

## 2022/23 KPI & PI TARGET SETTING – GOVERNANCE AUDIT & PERFORMANCE COMMITTEE

### Indicator Key:

\* Cumulatively monitored  
# Quarterly targets profiled

**max**  
**min**

Aim to maximise performance  
Aim to minimise performance

### Directorate: CHIEF EXECUTIVE

#### Communities

PI Code & Short Name	2021/22 Target	2022/23 Original Target	2022/23 Proposed Target	Q1 2022/23 Target	Q2 2022/23 Target	Q3 2022/23 Target	Q4 2022/23 Target	2023/24 Target	Ownership Managed By	Ownership Assigned To
<b>PI 07</b> The Level of Achievement attained under the Equality Framework for Local Government (years) (max)	2 (Achieving)	2 (Achieving)	3 (Excellent)	3 (Excellent)	3 (Excellent)	3 (Excellent)	3 (Excellent)	3 (Excellent)	Roz Millership	Fiona Gardiner

#### Democratic & Electoral Services

PI Code & Short Name	2021/22 Target	2022/23 Original Target	2022/23 Proposed Target	Q1 2022/23 Target	Q2 2022/23 Target	Q3 2022/23 Target	Q4 2022/23 Target	2023/24 Target	Ownership Managed By	Ownership Assigned To
<b>PI 21</b> Percentage of minutes from meetings made available to the public within 10 working days (max)	95%	95%	95%	95%	95%	95%	95%	95%	Ben Ferguson	Chris Gibson

## Environmental Health (Commercial)

PI Code & Short Name	2021/22 Target	2022/23 Original Target	2022/23 Proposed Target	Q1 2022/23 Target	Q2 2022/23 Target	Q3 2022/23 Target	Q4 2022/23 Target	2023/24 Target	Ownership Managed By	Ownership Assigned To
<b>PI 41</b> Percentage of routine food hygiene premises inspections completed within the quarter (max)	98%	98%	94%	90%	91%	92%	94%	98%	Roz Millership	Tony Cobden

## Housing Strategy & Operations

PI Code & Short Name	2021/22 Target	2022/23 Original Target	2022/23 Proposed Target	Q1 2022/23 Target	Q2 2022/23 Target	Q3 2022/23 Target	Q4 2022/23 Target	2023/24 Target	Ownership Managed By	Ownership Assigned To
<b>KPI 08 (a)</b> Average re-let time in days (all re-lets including time spent in works) (min)	42	42	42	42	42	42	42	35	Judith Snares	Rebecca Flowers
<b>PI 16</b> Number of households living in temporary accommodation (min)	18	18	18	18	18	18	18	18	Judith Snares	Becca Collins

## Legal Services

PI Code & Short Name	2021/22 Target	2022/23 Original Target	2022/23 Proposed Target	Q1 2022/23 Target	Q2 2022/23 Target	Q3 2022/23 Target	Q4 2022/23 Target	2023/24 Target	Ownership Managed By	Ownership Assigned To
<b>PI 06</b> Percentage of standard searches carried out in 10 working days (max)	100%	100%	100%	100%	100%	100%	100%	100%	Jane Reynolds Alistair Lockhart	Jo Hayden

Street Services										
PI Code & Short Name	2021/22 Target	2022/23 Original Target	2022/23 Proposed Target	Q1 2022/23 Target	Q2 2022/23 Target	Q3 2022/23 Target	Q4 2022/23 Target	2023/24 Target	Ownership Managed By	Ownership Assigned To
<b>KPI 14</b> Percentage of household waste sent for reuse, recycling and composting (LAA) (max) #	52%	52%	52%	52%	52%	52%	52%	52%	Ben Brown	Roxanne Whitham
<b>KPI 15 (b)</b> Percentage of collections of waste and recyclables successfully made on first visit (max)	99.97%	99.97%	99.97%	99.97%	99.97%	99.97%	99.97%	99.97%	Ben Brown	Roxanne Whitham
<b>PI 34</b> Residual household waste per household (kg) (min)	395	395	395	Annual PI				395	Ben Brown	Roxanne Whitham
<b>PI 40</b> Number of subscribers to the garden waste collection service (max)	9,250	9,250	9,250	Annual PI				9,250	Ben Brown	Roxanne Whitham
<b>PI 48</b> Attainment of 'Green' for Operator Compliance Risk Score (Yes or No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Ben Brown	Danny Johnson

  

Climate Change										
PI Code & Short Name	2021/22 Target	2022/23 Original Target	2022/23 Proposed Target	Q1 2022/23 Target	Q2 2022/23 Target	Q3 2022/23 Target	Q4 2022/23 Target	2023/24 Target	Ownership Managed By	Ownership Assigned To
<b>PI 28</b> CO2 reduction from local authority operations - percentage reduction (max)	2%	2%	2%	Annual PI				2%	Ben Brown	Chloe Fiddy

## Directorate: CORPORATE SERVICES

Benefits										
PI Code & Short Name	2021/22 Target	2022/23 Original Target	2022/23 Proposed Target	Q1 2022/23 Target	Q2 2022/23 Target	Q3 2022/23 Target	Q4 2022/23 Target	2023/24 Target	Ownership Managed By	Ownership Assigned To
<b>KPI 04</b> Accuracy of processing - HB/CTB claims (max)	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	Caroline Saych	Hannah Lindley
<b>KPI 06 (a)</b> Time taken to process Housing Benefit/Council Tax Benefit new claims (days) (min)	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	Caroline Saych	Simon Hayward
<b>KPI 06 (b)</b> Time taken to process Housing Benefit/Council Tax Benefit change events (days) (min)	7.00	7.00	7.00	7.00	7.00	7.00	7.00	7.00	Caroline Saych	Simon Hayward

Customer Services										
PI Code & Short Name	2021/22 Target	2022/23 Original Target	2022/23 Proposed Target	Q1 2022/23 Target	Q2 2022/23 Target	Q3 2022/23 Target	Q4 2022/23 Target	2023/24 Target	Ownership Managed By	Ownership Assigned To
<b>PI 44</b> Percentage of customer enquiries resolved at first point of contact by CSC Advisors: enquiries are all calls through main 510510 IVR menu and emails to uconnect, garden waste and waste aware inboxes (max)	82%	83%	83%	83%	83%	83%	83%	84%	Richard Auty Paula Evans	Jillma Jadav Mary Parish Suzi Curtis

Economic Development										
PI Code & Short Name	2021/22 Target	2022/23 Original Target	2022/23 Proposed Target	Q1 2022/23 Target	Q2 2022/23 Target	Q3 2022/23 Target	Q4 2022/23 Target	2023/24 Target	Ownership Managed By	Ownership Assigned To
<b>PI 43</b> Percentage of premises with access to superfast/ultrafast broadband in Uttlesford (max)	98%	98%	95.6%	Annual PI				TBC	Angela Knight	Linda Howells

Finance										
PI Code & Short Name	2021/22 Target	2022/23 Original Target	2022/23 Proposed Target	Q1 2022/23 Target	Q2 2022/23 Target	Q3 2022/23 Target	Q4 2022/23 Target	2023/24 Target	Ownership Managed By	Ownership Assigned To
<b>KPI 01</b> Percentage of invoices paid within 30 days of receipt by UDC (max)	98%	98%	98%	98%	98%	98%	98%	98%	Angela Knight	Natasha Bourke
<b>PI 60</b> Number of Insurance Claims made for the period (min) *	36	32	32	8 (8)	8 (16)	8 (24)	8 (32)	32	Angela Knight	Matthew Baxter
<b>PI 61</b> Number of Insurance Claims settled as a proportion of Insurance Claims made (min) *	N/A Updated PI For 2022/23		24	6 (6)	6 (12)	6 (18)	6 (24)	24	Angela Knight	Matthew Baxter
<b>PI 62</b> Number of Insurance Claims closed for the period (min) *	N/A New PI For 2022/23		8	2 (2)	2 (4)	2 (6)	2 (8)	8	Angela Knight	Matthew Baxter

Human Resources										
PI Code & Short Name	2021/22 Target	2022/23 Original Target	2022/23 Proposed Target	Q1 2022/23 Target	Q2 2022/23 Target	Q3 2022/23 Target	Q4 2022/23 Target	2023/24 Target	Ownership Managed By	Ownership Assigned To
<b>KPI 20</b> Average days lost per FTE through sickness absence (min)	8.7	8.3	9.4	9.3	9.3	9.5	9.5	9.0	Nicola Roberts	Claire Neale
<b>KPI 21</b> Average number of days lost per FTE through short-term sickness absence (min)	4	3.8	4.8	4.6	4.5	5.0	5.0	4.7	Nicola Roberts	Claire Neale
<b>KPI 22</b> Average number of days lost per FTE through long-term sickness absence (min)	4.7	4.5	4.6	4.8	4.5	4.5	4.5	4.3	Nicola Roberts	Claire Neale

ICT										
PI Code & Short Name	2021/22 Target	2022/23 Original Target	2022/23 Proposed Target	Q1 2022/23 Target	Q2 2022/23 Target	Q3 2022/23 Target	Q4 2022/23 Target	2023/24 Target	Ownership Managed By	Ownership Assigned To
<b>PI 20</b> Percentage of IT help Desk calls resolved within target (Max)	96%	96%	96%	96%	96%	96%	96%	96%	Alan Mose	Chris Jennings

Museum										
PI Code & Short Name	2021/22 Target	2022/23 Original Target	2022/23 Proposed Target	Q1 2022/23 Target	Q2 2022/23 Target	Q3 2022/23 Target	Q4 2022/23 Target	2023/24 Target	Ownership Managed By	Ownership Assigned To
<b>PI 49</b> Users of the Museum Service (max)#	13,200	10,000	10,000	2,700	2,700	2,200	2,400	13,000	Richard Auty	Carolyn Wingfield

Revenues										
PI Code & Short Name	2021/22 Target	2022/23 Original Target	2022/23 Proposed Target	Q1 2022/23 Target	Q2 2022/23 Target	Q3 2022/23 Target	Q4 2022/23 Target	2023/24 Target	Ownership Managed By	Ownership Assigned To
<b>KPI 03</b> Percentage of Non-domestic Rates Collected (max) *	95.00%	97.00%	96.00%	29.60%	58.40%	86.20%	96.00%	96.00%	Sue Ellis	Alastair Clarke
<b>KPI 05</b> Percentage of Council Tax collected (max) *	98.00%	98.50%	98.50%	29.60%	58.40%	86.20%	98.50%	98.50%	Sue Ellis	Alastair Clarke
<b>KPI 16</b> Rent collected as percentage of rent owed (including arrears b/f) (max) *	97.00%	98.00%	98.00%	89.00%	94.00%	95.00%	98.00%	98.00%	Sue Ellis	Robert Patterson-Smith
<b>KPI 17</b> Local Council Tax Support Collection Rate (max) *	89.00%	89.00%	89.00%	25.00%	50.00%	69.00%	89.00%	89.00%	Sue Ellis	Matthew Southall Andy Bannister
<b>PI 03</b> Percentage of sundry debt income overdue (debts over 90 days old not subject to a payment agreement) (min)	4.00%	4.00%	4.00%	4.00%	4.00%	4.00%	4.00%	4.00%	Sue Ellis	Matthew Southall

<b>PI 12</b> Housing Benefit (HB) recovered as a percentage of the total amount of recoverable HB overpayments (sundry debtors) (max)	48.00%	48.00%	<b>48.00%</b>	<b>Annual PI</b>	50.00%	Sue Ellis	Matthew Southall
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## Directorate: PLANNING

Planning: Support & Advice										
PI Code & Short Name	2021/22 Target	2022/23 Original Target	2022/23 Proposed Target	Q1 2022/23 Target	Q2 2022/23 Target	Q3 2022/23 Target	Q4 2022/23 Target	2023/24 Target	Ownership Managed By	Ownership Assigned To
<b>PI 32</b> Percentage of Major Planning Applications validated within 5 working days (max)	95%	95%	95%	95%	95%	95%	95%	95%	Tracey Coleman	Ann Howells
<b>PI 33</b> Percentage of non-major planning applications validated within 3 working days (max)	80%	85%	85%	85%	85%	85%	85%	85%	Tracey Coleman	Ann Howells

Planning: Development Management										
PI Code & Short Name	2021/22 Target	2022/23 Original Target	2022/23 Proposed Target	Q1 2022/23 Target	Q2 2022/23 Target	Q3 2022/23 Target	Q4 2022/23 Target	2023/24 Target	Ownership Managed By	Ownership Assigned To
<b>PI 46</b> Quality of Decisions: Percentage of Appeals Upheld for Major Planning Applications as a Proportion of Major Application Decisions Made (min) #	10.00%	10.00%	9%	9%	9%	9%	9%	8%	Tracey Coleman	Nigel Brown
<b>PI 47</b> Quality of Decisions: Percentage of Appeals Upheld for Non-Major Planning Applications as a Proportion of Non-Major Application Decisions Made (min) #	10.00%	10.00%	2.5%	2.5%	2.5%	2.5%	2.5%	2.5%	Tracey Coleman	Nigel Brown
<b>PI 70</b> Processing of Planning Applications: Major Applications (within 13 weeks [16 weeks with EIA] or including any agreed extension of time) (max)	60.00%	60.00%	80%	80%	80%	80%	80%	80%	Tracey Coleman	Nigel Brown

<b>PI 71</b> Processing of Planning Applications: Non-Major (8 weeks or including any extension time) (max)	70.00%	70.00%	<b>80%</b>	<b>80%</b>	<b>80%</b>	<b>80%</b>	<b>80%</b>	80%	Tracey Coleman	Nigel Brown
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Planning Policy										
PI Code & Short Name	2021/22 Target	2022/23 Original Target	2022/23 Proposed Target	Q1 2022/23 Target	Q2 2022/23 Target	Q3 2022/23 Target	Q4 2022/23 Target	2023/24 Target	Ownership Managed By	Ownership Assigned To
<b>PI 26</b> Net additional homes provided (max)	706	706	<b>701</b>	<b>Annual PI</b>				TBC	Tracey Coleman	Stephen Miles
<b>PI 31</b> Five year supply of ready to develop housing sites (years) (max)	5.00	5.00	<b>5.00</b>	<b>Annual PI</b>				TBC	Tracey Coleman	Stephen Miles