

Appendix B Efficiency Measures (2013/14 year end)

Efficiency Measure	Performance	Previous year's rank (2012/13)	Baseline year rank (2011/12)
<p>Time taken to process Housing Benefit/Council Tax Benefit: new claims</p> <p>(2013/14 Actual: 10.6 days, Target: 12 days)</p>	<p>Over the last few years, the service has made significant improvement in the time to process Housing Benefit/Council Tax Benefit new claims.</p> <p>During 2013/14, it took just over one day longer to process a new claim than it did in the previous year, but still remains comfortably within target. Over the year, the service has worked with other agencies to prepare customers for the implementation of a number of national and local welfare reforms. The service has provided support and guidance, and has sign-posted to other agencies.</p>	<p>5 (9.4 days)</p>	<p>14 (12.3 days)</p>
<p>Percentage of council tax collected</p> <p>(2013/14 Actual: 99.1%, Target: 99.1%)</p>	<p>Historically, the in-year council tax collection rate has remained consistently high at around 99%. At the end of the year, we collected just over 99% of the council tax due; although a small improvement on the previous year, this performance should result in a ranking closer to the baseline year.</p>	<p>17 (98.9%)</p>	<p>4 (99.2%)</p>
<p>Percentage of household waste sent for reuse, recycling and composting</p> <p>(2013/14 Actual: 58.05%, Target: 60%)</p> <p>Recycling rate=23.26% Composting rate = 34.59% Reuse rate = 0.2%</p>	<p>The combined recycling rate achieved for the year has fallen slightly compared to the previous year. Although performance is short of the target, the county-wide target set in the Joint Municipal Waste Management Strategy (JMWMS) to achieve a minimum of 50% by 2014/15, has been achieved.</p> <p>Overall, there was little change in the (Council's) dry recycling rate from the previous year, although there were lower rates during the last six months of the year (compared to the same period in the previous year). This appears to be due to higher, disproportionate amounts of residual waste going to landfill. After a prolonged hot summer 2013 which reduced plant growth, our composting rate has recovered well, but was still just under one percentage point lower than previous years.</p>	<p>9 (58.57%)</p>	<p>11 (58.65%)</p>

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<p>Residual household waste per household</p> <p>(2013/14 Actual: 379 kg, Target: 365 kg)</p>	<p>Overall, the District has produced more residual waste per household in 2013/14 compared to previous years, a position which can also be seen in the rest of Gloucestershire.</p> <p>The Gloucestershire Waste Partnership has proposed that the (county-wide) increase in waste arisings is due to the upturn in the economy, and that it is also probable that as recycling schemes have matured, in the absence of further changes, some households may have lost impetus in recycling.</p> <p>There are a number of other factors which can also affect how much waste is generated including the weather, changing consumer habits and, increasing responsibility by retailers and manufacturers to reduce packaging. Furthermore, waste reduction and minimisation are hard to calculate as there is limited information on what our waste is made up of, and how it is changing. The Gloucestershire Waste Partnership will be considering some of these issues during 2014/15 as part of the review of the Joint Municipal Waste Management Strategy (JMWMS).</p> <p>Parishes recently received an update of the Gloucestershire Waste Partnership, prepared by the Joint Waste Team on progress towards achieving the targets set out in the JMWMS and the challenges, as well as a request for assistance in reinforcing key messages in the community.</p>	<p>15</p> <p>(361 kg)</p>	<p>12</p> <p>(362 kg)</p>
<p>The number of working days lost due to sickness absence per full-time equivalent</p> <p>(2013/14 Actual: 5.93 days, Target: 6.5 days)</p>	<p>There has been a marked fall in the Council's sickness absence rate compared to previous years, and it is the lowest rate for a number of years. In particular, long term sickness absence fell by almost two days (full time equivalent) compared to 2012/13.</p> <p>At the start of the year, a more active management approach was put into place with a range of reports available to support managers and senior management team; and return to work interviews are being monitored by the HR team. All long term sickness absence cases are supported on a case by case basis, and include referrals to Occupational Health, counselling support and phased returns.</p>	<p>142</p> <p>(9.1 days)</p>	<p>142</p> <p>(8.5 days)</p>
<p>Unemployment claimant rate (Job Seekers Allowance)</p> <p>(March 2014 Actual: 1.0%, 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>In March 2014, there were 527 claimants compared to 807 in March 2013.</p>	<p>17</p> <p>(1.0%)</p>	<p>20</p> <p>(1.4%)</p>

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<p>Overall cost of Council services per head of population in 2014/15 (from Revenue Estimates)</p> <p>(2014/15 Provisional: £105.31)</p>	<p>The Council has made reductions in its overall cost of services, whilst maintaining a good level of service delivery. Revisions to the joint senior management structure will start to deliver efficiency savings from April 2014, with further savings to be delivered from shared working opportunities within the units. We are also exploring further shared service arrangements based on the GO Shared Services model, including a four way Public Protection service.</p>	<p>73 (£107.80)</p>	<p>77 (£109.81)</p>
<p>Rate of increase in council tax in 2014/15</p> <p>(2014/15 Actual: -3%, Target: 0%)</p>	<p>One of the Council's priorities is to freeze council tax until 2016. For 2014/15, we reduced [our portion of] council tax for the second consecutive year; having already frozen council tax in the previous two years. Of all the shire district councils, this was the largest percentage reduction.</p> <p>The cost of [our portion] of council tax for an average Band D property has reduced from £144.38 in the baseline year to £133.05 in 2014/15.</p>	<p>1 (-5%)</p>	<p>36 (0%)</p>
<p>Overall crime rate per 1,000 population in 2013/14</p> <p>(2013/14 Actual: awaiting data, Target: top 25%)</p>	<p>Police recorded crime¹ 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>Crime data for 2013/14 is expected to be publicly available in June/July 2014.</p> <p>¹ Police recorded crime data no longer meets the required standard for designation as National Statistics. The HMIC (Her Majesty's Inspectorate of Constabulary) is currently conducting an inspection into the way all 43 forces in England and Wales record crime data.</p>	<p>40 (36.4)</p>	<p>40 (40.4)</p>