



Corporate Core Indicators (CCIs) - 2023/24 Q1 Outturn

PI No:	PI Title:	Uttlesford DC								Benchmarking Group				Benchmarking Notes	
		Q1 2022/23	Q4 2022/23	Q1 Target	Q1 Outturn	Status	STDOT*	LTDOT*	Performance Note:	Number	Minimum	Average	Maximum		
ORGANISATION/GOVERNANCE															
CCI 01	Average days lost per FTE through short-term sickness absence (min)	10.48 (short & long combined)	9.40 (short & long combined)	4.70	5.19	9.84 (short & long combined)				198 employees took a period of short term absence, of which a majority of these were due to minor conditions such as colds/ headaches and upset stomachs.					
CCI 02	Average days lost per FTE through long-term sickness absence (min)			4.40	4.65					There were 24 people who account for the long term absences, of which a third have left the organisation and only 4 are still on sick leave. 42% of the long term absences were due to stress/depression/anxiety, the majority of which were non-work related.					
CCI 03	Average days taken to complete candidate pre-employment checks (min)	n/a	n/a	15	12		N/A	N/A	Of the 11 new starters, only 2 were under target at 19 & 16 days and this was due to the delay of their previous employer supplying a reference.						
CCI 04	% of Leavers that leave within their first year of employment (min)	n/a	n/a	15%	21%		N/A	N/A	9 Leavers in 1st year (42 total). Breakdown: 4 - ES, 2 - Planning, 1 - Benefits, 1 - Performance, 1 - Audit . Reasons for leaving varied: enticed back to previous workplace, role wasn't what they expected, offered a promotion.						
CCI 05	% Information Governance requests (FOIs & EIRs) dealt with in 20 working days (max)	n/a	n/a	95%	83%		N/A	N/A	Numerator: 175 Denominator: 211. Although there was a significant increase in FOIs received in comparison to Q1 2022/23 there has also been a notable improvement in response times over the previous 12 months, although this has not been formally reported previously. Work will continue with all service areas to further improve monitoring processes which in turn will support an improvement in the indicator outturn.	4	83%	92%	97%	UDC's performance is the lowest of the benchmarking group, however, as already noted, UDC's performance is improving and on an upward trend.	
CCI 06	% of calls answered vs number of calls received across the council (max)	n/a	n/a	90%	90%		N/A	N/A	Numerator: 22,924 Denominator: 25,377 (abandoned: 2,453). Please note these figures relate only to calls into the council's Customer Service Centre. The target has been achieved this quarter despite a very high volume of calls. A high call volume inevitably can lead to longer wait times and increase the risk of call abandonment. Examples of high-volume calls include Council Tax payments at the start of the new financial year and garden waste renewal letters sent to over 11,000 customers requesting payment for the service. The District & Parish elections in May also generated many calls, with this year seeing the introduction of Voter Authority ID. Temporary issues in the waste and recycling service leading to missed bins, also contributed to a rise in calls and several bank holidays, Easter and The King's Coronation in May meant an increase in customer contact over a shorter opening period. Customer Services management continue to work with back offices to improve processes and provide support to individual advisors to manage call handling times as efficiently as possible.	5	87%	89%	91%	UDC's performance is above the group's average and the second highest out of 5.	
CCI 07	Contract Management			Indicator still to be determined following introduction of revised processes											
CCI 08	Resident Satisfaction			Indicator still to be determined further research and analysis to be completed											

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COST OF LIVING CRISIS														
CCI 09	% of Council Tax collected (max) *	30%	99%	29.00%	29.52%	✔			Numerator: £23,707,078.20 Denominator: £80,319,996.06. Collection rate slightly ahead of target. This is a good result considering the economic climate and reflects the hard work of the revenues team in maintaining correct liable parties and promptly issuing revenue generating documents	8	20%	30%	38%	UDC's performance is in line with the average for the group and on a par with all other councils bar one, which is an outlier with a very high performance
CCI 10	% of Non-domestic Rates Collected (max) *	32.38%	98.06%	26.00%	30.20%	✔			Numerator: £15,493,902.30 Denominator: £51,296,234.70 Collection rate 0.51% below target which, given the economic climate, should be commended. This has been achieved through the prompt issue of reminders and summonses to ensure payments are received from businesses.	8	20%	31%	38%	UDC's performance is in line with the average for the group and on a par with all other councils bar one, which is an outlier with a very high performance
CCI 11	Council Housing: Rent collected as a percentage of rent owed (max) *	92.76%	97.10%	89.00%	92.15%	✔			Numerator: £4,552,551.36 Denominator: £4,940,135.21 This PI has exceeded the target due to focusing on rent collection. However the figure is down on the same quarter last year as the current cost of living rises are still impacting collection.					
CCI 12	% Households claiming LCTS against total CT base (min)	Indicator still to be determined to ensure appropriate monitoring of the impact of the cost of living crisis												
HEALTH & SAFETY														
CCI 13	Council Housing: % domestic dwellings on programme with valid LGSR gas safety certificate (max)	99%	99%	100%	99%	⚠			Numerator: 1,947 Denominator: 1,959 12 do not have in date certificates, tenants not allowing access with UDC for legal action					
CCI 14	Council Housing: % properties compliant with Carbon Monoxide and smoke detector regulations (max)	n/a	n/a	100%	99.40%	⚠	N/A	N/A	Numerator: 2,494 Denominator: 2,509 15 properties have not had an annual check as tenants are refusing access.					
CCI 15	Council Housing: Asbestos Management - % High Priority recommendations o/s from current and previous RA's (min)	n/a	n/a	0%	0%	✔	N/A	N/A	Numerator: 0 Denominator: 150 No actions outstanding					
CCI 16	Council Housing: Water Hygiene - % High Priority recommendations o/s from current and previous RA's (min)	0%	0%	0%	0%	✔			Numerator: 0 Denominator: 9 No actions outstanding					
CCI 17	Council Housing: Fire Safety - % High Priority recommendations o/s from current and previous RA's (min)	0%	0%	0%	0%	✔			Numerator: 0 Denominator: 1 1 action reported and has been completed					
CCI 18	Council Housing: Lift Safety - % lifts with an-in date safety inspection (LOLER) (max)	n/a	n/a	100%	98.11%	⚠	N/A	N/A	Numerator: 52 Denominator: 53 1 stairlift at Walden Place is shut down and beyond repair. Replacement order awaiting installation.					
CCI 19	Council Housing: Damp & Mould - % reported damp & mould cases responded to (within 14 days/ 7 days) (max)	n/a	n/a	100%	30%	⊛	N/A	N/A	Numerator: 7 Denominator: 23 30% of completed mould wash jobs have been completed in 14 days or less. The figures provided include all mould wash jobs raised and completed on Connect, we are unable to determine which of these were raised as a result of a damp and mould survey. The average turnaround time of all completed mould wash jobs during Q1 is 17 days.					
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)	n/a	n/a	0.3	0.13	✔	N/A	N/A	Normally with in-house front line services such as Waste/Recycling/Grounds Maintenance/Housing there would be an expected higher number of sickness absences for accidents/incidences. This could indicate that risk are being mitigated with good H&S practices.	2	0.13	7.07	14	Data is currently only available for this indicator for one other Council in the group, so a comparison is not currently reliable.

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FINANCE & INCOME																	
CCI 21	% of commercial property net income against budget (max)	n/a	n/a	95.0%	100.40%	✔	N/A	N/A	Numerator: £12,022,000 (forecast) Denominator: £11,974,000 (budget) Slight increase due to delay in completion of MOOG resulting in additional interest.								
CCI 22	% of invoices paid within 30 days (max)	97.30%	98.09%	98.00%	97.11%	⚠			Numerator: 1,782 Denominator: 1,835 We found 53 invoices that needed more intervention after they were entered onto the system. This ranged from supplier forms that needed to be filled in by the suppliers to departments with sick leave or annual leave that had little or no cover in place.	2	97%	98%	99%	Data is currently only available for this indicator for one other Council in the group, so a comparison is not currently reliable.			
CCI 23	Council Housing: Average re-let time in days (all re-lets including time spent in works) (min)	56	67	35	87	❌			Numerator: 3,768 (void days) Denominator: 43 (lets) On average, 77 days were attributed to the works process and difficulty in finding suitable contractors and 10 days were due to the lettings process. Several properties had to be re-offered or re-advertised this quarter, we will look at this in more granular detail. To improve the time in works we are re-engineering the key to key process with UNSL and will be able to report an improvement once this important piece of work has taken place. Void management is a key focus for the coming quarter.								
ENVIRONMENT/COMMUNITIES & DEVELOPMENT																	
CCI 24	Processing of Planning Applications: Major Applications (within 13 - 16 weeks with EIA or including any Extension of Time) (max)	83.33%	85.94%	98.00%	85.90%	✔			To note that this period covers speed of major decisions from 01/10/2021 to 30/09/2023 - 85.90%. The measure to be used is the percentage of decisions on applications made: (a) within the statutory determination period; or (b) within such extended period as has been agreed in writing between the applicant and the local planning authority, as recorded for major development in Live Tables P151a and 151b, and for non-major development in Live Table 153 from the data collected by the Department for Levelling Up, Housing & Communities. 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.	7	63%	83%	100%	UDC's performance is above the average for the group and 4th highest out of 7.			
CCI 25	Processing of Planning Applications: Non-major Applications (within 8 weeks or including any Extension of Time) (max)	85.49%	84.72%	80.00%	84.62%	✔			To note that this period covers speed of major decisions from 01/10/2021 to 30/09/2023 - 84.62%. The measures used are as per CCI 24 above.	7	73%	87%	96%	UDC's performance is 2% below the average for the group and 2nd lowest out of 7.			
CCI 26	% of Appeals upheld for Major Applications (min)	8.82%	6.85%	9.00%	10.81%	❌			To note - 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 10.81% with some appeal decisions outstanding. Figure being queried with DLUHC. Now very close to national target of below 10%. 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	2%	12%	25%	UDC's performance is better than the average for the group, however the comparison group is small and the spread is wide.			

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CCI 27	% 'red' status tasks from Local Plan project plan (min)	n/a	n/a	0%	TBC	TBC	TBC	TBC	This indicator is currently under review and will reflect a revised and more defined method of monitoring for the Local Plan. It is anticipated outturn will be reported from Q2 onwards.					
CCI 28	% Household waste sent for reuse, recycling and composting (max)	52.48%	43.06%	50.00%	53.88%				Numerator: 4,479.90 (recycling and composted) Denominator: 8,314.88 (total domestic waste arising)	7	35%	48%	55%	UDC's performance is 6% above the average and 3rd highest out of 7
CCI 29	% High Priority actions completed from the Climate Change plan	Indicator still to be determined to ensure the most appropriate monitoring of Climate Change Initiatives is adopted												
CCI 30	% staff completed safeguarding training (max)	n/a	n/a	100%	44%		N/A	N/A	Numerator: 138 Denominator: 313 As at end June 2023, 67% of all staff had completed safeguarding training. Further work has been completed to improve the number of attendances by end Q2 such as toolbox-type sessions for depot staff with the content of the course being specifically tailored to the audience. Other initiatives being progressed include the introduction of a safeguarding bulletin and inclusion of safeguarding training within the U-Learn series of on-line courses.					