

Appendix B Efficiency Measures (2013/14 Quarter 3)

Efficiency Measure	Performance	Current <sup>1</sup> rank	Baseline rank
<p>Time taken to process Housing Benefit/Council Tax Benefit: new claims</p> <p>(Year To Date Actual: 10.4 days, Target: 12 days)</p>	<p>The average number of days taken to process Housing Benefit/Council Tax Benefit new claims between April and December was comfortably within the target, but slightly longer than for the same period in 2012/13.</p> <p>On average, a HB/CT Benefit new claim was processed three days faster in 2012/13 than in the baseline year, and approximately one third of the time it took a decade ago. The early improvements were a result of a 're-design' of the service during 2006/07, and further improvements were made following the implementation of shared working arrangements with West Oxfordshire District Council in January 2010.</p>	5 (9.4 days)	14 (12.3 days)
<p>Percentage of Council tax collected</p> <p>(YTD Actual: 87.1%, Target: 87%)</p>	<p>At the end of Q3, our council tax collection rate was on target, but slightly lower than at the same point in the previous year. It is possible that there will be small changes to the collection rate profile due to the option to pay in 12 monthly instalments.</p> <p>In 2012/13, our in-year council tax collection rate was slightly lower than the baseline year. Although our collection rate has remained consistently high at around 99% since 2005/06, our ranking has slipped slightly due to the low degree of variability within the data; for example, one percentage point separates the top 70 councils.</p>	17 (98.9%)	4 (99.2%)
<p>Percentage of household waste sent for reuse, recycling and composting</p> <p>(YTD Actual: 59.74%, Profiled target: 61%)</p> <p>Recycling rate=22.25% Composting rate = 37.3% Reuse rate = 0.19%</p>	<p>The combined recycling rate for the first nine months of the year was just short of the profiled target, and slightly lower than for the same period of the previous year (60.59%). Our composting rate for the year has fallen due to the prolonged hot summer which reduced plant growth, but has recovered well in Q3 itself.</p> <p>The aim of the Gloucestershire Joint Waste Committee is to maintain an annual recycling and composting performance at 60%. Since 2008/09, our combined recycling rate has fallen slightly and has been due to lower dry recycling rates, although there has been a marginal improvement in the dry recycling rate since the introduction of the kerbside plastics collection. Nationally, the combined recycling rate has plateaued in the last two years. One view is that there are less dry recyclables in the household to divert from landfill due to a number of factors, including reduced packaging (and reduced weight of bottles/cans) and advances in technology which has reduced paper consumption.</p>	9 (58.57%)	11 (58.65%)

<sup>1</sup> Baseline plus one year

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<p>Residual household waste per household (Q3 Actual: 99 kg, Target: 95 kg)</p>	<p>Overall, the District has produced more residual waste per household so far this year compared to the same period of the previous year. This issue of increased waste arisings and how it can be addressed will be considered by the members of the Gloucestershire Joint Waste Committee.</p>	<p>15 (361 kg)</p>	<p>12 (362 kg)</p>
<p>The number of working days lost due to sickness absence per full-time equivalent (Q3 Actual: 1.48 days, Target: 1.6 days)</p>	<p>Since the start of the financial year, the Council's sickness absence rate has remained relatively low and is showing a marked improvement over last year. We continue to take an active approach to managing sickness absence; a range of reports is available to managers and senior management team; and return to work monitoring is being conducted by the HR team. In Q3, there were two cases of long term sickness; one case was on phased return by the end of the period, and the other case is being monitored and supported by the line manager and HR business partner, GP and hospital.</p> <p>Previously, sickness absence rates in the Council had been increasing, and at the end of 2012/13, was at its highest. Some sources suggest that sickness absence increased by about one day per employee in 2012/13 both in the private and public sector (Absent Management 2013).</p>	<p>142 (9.1 days)</p>	<p>142 (8.5 days)</p>
<p>Unemployment claimant rate (Job Seekers Allowance) (Dec 2013 Actual: 1.1%, Target: top 25%)</p>	<p>Historically, the claimant rate in the Cotswold District has been relatively low, with rates below 1% prior to the economic crisis, rising to above 2% in May 2009. Over the last few months, the claimant rate has fallen reflecting the national picture.</p>	<p>26 (1.1%)</p>	<p>20 (1.4%)</p>

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<p>Overall cost of Council services per head of population in 2013/14 (from Revenue Estimates)</p> <p>(Actual 2013/14: £107.80, Target: to be set for 2014/15)</p>	<p>The overall cost of Council services was budgeted at £2.00 per head less than the baseline year. The Council has developed alternative ways of delivering its services, including sharing services and officers with our strategic partner, West Oxfordshire, and other partner councils, the creation of a Local Authority Company to provide environmental services, the transfer of Leisure and Cultural services, and the outsourcing of Parking enforcement services.</p>	<p>73 (£107.80)</p>	<p>77 (£109.81)</p>
<p>Rate of increase in council tax in 2013/14</p> <p>(2013/14 Actual: -5%, Target: 0%)</p>	<p>One of the Council's priorities is to freeze council tax until 2016. For 2013/14, we reduced [our portion of] council tax; having already frozen council tax in the previous two years. The cost of council tax for an average Band D property is £137.16, compared to £144.38 in the baseline year.</p>	<p>1 (-5%)</p>	<p>36 (0%)</p>
<p>Overall crime rate per 1,000 population in 2012/13</p> <p>(2012/13 Actual: 36.4, Target: top 25%)</p>	<p>Police recorded crime has been falling in this District since 2006/07, with average levels of crime compared to other similar areas. Between the baseline year and 2012/13, the number of crimes in the District fell by almost 10%. Some types of acquisitive crime such as shop lifting and theft from motor vehicles have increased in recent months in this District and elsewhere.</p>	<p>40 (36.4)</p>	<p>40 (40.4)</p>