)</li> </ul> <p>The EH commercial team continue to respond to these challenges effectively. Social media continues to be actively monitored and officer district presence continues to increase. New food businesses remain in focus with dedicated a resource focusing on this area. While most of these businesses are low risk in nature, the lack of appropriate food hygiene knowledge or understanding of food safety management including allergen awareness is of concern.</p> <p>Covid related requests for advice from both business operators and members of the public have dropped significantly, with our focus now primarily being on event management risk rather than the hospitality sector. Monitoring for significant failings remains part of the routine inspection process and we continue to respond to complaints/concerns.</p> <p>Reporting PIs in the traditional way as a percentage of inspections achieved against those due within the quarter remains difficult but we continue to monitor and look for effective ways to address the inspection backlog accrued over the last 18 months. This has primarily arisen due to businesses being closed for a significant period of this time, although resourcing (diversion and recruitment) has also impacted. Most backlogged premise's inspections fall within the D rated category and as such are within the lower risk bracket. This situation is not unique to</p>
					N/A			
	98%	98%	98%	98%	98%			

								<p>Uttlesford, and we remain confident that over time will be addressed but ensuring sufficient inspecting officer resource does remain a potential challenge. Inspection priority will remain for those premises posing the highest risk (Category A, B and C)</p> <p><u>Q2 data</u></p> <ul style="list-style-type: none"> <li>- Food premises inspected (routine and new premises) : 101</li> <li>- New Food Premises registering in this period: 46</li> <li>- New food premises contacted / inspected: 21 (14 further premises have inspections scheduled)</li> </ul> <p><u>Advice provision (EH work)</u></p> <ul style="list-style-type: none"> <li>- Food advice: 21</li> <li>- Alleged food poisoning: 14</li> <li>- Advice provision Covid matters: 15</li> <li>- H&amp;S interventions including RIDDOR, statutory notifications and complaints: 19</li> </ul>
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## Housing Strategy & Operations














PI Code & Short Name	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Short Term Trend	Long Term Trend	Performance Note
<b>KPI 08 (a)</b> Average re-let time in days (all re-lets including time spent in works) (Min)	80.5	72.5	68.5	40.5	<b>46.9</b>			<b>Quarter 2 2021/22</b> <b>Numerator: 3,615</b> <b>Denominator: 77</b> 8 days were spent with the lettings process and the rest in works.
								
	42	42	42	42	<b>42</b>			
<b>PI 16</b> Number of households living in temporary accommodation (Min)	17	23	18	24	<b>21</b>			<b>Quarter 2 2021/22</b> <b>Count: 21</b> Bed and Breakfast: 9 Uttlesford District Council: 12 Snapshot: 30 Sept 2021. Use of B&B has remained high as move-on from Council-owned self-contained accommodation has slowed for larger families.
								
	18	18	18	18	<b>18</b>			

## Planning: Development Management

PI Code & Short Name	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Short Term Trend	Long Term Trend	Performance Note
<b>KPI 11</b> Processing of planning applications: Major applications (within 13 weeks or including any agreed extension of time) (Max)	100.00 %	66.67%	90.91%	100.00 %	<b>50.00%</b>	↓	↓	<b>Quarter 2 2021/22</b> <b>Numerator: 2 Denominator: 4</b> Cumulative: Numerator – 6 and Denominator – 8 Cumulative annual figure being achieved. Need to look at cases missing thirteen weeks in terms of project management of major cases.
	60.00%	60.00%	60.00%	60.00%	<b>60.00%</b>			
<b>KPI 12</b> Processing of planning applications: Minor applications (within 8 weeks or including EOT) (Max)	88.68%	87.86%	83.67%	84.25%	<b>83.20%</b>	↓	↓	<b>Quarter 2 2021/22</b> <b>Numerator: 104 Denominator: 125</b> Cumulative – Numerator: 211 Denominator: 252 (83.73%) Target being achieved, possible over reliance on Extension of Times.
	75.00%	75.00%	75.00%	75.00%	<b>75.00%</b>			
<b>KPI 13</b> Processing of planning applications: Other applications (within 8 weeks or including any agreed extension of time) (Max)	93.94%	85.82%	85.05%	85.01%	<b>84.07%</b>	↓	↓	<b>Quarter 2 2021/22</b> <b>Numerator: 285 Denominator: 339</b> Cumulative – Numerator: 597, Denominator: 706 (84.56%). Cumulative annual figure being achieved. Target being achieved possible over-reliance on Extensions of Time.
	82.00%	82.00%	82.00%	82.00%	<b>82.00%</b>			

<b>PI 24 (d)</b> Appeals allowed for enforcement notices (Min)	0.0%	50.0%	0.0%	0.0%	?	?	?	<b>Quarter 2 2021/22</b> Data is awaiting further clarification.
					?			
	30.0%	30.0%	30.0%	30.0%	<b>30.0%</b>			
<b>PI 32</b> Percentage planning applications validated within 5 days (Max)	99.77%	99.79%	99.39%	99.42%	<b>98.72%</b>			<b>Quarter 2 2021/22</b> <b>Numerator: 771 Denominator: 781</b> Cumulative – Numerator: 1,290, Denominator – 1,303 (99%) Despite the slowness of processing applications on the system (the document management system and uniform), and working remotely the team are processing applications in a timely manner.
	95.00%	95.00%	95.00%	95.00%	<b>95.00%</b>			
<b>PI 46</b> Quality of Decisions: Percentage of Appeals Upheld for Major Planning Applications as a Proportion of Appeals Raised (Min)	50.00%	33.33%	33.33%	66.66%	<b>0.00%</b>			<b>Quarter 2 2021/22</b> <b>Numerator: 0 Denominator: 2</b> Cumulative – Numerator: 2, Denominator: 5 (40%). Both major appeals dismissed. Cumulatively still high.
	30.0%	30.0%	30.0%	30.0%	<b>30.0%</b>			
<b>PI 47</b> Quality of Decisions: Percentage of Appeals Upheld for Non-Major Planning Applications as a Proportion of Appeals Raised (Min)	35.89%	73.91%	63.63%	24.00%	<b>35.29%</b>			<b>Quarter 2 2021/22</b> <b>Numerator: 6 Denominator: 17</b> Cumulative – Numerator: 12, Denominator: 42 (28.57%) Rising level of non-major appeals being allowed. Appeal workshop set for early December to consider trends.
	30.00%	30.00%	30.00%	30.00%	<b>30.00%</b>			

## Street Services

PI Code & Short Name	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Short Term Trend	Long Term Trend	Performance Note
<b>KPI 14</b> Percentage of household waste sent for reuse, recycling and composting (LAA) (Max)	53.45%	52.19%	49.54%	51.51%	<b>54.03%</b>	↑	↑	<b>Quarter 2 2021/22</b> <b>Numerator: 5,034.38</b> (total waste sent for reuse, recycling and composting) <b>Denominator: 9,317.48</b> (total domestic waste arising)
								
	51.50%	51.50%	51.50%	52.00%	<b>52.00%</b>			
<b>KPI 15 (b)</b> Percentage of domestic collections of waste and recyclables successfully made on first visit (Max)	99.99%	99.99%	99.99%	99.99%	<b>99.97%</b>	↓	↓	<b>Quarter 2 2021/22</b> <b>Numerator: 1,030,505</b> (Number of successful collections) <b>Denominator: 1,030,797</b> (Total number of scheduled collections) 292 bins (general & recyclable waste) were reported as missed from 1st July to 30th September 2021.
								
	99.95%	99.95%	99.95%	99.97%	<b>99.97%</b>			
<b>PI 48</b> Attainment of 'Green' for Operator Compliance Risk Score (Yes or No)	Yes	Yes	Yes	N/A	<b>N/A</b>	N/A	N/A	<b>Quarter 2 2021/22</b> The Transport office is still unavailable, however UDC continues to hold a green operator's license.
				N/A	<b>N/A</b>			
	Yes	Yes	Yes	Yes	<b>Yes</b>			