



























## APPENDIX A

### Directorate: CHIEF EXECUTIVE

Communities									
PI Code & Short Name		Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	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)	<b>Outturn</b>	Developing (1)	Developing (1)	Achieving (2)	Achieving (2)	<b>Achieving (2)</b>			<u><b>Q2 2022/23</b></u> UDC EFLG self-assessment is ‘Achieving’ <ul style="list-style-type: none"><li>The continuation of work with commissioned external EDI expert to assist the lead EDI Officer in the development of a series of awareness raising events for internal and external participation</li><li>The delivery of further awareness raising sessions in 2022/2023 with conversations around LGBTQ+ and Pregnancy in progress, engaging with specialised agencies, and inviting members of the community to share lived experiences</li><li>The action plan continues to be reviewed as a living document and shared with Equalities Cabinet lead, along with regular reports for Cabinet on EDI activity and the outcomes from the Community Listening awareness sessions</li><li>Regular promotion on the UDC social media platforms of key commemorative dates</li><li>Develop in-house/online training for EQHIA completion – business case drafted for the allocation of corporate funding for delivery. Training dates now being finalised.</li><li>Develop staff networks with the support of senior management, including the introduction of menopause mentors with the opportunity to achieve recognised online certified attainment - business case drafted for the allocation of corporate funding. Training taking place in October 2022.</li><li>Develop a Corporate Equality Standards Working Group with support of senior management and members – championed by Assistant Director</li></ul>
	<b>Status</b>								
	<b>Target</b>	Achieving (2)	Achieving (2)	Achieving (2)	Excellent (3)	<b>Excellent (3)</b>			

Democratic & Electoral Services									
PI Code & Short Name		Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	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)	<b>Outturn</b>	80%	78%	93%	97%	95%	 		<u><b>Q2 2022/23</b></u> <b>Numerator: 18 Denominator: 19</b>  Performance continues to be around target as Democratic Services Team have been prioritising the clearance of draft minutes with lead officers and subsequent publication on the website.
	<b>Status</b>								
	<b>Target</b>	95%	95%	95%	95%	95%			

Environmental Health (Commercial)									
PI Code & Short Name		Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Short Term Trend	Long Term Trend	Performance Note
<b>PI 41</b> Percentage of routine food hygiene premises inspections completed within the quarter (max)	<b>Outturn</b>	Data not recorded	Data not recorded	Data not recorded	60%	100%		N/A	<u><b>Q2 2022/23</b></u> UDC food businesses continue to recover from the impacts of the pandemic and are showing a greater degree of normality in trading hours and resourcing but still undoubtedly face a challenging trading environment. UDC Food safety officers, supported by Agency staff have now transitioned from a targeted work programme based on risk priority, to one again based on proactive inspection and reactive work  Officers have achieved 100% inspections of those premises generating a due routine food hygiene visit during this period. In addition they have addressed those inspections not undertaken in Q1 and have successfully addressed the accrued backlog arising from the COVID lockdowns, with UDC no longer having any A-D rated premises outstanding. E rated premises (lowest risk) have dropped from 98 outstanding to 40 still outstanding an intervention. This figure is expected to fall to again by the end of the quarter with the inspection programme being fully normalised by q1 2023/24. The outstanding inspection strategy remains in the line with the expectations of the food standards agency's national recovery plan.  The service will continue to ensure adequacy of resource and is again testing the market to recruit to its vacant establishment posts which now stand at 2.75 FTE. 1.2 FTE Agency resource, which continues to provide essential support, is fully funded via DEFRA grant until 31 March 2023.
	<b>Status</b>	N/A	N/A	N/A					
	<b>Target</b>	98%	98%	98%	90%	91%			

Housing Strategy & Operations									
PI Code & Short Name		Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	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)	Outturn	46.9	46	49	56	61			<u>Q2 2022/23</u> <b>Numerator:</b> 4,635 (days void) <b>Denominator:</b> 76 (lets)  49 of the 61 days were spent in works, the remaining 12 days were with the lettings process. The reason for the longer time with the lettings process was that there was a homeless applicant who appealed the suitability of the offer so the sign up was delayed due to this. Another property was offered to a tenant needing adaptations so we had to wait to hear back from the OT to see if the property would be suitable to adapt. The council is working with UNSL to review how performance can be improved and implement agreed measures.
	Status								
	Target	42	42	42	42	42			
<b>PI 16</b> Number of households living in temporary accommodation (min)	Outturn	21	19	34	25	26			<u>Q2 2022/23</u> <b>Count: 26</b> Bed and Breakfast: 13   Uttlesford District Council: 13 Snapshot: 30 September 2022  The use of B&B has remained high. This is largely due a reduced turnover of Council owned temporary accommodation, which in turn is due to a reduction in the availability of settled housing options.  There is a need for more suitable temporary and settled accommodation options.  We have converted 2 hard-to-let flats into temporary accommodation and are actively monitoring voids for hard-to-let properties to convert to temporary accommodation. We have been exploring options for single homeless with other authorities and the private sector to create more options, both temporary and more settled.  We are also looking to increase our homelessness prevention work by doing some training with Citizens Advice.
	Status								
	Target	18	18	18	18	18			

## Legal Services

PI Code & Short Name		Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Short Term Trend	Long Term Trend	Performance Note
<b>PI 06</b> Percentage of standard searches carried out in 10 working days (max)	<b>Outturn</b>	99.73%	99.74%	100%	100%	99.8%			<u>Q2 2022/23</u> <b>Numerator:</b> 460 <b>Denominator:</b> 461  The one search that took 11 days was due to awaiting a response from ECC regarding an additional question. This is a non-standard search so not strictly part of the KPI however, we report all searches carried out for transparency.
	<b>Status</b>								
	<b>Target</b>	100%	100%	100%	100%	100%			

## Environmental Services

PI Code & Short Name		Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Short Term Trend	Long Term Trend	Performance Note
<b>KPI 14</b> Percentage of household waste sent for reuse, recycling and composting (LAA) (max)#	<b>Outturn</b>	53.98%	50.00%	50.00%	52.48%	49.43%			<u>Q2 2022/23</u> <b>Numerator:</b> 4,208.61 (recycling and composted) <b>Denominator:</b> 8,514.75 (total domestic waste arising)  <i>Outturn data for this PI is currently an estimate. Final figures will be confirmed in the next couple of weeks.</i>
	<b>Status</b>								
	<b>Target</b>	52.00%	52.00%	52.00%	52.00%	52.00%			
<b>KPI 15 (b)</b> Percentage of collections of waste and recyclables successfully made on first visit (max)	<b>Outturn</b>	99.99%	99.99%	99.99%	99.99%	99.98%			<u>Q2 2022/23</u> <b>Numerator:</b> 1,040,645 (no. of successful collections) <b>Denominator:</b> 1,040,814 (total no. of scheduled collections)  169 bins (general & recyclable waste) were reported as missed from 1st July to 30th September
	<b>Status</b>								
	<b>Target</b>	99.97%	99.97%	99.97%	99.97%	99.97%			
<b>PI 48</b> Attainment of 'Green' for Operator Compliance Risk Score (Yes or No)	<b>Outturn</b>	YES	YES	YES	YES	YES			<u>Q2 2022/23.</u>
	<b>Status</b>								
	<b>Target</b>	YES	YES	YES	YES	YES			

## Directorate: CORPORATE SERVICES







Benefits									
PI Code & Short Name		Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Short Term Trend	Long Term Trend	Performance Note
<b>KPI 04</b> Accuracy of processing - HB/CTB claims (max)	Outturn	99.38%	98.69%	99.41%	99.40%	99.23%	↓	↓	<u>Q2 2022/23</u> <b>Numerator:</b> 110 <b>Denominator:</b> 20 110 New claims and 20 Change of circumstances checked in quarter 2 of 2022/23, and 1 financial error has been identified, giving an accuracy rate of 99.23%. 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.
	Status	✓	✓	✓	✓	✓			
	Target	98.00%	98.00%	98.00%	98.00%	98.00%			
<b>KPI 06 (a)</b> Time taken to process Housing Benefit/Council Tax Benefit new claims (days) (min)	Outturn	15.9	14.5	12.8	16.6	17.7	↓	↓	<u>Q2 2022/23</u> <b>Numerator:</b> 4,575 <b>Denominator:</b> 258 57 new claims to Housing Benefit (HB) were processed taking a total of 1,191 days. 201 new claims to Local Council Tax Support (LCTS) were processed taking 3,384 days. This is a combined total of 258 new claims taking 4,575 days; an average of 17.73 days.
	Status	✓	✓	✓	✓	✓			
	Target	19.0	19.0	19.0	19.0	19.0			
<b>KPI 06 (b)</b> Time taken to process Housing Benefit/Council Tax Benefit change events (days) (min)	Outturn	10.2	6.4	5.1	12.2	8.8	↑	↑	<u>Q2 2022/23</u> <b>Numerator:</b> 39,793 <b>Denominator:</b> 4,543 1,017 changes in circumstance to Housing Benefit (HB) were processed taking a total of 5,963 days. 3,526 changes in circumstance to Local Council Tax Support (LCTS) were processed taking 33,830 days. This is a combined total of 4,543 changes taking 39,793 days; an average of 8.8 days. Whilst still above the 7 day target, this quarter's value reflects a 3.3 days improvement on Q1. The barriers to us achieving this target continue to be directly attributed to staff shortages (to which we have failed to recruit and are having to re-advertise) and the continual high volume of Universal Credit (UC) Change of Circumstance notifications in respect of LCTS claims.
	Status	✗	✓	✓	✗	✗			
	Target	7.0	7.0	7.0	7.0	7.0			









## Customer Services





PI Code & Short Name		Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Short Term Trend	Long Term Trend	Performance Note
<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)	<b>Outturn</b>	83%	82%	82%	87%	86%	↓	↑	<u>Q2 2022/23</u> <b>Numerator:</b> 23,270 (total enquiries dealt with at FPC) <b>Denominator:</b> 27,064 (total enquiries handled) The performance for this PI has been maintained for this quarter which demonstrates how well the CSC are developing in terms of confidence and knowledge. Training has been carried out in person now that restrictions have allowed more office time to ensure that enquiries can be managed and dealt with at the first point of contact whenever possible. The performance of this PI will continue to be maintained with on-going development of all CSC staff and continued training with back offices, particularly those with a lower FCR, in order to keep Customer Service Advisors up to date with all current council information.
	<b>Status</b>	✓	✓	✓	✓	✓			
	<b>Target</b>	82%	82%	82%	83%	83%			








## Finance








PI Code & Short Name		Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Short Term Trend	Long Term Trend	Performance Note
<b>KPI 01</b> Percentage of invoices paid within 30 days of receipt by UDC (max)	<b>Outturn</b>	99.70%	100.00%	100.00%	97.30%	99.65%	↑	↓	<u>Q2 2022/23</u> <b>Numerator:</b> 1,409 <b>Denominator:</b> 1,414 99.65% of invoices paid within 30 days of receipt. 1,409 invoices had no issues but 4 invoices were paid/cleared after 30 days due to a credit note on the account that exceeded the Debit values added. This other invoice was in dispute and needed intervention by a senior manager.
	<b>Status</b>	✓	✓	✓	⚠	✓			
	<b>Target</b>	98.00%	98.00%	98.00%	98.00%	98.00%			
<b>PI 60</b> Number of Insurance Claims made for the period (min) *	<b>Outturn</b>	7	13	8	15	11	↑	↓	<u>Q2 2022/23</u> The breakdown of the 11 new claims is; 3 motor claims (there would be four but one was included in Q1), 3 public liability claims, 3 property claims and 2 others.
	<b>Status</b>	✓	✗	✓	✗	✗			
	<b>Target</b>	9	9	9	8	8			

PI Code & Short Name		Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Short Term Trend	Long Term Trend	Performance Note
<b>PI 63</b> Number of Insurance Claims closed for the period (min) *	Outturn	N/A	N/A	N/A	9	10		N/A	<u>Q2 2022/23</u>
	Status								
	Target				2	2			
<b>PI 64</b> Percentage of Insurance Claims settled against the number of Insurance Claims made (max)	Outturn	N/A	N/A	N/A	85%	85%		N/A	<u>Q2 2022/23</u>
	Status								
	Target				80%	80%			





















Human Resources									
PI Code & Short Name		Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Short Term Trend	Long Term Trend	Performance Note
<b>KPI 20</b> Average days lost per FTE through sickness absence (min)	Outturn	10.22	9.94	9.49	10.48	TBC	TBC	TBC	<u>Q2 2022/23</u> <b>Numerator: Denominator:</b> <i>Data for the HR KPI's has previously been calculated through a time consuming manual process. A project to develop i-Trent reports to obtain the relevant data is currently underway. It is anticipated that Q2 outturns will be available by early November.</i>
	Status					TBC			
	Target	8.50	8.90	8.30	9.30	9.30			
<b>KPI 21</b> Average number of days lost per FTE through short-term sickness absence (min)	Outturn	1.46	5.30	1.51	1.70	TBC	TBC	TBC	<u>Q2 2022/23</u> <b>Numerator: Denominator:</b> <i>See note for KPI 20 above.</i>
	Status					TBC			
	Target	0.95	0.95	0.95	4.60	4.50			

PI Code & Short Name		Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Short Term Trend	Long Term Trend	Performance Note
<b>KPI 22</b> Average number of days lost per FTE through long-term sickness absence (min)	Outturn	1.27	4.63	0.27	0.77	TBC	TBC	TBC	<u>Q2 2022/23</u> <b>Numerator: Denominator:</b> <i>See note for KPI 20 above.</i>
	Status					TBC			
	Target	1.05	1.05	1.05	4.80	4.50			

ICT									
PI Code & Short Name		Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Short Term Trend	Long Term Trend	Performance Note
<b>PI 20</b> Percentage of IT help Desk calls resolved within target (max)	Outturn	95.10%	96.70%	96.50%	96.30%	97.10%			<u>Q2 2022/23</u> Achieving our KPI for the quarter.
	Status								
	Target	96.00%	96.00%	96.00%	96.00%	96.00%			
	Target	4.25%	3.75%	3.50%	4.00%	4.00%			

Museum									
PI Code & Short Name		Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Short Term Trend	Long Term Trend	Performance Note
<b>PI 49</b> Users of the Museum Service (max)#	Outturn	2,610	2,102	3,156	2,284	3,169			<u>Q2 2022/23</u> User figures are 17% above the target. A new exhibition and busy outdoor activity programme, aided by the hot and dry summer, brought visitors onto the site at a time when otherwise the museum and heritage sector is still finding it difficult to bring visitors back to pre-Covid numbers. Cumulative: 5,453.
	Status								
	Target	1,500	2,000	2,000	2,700	2,700			










Revenues									
PI Code & Short Name		Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Short Term Trend	Long Term Trend	Performance Note
<b>KPI 03</b> Percentage of Non-domestic Rates Collected (max) *	Outturn	52.18%	78.96%	96.62%	32.38%	59.27%	↑	↑	<u>Q2 2022/23</u> <b>Numerator:</b> £27,580,926.4 <b>Denominator:</b> £46,536,127.68 Collection target exceeded. The effect of reliefs awarded (CARF) still having a positive impact on the collection rate.
	Status								
	Target	58.40%	86.20%	95.00%	29.60%	58.40%			
<b>KPI 05</b> Percentage of Council Tax collected (max) *	Outturn	57.08%	84.075%	98.70%	29.76%	57.33%	↑	↑	<u>Q2 2022/23</u> <b>Numerator:</b> £43,770,404.40 <b>Denominator:</b> £76,344,145.18 Collection rate just over 1% below target. Economic factors starting to have an effect on collection despite the rigid recovery timetable of reminders and courts. It is likely that this downward trend will continue.
	Status								
	Target	58.40%	86.20%	98.00%	29.60%	58.40%			
<b>KPI 16</b> Rent collected as percentage of rent owed (including arrears b/f) (max) *	Outturn	96.08%	97.26%	97.67%	92.76%	95.56%	↓	↓	<u>Q2 2022/23</u> <b>Numerator:</b> £4,066,347.26 <b>Denominator:</b> £4,559,674.71 (89.18%) <b>Cumulative:</b> <b>Numerator:</b> £8,263,309.17 <b>Denominator:</b> £8,647,243.71 (95.56%) This PI has exceeded the target due to focusing on rent collection at the higher level. However the figure is down on the same quarter last year as there has been a lack of activity on lower level rent arrears and the current cost of living rises impacting on tenants' ability to pay.
	Status								
	Target	94.00%	95.00%	97.00%	89.00%	94.00%			
<b>KPI 17</b> Local Council Tax Support Collection Rate (max) *	Outturn	46.38%	65.69%	82.43%	24.16%	50.04%	↑	↑	<u>Q2 2022/23</u> <b>Numerator:</b> £440,697.9 (Net Receipts) <b>Denominator:</b> £880,700.37 (Total Net Liability) Target 50%. This has been achieved, the collection rate has been boosted by payment of the Household Support Fund and Government Grants.
	Status								
	Target	50.00%	69.00%	89.00%	25.00%	50.00%			















PI Code & Short Name		Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Short Term Trend	Long Term Trend	Performance Note
<b>PI 03</b> Percentage of sundry debt income overdue (debts over 90 days old not subject to a payment agreement) (min)	<b>Outturn</b>	2.3%	3.3%	4.7%	11.3%	3.2%	↑	↓	<u>Q2 2022/23</u> <b>Numerator:</b> £15,716.41 (Debt over 90 Days old) <b>Denominator:</b> £493,783.52 (Total Outstanding Debt)
	<b>Status</b>	✓	✓	✗	✗	✓			
	<b>Target</b>	4.0%	4.0%	4.0%	4.0%	4.0%			
<b>PI 51</b> Current Rent Arrears as a percentage of the annual rent debit (excluding HB adjustment) (min)*	<b>Outturn</b>	2.71%	2.75%	2.48%	2.64%	2.86%	↓	↓	<u>Q2 2022/23</u> <b>Numerator:</b> £35,812.90 <b>Denominator:</b> £4,122,535.80 (0.87%) <b>YTD:</b> <b>Numerator:</b> £472,951.81 <b>Denominator:</b> £16,514,060.08 <b>Cumulative = 2.86%</b> This PI is currently exceeding target due to continued focus on rent collection within the Housing Income team. However the figure is down on the same quarter last year as the current cost of living rises are impacting collection.
	<b>Status</b>	✓	✓	✓	✓	✓			
	<b>Target</b>	3.00%	3.00%	3.00%	2.90%	2.90%			








## Directorate: **PLANNING**

### Planning: Support & Advice

PI Code & Short Name		Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Short Term Trend	Long Term Trend	Performance Note
<b>PI 32</b> Percentage of Major Planning Applications validated within 5 working days (max)	<b>Outturn</b>	98.72%	99.58%	99.50%	99.00%	99.37%			<b>Q2 2022/23</b> <b>Numerator:</b> 791 <b>Denominator:</b> 796 <b>Cumulative:</b> <b>Numerator:</b> 1,611 <b>Denominator:</b> 1,624 = 99.2% Despite new ways of working being introduced - applications going to PINS, which has meant whole new processes and team members having to run Virtual Hearings for these applications, the team are continuing to perform highly.
	<b>Status</b>								
	<b>Target</b>	95.00%	95.00%	95.00%	95.00%	95.00%			

### Planning: Development Management

PI Code & Short Name		Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Short Term Trend	Long Term Trend	Performance Note
<b>PI 46</b> Quality of Decisions: Percentage of Appeals Upheld for Major Planning Applications as a Proportion of Major Application Decisions Made (min) #	<b>Outturn</b>	0.00%	60.00%	100.00%	8.82%	8.96%			<b>Q2 2022/23</b> <i>Data for this indicator is monitored by the Planning Committee on a regular basis. A snapshot of the latest performance levels is included in member's performance reports.</i> To note - this outturn doesn't include the recent appeal decision because that decision falls into Q3 stats. Still reliant on historic major refusals within the appeal system. Still sitting within the target for now. Significant appeal decisions emerging in Q3.
	<b>Status</b>								
	<b>Target</b>	10.00%	10.00%	10.00%	9.00%	9.00%			
<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) #	<b>Outturn</b>	35.29%	36.00%	55.55%	2.19%	2.16%			<b>Q2 2022/23</b> <i>Data for this indicator is monitored by the Planning Committee on a regular basis. A snapshot of the latest performance levels is included in member's performance reports.</i> Still within target. Need to analyse allowed appeals trends.
	<b>Status</b>								
	<b>Target</b>	10.00%	10.00%	10.00%	2.50%	2.50%			

PI Code & Short Name		Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Short Term Trend	Long Term Trend	Performance Note
<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)	Outturn	50.00%	87.50%	87.50%	83.33%	80.30%	↓	↑	<u>Q2 2022/23</u> Target being achieved. Indication of good case management of majors, through EOTs and PPAs. Some backlog of major cases, due to recruitment issues. Backlog and case management being aided by major tracking process. Significant clearing of "in time" managed S106s.
	Status								
	Target	60.00%	60.00%	60.00%	80.00%	80.00%			
<b>PI 71</b> Processing of Planning Applications: Non-Major (8 weeks or including any extension time) (max)	Outturn	N/A	N/A	N/A	85.49%	85.06%	↓	N/A	<u>Q2 2022/23</u> Newly introduced indicator for 2022/23 collection Target being achieved. Output from this quarter high, aided by "lockdown sprint" week in August. Good case management in clearing these cases.
	Status								
	Target				80.00%	80.00%			