









2023/24 Corporate Core Indicators (CCIs) - Q2 Outturn

Benchmarking data - 2023/24 Q2

PI No:	PI Title:	Existing/ New	CMT Member	Cabinet Member	Uttlesford DC					
					Q2 2022/23	Q1 2023/24	Q2 Target	Q2 Outturn	Status	Q2 2023/24 Performance Note:
ORGANISATION/GOVERNANCE										
CCI 01	Average days lost per FTE through short-term sickness absence (min)	KPI 21	AK	n/a	5.81	5.19	4.70	5.18		Numerator: 1,458.68 (total short term FTE days lost) Denominator: 281.68 (total FTE) 197 employees took a period of short term absence of which over a third of these were due to minor conditions such as colds/headaches and upset stomachs. We are supporting employees wherever we can to minimise their sickness absence.
CCI 02	Average days lost per FTE through long-term sickness absence (min)	KPI 22	AK	n/a	3.81	4.65	4.00	4.51		Numerator: 1,271.28 (total long term FTE days lost) Denominator: 281.68 (total FTE) There were 26 people who account for the long term absences of which 8 have left the organisation, 13 have returned to work and 5 are still on sick leave. 37% of the long term absences were due to stress/depression/anxiety majority. We are supporting employees wherever we can to minimise their sickness absence.
CCI 03	Average days taken to complete candidate pre-employment checks (min)	NEW	AK	n/a	n/a	12	15	11		Numerator: 13 (no. of new starters) Denominator: 143 (total working days taken on all new starters) Of the 13 new starters, only 1 was under target at 18 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)	NEW	AK	n/a	n/a	21%	15%	26%		Numerator: 11 (total left in 1st year) Denominator: 43 (total leavers) 6 worked in ES 2 worked in Planning 2 worked in Performance 1 worked in Audit Reasons for leaving varied; enticed back to previous workplace, role wasn't what they expected, offered a promotion and one was dismissed whilst under probation.
CCI 05	% Information Governance requests (FOIs & EIRs) dealt with in 20 working days (max)	NEW	NW	n/a	n/a	83%	95%	72%		Numerator: 93 Denominator: 130 The period used for this return in requests received between 1st July and 30th August so that the response date could be taken before it fell due or expired on 30th September.
CCI 06	% of calls answered vs number of calls received across the council (max)	NEW	RA	n/a	n/a	90%	90%	95%		Numerator: 19,658 Denominator: 20,631 (total abandoned calls: 973) Please note these figures relate only to calls into the council's Customer Service Centre. The target has been exceeded this quarter. A lower call volume has led to shorter wait times, however, there have been some exceptional circumstances with staff attendance within the CSC meaning the team have pulled together to ensure all service provisions have been met. 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.
CCI 07	Contract Management	NEW	AK	Cllr Hargreaves						Indicator still to be determined following introduction of revised processes
CCI 08	Resident Satisfaction	NEW	RA/KC	n/a						Indicator still to be determined further research and analysis to be completed
COST OF LIVING CRISIS										
CCI 09	% of Council Tax collected (max) *	KPI 05	JE	Cllr Hargreaves	57%	29.52%	57.00%	56.82%		Numerator: £45,694,949.60 Denominator: £80,423,347.89 Collection rate slightly below 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.
CCI 10	% of Non-domestic Rates Collected (max) *	KPI 03	JE	Cllr Hargreaves	59.27%	30.20%	52.00%	55.84%		Numerator: £28,736,307.20 Denominator: £51,460,605.41 Collection rate above 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.

Benchmarking Group				Benchmarking Notes
Number	Minimum	Average	Maximum	
3	72%	89%	98%	UDC's performance is lower than the 2 other comparative organisations. Since we introduced FOI champions (Liaison Officers) in most service areas it has resulted in significantly improving our response rate year on year and it is anticipated that UDC performance will continue to improve.
5	80%	90%	95%	UDC's performance is the best in the group and 5% above the average. The continued focus to efficiently deal with customer enquiries is reflected in the outturn for this quarter.
6	57%	58%	59%	UDC's performance is the 4th out of the 6 in the group and slightly below the average. Some of the other authorities in the benchmarking group have more generous Council Tax support schemes that impacts positively on their collection rates. Comparing to the other authorities in Essex, UDC are the third best performing (out of a total of 14).
6	54%	58%	65%	UDC's performance is 4th out of the 6 in the group. If this was compared to the other authorities in Essex, UDC are the fifth best performing out of a total of 14.

CCI 22	% of invoices paid within 30 days (max)	KPI 01	JE	Cllr Hargreaves	99.65%	97.11%	98.00%	97.26%		Numerator: 2,027 Denominator: 2,084 97.26% of invoices paid within 30 days of receipt. With supplier delays mostly on incomplete supplier set up forms and some invoices sent to us before works were completed making up most of the 57 invoices paid after 30 days of receipt. Additionally, we excluded 32 invoices from the report due to supplier issues that were completely out of UDC control.	4	89%	96%	99%	UDC's performance in this group is 3rd out of 4, although does still show us above the average of the overall group.
CCI 23	Council Housing: Average re-let time in days (all re-lets including time spent in works) (min)	KPI 08 (a)	KC	Cllr Coote	61	87	35	79		Numerator: 94 lets Denominator: 7,402 days An average of 79 days were spent in works and 12 days accounted for the lettings process. In quarter 2 we had to re-advertise and re-offer 9 sheltered flats, several multiple times. The average lettings days for sheltered properties was 23 days compared with an average of 7 lettings days for non-sheltered properties					
ENVIRONMENT/COMMUNITIES & DEVELOPMENT															
CCI 24	Processing of Planning Applications: Major Applications (within 13 - 16 weeks with EIA or including any Extension of Time) (max)	PI 70	DH	Cllr Evans	80.30%	85.90%	80.00%	84.15%		Note: this period covers speed of major decisions from 01/10/2021 to 30/09/2023. 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.	6	75%	84%	100%	UDC's performance is in the middle of the group and in line with the average.
CCI 25	Processing of Planning Applications: Non-major Applications (within 8 weeks or including any Extension of Time) (max)	PI 71	DH	Cllr Evans	85.06%	84.62%	80.00%	86.26%		Note: This period covers speed of major decisions from 01/10/2021 to 30/09/2023. See CCI 24 above for the measures used to determine the outcome. Performance is currently exceeding target.	6	28%	72%	95%	UDC's performance is in the middle of the group and ranks above the average across the group.
CCI 26	% of Appeals upheld for Major Applications (min)	PI 46	DH	Cllr Evans	8.96%	10.81%	9.00%	11.76%		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 11.76% with some appeal decisions outstanding. 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. Planning decisions from previous year were overturned on appeal. Continued designation risk as a result.	3	0%	5%	12%	UDC has the highest number of its appeals upheld within the group reported. This is the metric for which UDC's planning service is designated. It is noted that the comparator authorities have far more up to date Local Plans and thus are likely to be able to better defend planning refusals. The publishing of UDC's five-year housing supply will assist going forward, as will the eventual adoption of a new Local Plan.
CCI 27	% 'red' status tasks from Local Plan project plan (min)	NEW	DH	Cllr Evans	-	-	-	TBC		The reporting of this indicator is currently on hold whilst a revised project management plan is developed. It is anticipated outcome and status updates will be available for Q3 performance reporting.					
CCI 28	% Household waste sent for reuse, recycling and composting (max)	KPI 14	BB	Cllr Reeve	49.43%	53.88%	50.00%	50.12%		Numerator: 4,180.12 (recycling and composted), Denominator: 8,340.01 (total domestic waste arising). Please note, the figures for waste to landfill and composting have not been audited yet and are therefore subject to change.	5	36%	45%	57%	UDC's performance is the second best in the group and well above the average. The performance variations highlight the significant difference in recycling services offered across our benchmarking neighbours. For example, Sevenoaks Council offer a weekly black sack collection and fortnightly recycling service, without food waste or glass. Horsham would appear to offer a similar level of service to UDC
CCI 29	% High Priority actions completed from the Climate Change plan	NEW	BB	Cllr Reeve	Indicator still to be determined to ensure appropriate monitoring of Climate Change Initiatives										

CCI 30	% staff completed safeguarding training (max)	NEW	KC	Cllr Coote	N/A	44%	100%	52.20%		<p>Numerator: 165 Denominator: 316 As at 30.09.23 316 staff employed at UDC and 52.2% of staff had completed the 'in person' safeguarding training. Another training session is provisionally booked for January but is awaiting authorisation. In addition, new staff are being sent online links to ESAB and ESCB e-learning modules and are sending certificates to the SG Officer when completed. Managers are being requested to ask new staff members to complete these modules and also instill that the in-person training is mandatory. A supporting booklet has been developed and safeguarding policy updated, but this is yet to go to Committee for approval and sign-off.</p>					
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