




















Directorate: CHIEF EXECUTIVE

Communities									
PI Code & Short Name		Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Short Term Trend	Long Term Trend	Performance Note
PI 07 The level of achievement attained under the Equality Framework for Local Government (max)	Outturn	Developing (1)	Achieving (2)	Achieving (2)	Achieving (2)	Achieving (2)			Q3 2022/23 UDC EFLG self-assessment is 'Achieving' <ul style="list-style-type: none">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.The delivery of further awareness raising sessions in 2022/2023 with conversations around LGBTQ+ with local secondary schools and Pregnancy with the Children & Family Wellbeing Service in progress, engaging with specialised agencies, and inviting members of the community to share lived experiences.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.Regular promotion on the UDC social media platforms of key commemorative datesDevelop inhouse/online training for EQHIA completion – 3 workshop sessions arranged for members of CMT/SMT to attend before the end of March 2023Develop staff networks with the support of senior management, including the introduction of menopause mentors with the opportunity to achieve recognised online certified attainment – A number of officers have completed their Menopause Accreditation, with a further 12 working through their Learning Journal for submission.Develop a Corporate Equality Standards Working Group with support of senior management and members – championed by Assistant Director.Annual Equality Duty Return published on the UDC website January 2023.
	Status								
	Target	Achieving (2)	Achieving (2)	Excellent (3)	Excellent (3)	Excellent (3)			








Democratic & Electoral Services									
PI Code & Short Name		Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Short Term Trend	Long Term Trend	Performance Note
PI 21 Percentage of minutes from meetings made available to the public within 10 working days (max)	Outturn	78%	93%	97%	95%	88%			<p><u>Q3 2022/23</u> Numerator: 23 Denominator: 26</p> <p>Draft minutes delayed by lead officers being unavailable to clear them prior to publishing and work pressures associated with additional meetings.</p>
	Status								
	Target	95%	95%	95%	95%	95%			

Environmental Health (Commercial)






















PI Code & Short Name		Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Short Term Trend	Long Term Trend	Performance Note
PI 41 Percentage of routine food hygiene premises inspections completed within the quarter (max)	Outturn	Data not recorded	Data not recorded	60%	100%	94%			<p><u>Q3 2022/23</u> Numerator: 46 Denominator: 49 UDC Officers supported by x2 Agency officers (x1 FTE) have achieved 94% inspections of those premises generating a routine food hygiene visit during this period. The missed inspections are attributable to access issues, including seasonal trading restrictions and will be inspected in Q4.</p> <p>The COVID lock down premises inspections backlog for all A- D rated premises has been reduced to zero. During Q3 the outstanding E rated premises (lowest risk) continue to reduce. It should be noted there are currently 50 E rated premises inspections due (outstanding and those newly generated in Q3) but only 11 remain overdue by more than 6 months.</p> <p>Addressing the back log is hampered slightly by a number of premises registered as trading pre pandemic, no longer trading, which is making contact difficult. Such business churn is a normal expectation as E rated premises have an inspection frequency of 5 years. The category includes a significant number of home caterers/ cake making businesses, which generally only sustain short term, but the churn is potentially magnified by short term diversification seen during the lockdowns.</p> <p>The majority of E rated inspections are not captured formally as PI's as they are subjected to alternative strategy interventions however the intent is to continue to report progress on addressing the back log as they remain part of the UDC recovery plan and food standards agency's national recovery plan.</p> <p>This figure of 50 outstanding is expected to fall again by the end of the quarter with the inspection programme being fully normalised by q1/q2 2023/24.</p> <p>The service will continue to ensure adequacy of resource and has successfully recruited to the vacant post of Senior Environmental Officer in December, a role that has been vacant since 2019. We have successfully used Government grant award to support the service, engaging food competent officers via Agency contract due to recruitment difficulties. It should be noted that this funding will be exhausted by 31 March 2023 and the impact of any reduced resourcing will be closely monitored.</p>
	Status	N/A	N/A						
	Target	98%	98%	90%	91%	92%			

Housing Strategy & Operations									
PI Code & Short Name		Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Short Term Trend	Long Term Trend	Performance Note
KPI 08 (a) Average re-let time in days (all re-lets including time spent in works) (min)	Outturn	46	49	56	61	61			<u>Q3 2022/23</u> Numerator: 6,546 (days void) Denominator: 108 (lets) 50 days were spent in works and the rest of the time was with the lettings process. 5 voids had to be reoffered or readvertised, 2 voids were offered to tenants who were away and in hospital and therefore unable to sign up immediately which lengthened the lettings process to 11 days.
	Status								
	Target	42	42	42	42	42			
PI 16 Number of households living in temporary accommodation (min)	Outturn	19	34	25	26	23			<u>Q3 2022/23</u> Count: 23. Snapshot: 31 December 2022. Bed and Breakfast: 6 Uttlesford District Council: 16 Private sector: 1 The use of B&B has significantly reduced. Whilst we are still above the overall target, this is very positive. It is also positive that we have managed to access self-contained private sector temporary accommodation for one of our families. We continue to explore this option to keep families out of B&Bs. There is a need for more suitable temporary and settled accommodation options, this is something that cannot be denied, whilst we do continue to work toward preventing homelessness, this is an issue that is unavoidable as we support people in our communities.
	Status								
	Target	18	18	18	18	18			

Legal Services








PI Code & Short Name		Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Short Term Trend	Long Term Trend	Performance Note
PI 06 Percentage of standard searches carried out in 10 working days (max)	Outturn	99.74%	100%	100%	99.8%	100%			<u>Q3 2022/23</u> Numerator: 303 Denominator: 303 Average turnaround 3 working days, maximum was 6 working days.
	Status								
	Target	100%	100%	100%	100%	100%			

Environmental Services


PI Code & Short Name		Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Short Term Trend	Long Term Trend	Performance Note
KPI 14 Percentage of household waste sent for reuse, recycling and composting (LAA) (max)#	Outturn	50.00%	50.00%	52.48%	49.43%	49.49%			<u>Q3 2022/23</u> Numerator: 3,625.12 (recycling and composted) Denominator: 7,325.58 (total domestic waste arising) Q3 outturn is currently an estimate – confirmation will be given asap
	Status								
	Target	52.00%	52.00%	52.00%	52.00%	52.00%			
KPI 15 (b) Percentage of collections of waste and recyclables successfully made on first visit (max)	Outturn	99.99%	99.99%	99.99%	99.98%	99.98%			<u>Q3 2022/23</u> Numerator: 942,468 (no. of successful collections) Denominator: 942,624 (total no. of scheduled collections) 156 bins (general & recyclable waste) were reported as missed from 1st October to 31st December
	Status								
	Target	99.97%	99.97%	99.97%	99.97%	99.97%			
PI 48 Attainment of 'Green' for Operator Compliance Risk Score (Yes or No)	Outturn	YES	YES	YES	YES	YES			<u>Q3 2022/23</u> Processes for monitoring maintenance records and driver records are in place to ensure compliance with operator license undertakings.
	Status								
	Target	YES	YES	YES	YES	YES			

Directorate: CORPORATE SERVICES








Benefits									
PI Code & Short Name		Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Short Term Trend	Long Term Trend	Performance Note
KPI 04 Accuracy of processing - HB/CTB claims (max)	Outturn	98.69%	99.41%	99.40%	99.23%	99.35%	↑	↑	<u>Q3 2022/23</u> Numerator: 154 Denominator: 155 122 New claims and 33 Change of circumstances checked in quarter 3 of 2022/23, and 1 financial error has been identified, giving an accuracy rate of 99.35%. 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%			
KPI 06 (a) Time taken to process Housing Benefit/Council Tax Benefit new claims (days) (min)	Outturn	14.5	12.8	16.6	17.7	17.3	↑	↓	<u>Q3 2022/23</u> Numerator: 4,240 Denominator: 245 62 new claims to Housing Benefit (HB) were processed taking a total of 1,268 days. 183 new claims to Local Council Tax Support (LCTS) were processed taking 2,972 days. This is a combined total of 245 new claims taking 4,240 days; an average of 17.31 days.
	Status	✓	✓	✓	✓	✓			
	Target	19.0	19.0	19.0	19.0	19.0			
KPI 06 (b) Time taken to process Housing Benefit/Council Tax Benefit change events (days) (min)	Outturn	6.4	5.1	12.2	8.8	5.3	↑	↑	<u>Q3 2022/23</u> Numerator: 21,512 Denominator: 4,034 1,151 changes in circumstance to Housing Benefit (HB) were processed taking a total of 3,781 days. 2,883 changes in circumstance to Local Council Tax Support (LCTS) were processed taking 17,731 days. This is a combined total of 4,034 changes taking 21,512 days; an average of 5.33 days.
	Status	✓	✓	✗	✗	✓			
	Target	7.0	7.0	7.0	7.0	7.0			

Customer Services									
PI Code & Short Name		Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Short Term Trend	Long Term Trend	Performance Note
PI 44 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)	Outturn	82%	82%	87%	86%	83%			<u>Q3 2022/23</u> Numerator: 19,498 (total enquiries dealt with at FPC) Denominator: 23,619 (total enquiries handled) The Customer Service Centre continues to achieve this challenging target, helped by ongoing training and development of the team and ensuring they have relevant and up to date information to enable enquiries to be dealt with at first point of contact (ie without needing to pass the call to another council department). Customer Service Advisors continue to receive face-to-face training, helping them action enquiries efficiently and where further individual training and development requirements are identified, these are put in place. This quarter has seen a particularly high number of calls for Housing Options (2,129 calls) due to general housing availability issues and also an increase in enquiries from Ukranian refugees. These specialist enquiries means the CSC was only able to deal with 74 percent of such calls at first point of contact. The highest volume calls in the quarter were for Council Tax (3,948 calls, with 93 percent dealt with in the CSC). Environmental Services (bin collections and grounds maintenance) also generated a high volume (2,443 calls, with 95 percent answered in the CSC). Reception footfall has remained consistent over the last quarter for face-to-face enquiries and is still well down on pre-pandemic levels.
	Status								
	Target	82%	82%	83%	83%	83%			








Finance									
PI Code & Short Name		Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Short Term Trend	Long Term Trend	Performance Note
KPI 01 Percentage of invoices paid within 30 days of receipt by UDC (max)	Outturn	100.00%	100.00%	97.30%	99.65%	96.16%	↓	↓	<u>Q3 2022/23</u> Numerator: 1,527 Denominator: 1,588 96.16% of invoices paid within 30 days of receipt. 61 of the invoices needed further intervention after being loaded onto the system these invoices related to various service areas and suppliers. Further training and support will be offered to try and improve procedures in the coming months.
	Status	✓	✓	⚠	✓	⚠			
	Target	98.00%	98.00%	98.00%	98.00%	98.00%			
PI 60 Number of Insurance Claims made for the period (min) *	Outturn	13	8	15	11	9	↑	↑	<u>Q3 2022/23</u> In Q3 - 4 motor claims, 3 Property claims and 2 Public Liability claims.
	Status	✗	✓	✗	✗	✗			
	Target	9	9	8	8	8			
PI 63 Number of Insurance Claims closed for the period (max) *	Outturn	N/A	N/A	9	10	9	↓	N/A	<u>Q3 2022/23</u> 2 were resettled from 2018, 1 settled from 2020 and 6 from 2022.
	Status			✓	✓	✓			
	Target			2	2	2			
PI 64 Percentage of Insurance Claims settled against the number of Insurance Claims made (max)	Outturn	N/A	N/A	85%	85%	84%	↓	N/A	<u>Q3 2022/23</u> Numerator: 208 (closed claims) Denominator: 248 (total claims) Performance has dropped slightly, this could be attributed to the time taken to close a claim is dependent upon the processing speed of external suppliers.
	Status			✓	✓	✓			
	Target			80%	80%	80%			

Human Resources									
PI Code & Short Name		Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Short Term Trend	Long Term Trend	Performance Note
KPI 20 Average days lost per FTE through sickness absence (min)	Outturn	9.94	9.49	10.48	9.88	10.12	↓	↑	<u>Q3 2022/23</u> Numerator: Denominator: There has been an increase this quarter, where we have had a number of staff having planned surgery and an increase in short term absences due to minor ailments such as flu/upset stomachs.
	Status								
	Target	8.90	8.30	9.30	9.30	9.50			
KPI 21 Average number of days lost per FTE through short-term sickness absence (min)	Outturn	5.30	1.51	1.70	1.11	1.46	↓	↑	<u>Q3 2022/23</u> Numerator: Denominator: We have a slight increase in short term sicknesses mainly down to minor ailments flus/upset stomachs.
	Status								
	Target	0.95	0.95	4.60	4.50	5.00			
KPI 22 Average number of days lost per FTE through long-term sickness absence (min)	Outturn	4.63	0.27	0.77	1.46	1.77	↓	↑	<u>Q3 2022/23</u> Numerator: Denominator: We are seeing a slight increase in sickness absences due to planned operations we have also seen an increase in mental health related absences. Which are predominantly due to personal circumstances rather than work related. However, we are looking at how we can support staff with this. Our LTS absence still remains low in comparison to other councils.
	Status								
	Target	1.05	1.05	4.80	4.50	4.50			

ICT

PI Code & Short Name		Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Short Term Trend	Long Term Trend	Performance Note
PI 20 Percentage of IT help desk calls resolved within target (max)	Outturn	96.70%	96.50%	96.30%	97.10%	95.98%			Q3 2022/23 The SLA has dipped below target as one of our application team members has been off for this quarter due to an operation.
	Status								
	Target	96.00%	96.00%	96.00%	96.00%	96.00%			

Museum

PI Code & Short Name		Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Short Term Trend	Long Term Trend	Performance Note
PI 49 Users of the Museum Service (max)#	Outturn	2,102	3,156	2,284	3,169	3,678			Q3 2022/23 The high user figures (67% above the notional target) have been fuelled largely by outreach work, including schools loan boxes and around 800 people who engaged with the display of Tudor items provided for the Tudor weekend in Great Hallingbury Church; these account for around 2,000 users between them. Visitor figures were actually slightly under the same Q3 in 2021, but the museum was effectively closed for one week in December by the snow and ice.
	Status								
	Target	2,000	2,000	2,700	2,700	2,200			

Revenues									
PI Code & Short Name		Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Short Term Trend	Long Term Trend	Performance Note
KPI 03 Percentage of Non-domestic Rates Collected (max) *	Outturn	78.96%	96.62%	32.38%	59.27%	84.11%	↓	↑	<u>Q3 2022/23</u> Numerator: £39,058,289.30 Denominator: £46,439,343.16 Business Rates collection has remained stable over the year due to the additional relief schemes set up by Government to support businesses. All reliefs have now been awarded and these have masked the economic downturn and cost of living crisis businesses are facing, the current reduced collection rate is now showing a slower rate of collection. In previous years due to the way income collection is profiled, the final quarter may 'catch up', but expectation is that collection rate may be lower than in previous years.
	Status	⚠	✅	✅	✅	⚠			
	Target	86.20%	95.00%	29.60%	58.40%	86.20%			
KPI 05 Percentage of Council Tax collected (max) *	Outturn	84.75%	98.70%	29.76%	57.33%	84.51%	↓	↓	<u>Q3 2022/23</u> Numerator: £64,571,129.90 Denominator: £76,407,841.86 Collection rates continue to be below target for quarter 3 due to the current impact of the cost of living crisis. Revenues officers are working closely with residents who are struggling financially, offering advice including alternative payment plans, ensuring they are claiming for any financial assistance they are eligible for and signposting to external organisations for further debt management support.
	Status	⚠	✅	✅	⚠	⚠			
	Target	86.20%	98.00%	29.60%	58.40%	86.20%			
KPI 16 Rent collected as percentage of rent owed (including arrears b/f) (max) *	Outturn	97.26%	97.67%	92.76%	95.56%	96.56%	-	↓	<u>Q3 2022/23</u> Numerator: £4,089,052.60 Denominator: £4,583,418.87 (89.21%) Cumulative: Numerator: £12,352,361.77 Denominator: £12,792,980.78 (96.56%) The collection has exceeded the target due, although it is lower than the same quarter last year. Officers are focussing on supporting tenants with a high level of rent arrears as a priority. The current cost of living crisis is continuing to impact on tenants and the team are monitoring arrears to offer support to tenants as early as possible.
	Status	✅	✅	✅	✅	✅			
	Target	95.00%	97.00%	89.00%	94.00%	95.00%			

GAP APPENDIX A – Q3 PI Report

PI Code & Short Name		Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Short Term Trend	Long Term Trend	Performance Note
KPI 17 Local Council Tax Support Collection Rate (max) *	Outturn	65.69%	82.43%	24.16%	50.04%	69.61%	↑	↑	Q3 2022/23 Numerator: £603,133.25 (Net Receipts) Denominator: £866,407.47 (Total Net Liability) The collection rate for LCTS has been achieved, it is likely that the additional financial assistance provided by Uttlesford District Council to residents is receipt of discounted council tax has supported this. In addition Essex County Council have provided support to Pensioners via the Household Support Grant.
	Status	⚠	⚠	⚠	✓	✓			
	Target	69.00%	89.00%	25.00%	50.00%	69.00%			
PI 03 Percentage of sundry debt income overdue (debts over 90 days old not subject to a payment agreement) (min)	Outturn	3.3%	4.7%	11.3%	3.2%	5.4%	↓	↓	Q3 2022/23 Numerator: £13,700.83 (Debt over 90 Days old) Denominator: £256,220.96 (Total Outstanding Debt) There is currently one larger debt of £6,900 that has impacted on achieving the target for quarter 3, this is account is in dispute and officers are working with the debt owner to resolve the issue by the end of the financial year.
	Status	✓	⛔	⛔	✓	⛔			
	Target	4.0%	4.0%	4.0%	4.0%	4.0%			
PI 51 Current rent arrears as a percentage of the annual rent debit (excluding HB adjustment) (min)*	Outturn	2.75%	2.48%	2.64%	2.86%	3.01%	↓	↓	Q3 2022/23 Numerator: £35,812.90 Denominator: £4,122,535.80 (0.87%) YTD: Numerator: £495,977.98 Denominator: £16,489,996.13 Cumulative = 3.01% This PI is currently below target this is despite a continued focus on rent collection within the Housing Income team. The main reason is the impact of the current cost of living rises which are impacting the collection rate and tenants ability to pay.
	Status	✓	✓	✓	✓	⚠			
	Target	3.00%	3.00%	2.90%	2.90%	2.90%			














Directorate: PLANNING**Planning: Support & Advice**

PI Code & Short Name		Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Short Term Trend	Long Term Trend	Performance Note
PI 32 Percentage of Major Planning Applications validated within 5 working days (max)	Outturn	99.58%	99.50%	99.00%	99.37%	100%			<u>Q3 2022/23</u> Numerator: 734 Denominator: 734 Cumulative: Numerator: 2,345 Denominator: 2,358 = 99.45% Despite periods of system issues - loss of/slowness of both the database and the document management system, the team continued to perform highly.
	Status								
	Target	95.00%	95.00%	95.00%	95.00%	95.00%			

Planning: Development Management

PI Code & Short Name		Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Short Term Trend	Long Term Trend	Performance Note
PI 46 Quality of Decisions: Percentage of Appeals Upheld for Major Planning Applications as a Proportion of Major Application Decisions Made (min) #	Outturn	60.00%	100.00%	8.82%	8.96%	11.76%			<u>Q3 2022/23</u> <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 covers the period of decisions issued between 01/04/2020 to 31/03/2022 with appeal decisions to 31/12/2022. The current figure for the period of decisions issued between 01/04/2021 to 31/03/2023 with appeal decisions to 31/12/2023 is 6% with some appeal decisions outstanding. Still receiving appeal decisions from historic cases. Little control over appeal cases in system. Better decision making on current major application should avoid another spike in allowed appeals. Linked to major Application Improvement Plan.
	Status								
	Target	10.00%	10.00%	9.00%	9.00%	9.00%			

GAP APPENDIX A – Q3 PI Report

PI Code & Short Name		Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Short Term Trend	Long Term Trend	Performance Note
PI 47 Quality of Decisions: Percentage of Appeals Upheld for Non-Major Planning Applications as a Proportion of Non-Major Application Decisions Made (min) #	Outturn	36.00%	55.55%	2.19%	2.16%	2.27%	↓	↑	<u>Q3 2022/23</u> 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. To note that this is for the period of decisions issued between 01/04/2021 to 31/03/2022 with appeal decisions through to 31/12/2022. Currently that for the period of decisions issued between 01/04/2021 to 31/03/2023 with appeal decisions through to 31/12/2023 the figure stands at 1.2%. Achieving target, no concerns over non-major decision making. Although need to continue to review appeal decisions. Excellent performance on non-major appeals, with only 2.27% of appeals lost.
	Status								
	Target	10.00%	10.00%	2.50%	2.50%	2.50%			
PI 70 Processing of Planning Applications: Major Applications (within 13 weeks [16 weeks with EIA] or including any agreed extension of time) (max)	Outturn	87.50%	87.50%	83.33%	80.30%	83.00%	↑	↓	<u>Q3 2022/23</u> To note that this period covers speed of major decisions from 01/10/2020 to 30/09/2022. For the period 01/10/2021 to 30/09/2023 the figure currently is 84%. Target being achieved however, need to manage extension of time (EOT) process prior to Planning Committee as EOT refusals create a negative impact on targets.
	Status								
	Target	60.00%	60.00%	80.00%	80.00%	80.00%			
PI 71 Processing of Planning Applications: Non-Major (8 weeks or including any extension time) (max)	Outturn	N/A	N/A	85.49%	85.06%	85.00%	↓	N/A	<u>Q3 2022/23</u> To note that this period covers speed of non-major decisions from 01/10/2020 to 30/09/2022. For the period 01/10/2021 to 30/09/2023 the figure currently is 84%. Target being achieved.
	Status								
	Target			80.00%	80.00%	80.00%			