

2023/24 Corporate Core Indicators (CCIs) - Q3 Outturn

Benchmarking data - 2023/24 Q3

PI No:	PI Title:	Uttlesford DC							
		Q3 2022/23	Q2 2023/24	Q3 Target	Q3 Outturn	Status	Short Trend	Long Trend	Q3 2023/24 Performance Note:
ORGANISATION/GOVERNANCE									
CCI 01	Average number of days lost per FTE through short-term sickness absence based on rolling 12 months (min)	5.60	5.18	4.70	5.08				Numerator: 1442.69 (total short term FTE days lost) Denominator: 284.04 (total FTE) 110 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 number of days lost per FTE through long-term sickness absence during rolling 12 months (min)	4.01	4.51	4.00	4.91				Numerator: 1394.38 (total long term FTE days lost) Denominator: 284.04 (total FTE) There were 27 people who account for the long term absences of which 8 have left the organisation, 16 have returned to work and 3 are still on sick leave. 39% 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)	n/a	11	15	12				Numerator: 7 (no. of new starters) Denominator: 82 (total working days taken on all new starters) On average our target for completing pre-employment checks is 15 days and we are performing very well at 12 days. Of the 7 new starters only 1 fell short of our target and this was out of our control as he did not have a valid driving licence.
CCI 04	% of Leavers that leave within their first year of employment (min)	n/a	26%	15%	30%				Numerator: 13 (total left in 1st year) Denominator: 46 (total leavers) 8 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, dismissed whilst under probation and resigned whilst under investigation.
CCI 05	% Information Governance requests (FOIs & EIRs) dealt with in 20 working days (max)	n/a	72%	95%	87%				Numerator: 164 Denominator: 189 9 were responded to over 20 working days. 4 responses are not yet due as the date for response has not yet been reached. 3 requests were unclear and further clarity was requested which has not yet been received from the requestor. 9 requests have not yet received a response and have been hastened with the service areas concerned.
CCI 06	% of calls answered vs number of calls received across the council (max)	n/a	95%	90%	96%				Numerator: 17,892 Denominator: 18,652 (Total abandoned calls: 896) 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. 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	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							
COST OF LIVING CRISIS									
CCI 09	% of Council Tax collected (max) *	85%	56.82%	84.00%	84.07%				Numerator: £67,644,505.70 Denominator: £80,458,360.66 Collection rate is just above target which is an excellent result considering the economic climate. Prompt action in account adjustments and issue of income generating notices has accounted for this.
CCI 10	% of Non-domestic Rates Collected (max) *	84.11%	55.84%	79.00%	82.27%				Numerator: £42,258,210.30 Denominator: £51,363,452.49 Target exceeded despite economic climate although target set lower than last year to account for this.

Benchmarking Group				Benchmarking Notes
Number	Minimum	Average	Maximum	
3	87%	93%	97%	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	84%	85%	86%	UDC's performance is the lowest out of the 5 in the group. Some of the other authorities in the benchmarking group have more generous Council Tax support schemes that impacts positively on their collection rates.
5	82%	84%	85%	UDC's performance is 4th out of the 5 in the group.

