

Efficiency Measures (2014/15 Q1)

Appendix 'B'

Efficiency Measure	Performance	Baseline plus two years rank (2013/14)	Baseline plus one year rank (2012/13)	Baseline year rank (2011/12)
<p>Time taken to process Housing Benefit/Council Tax Support: new claims</p> <p><b>(2014/15 Q1 Actual: 12 days, Target: 12 days)</b></p>	<p>The average time to process a new claim for housing benefit/council tax support was 12 days, about one day longer than for the same period of the previous year. In general, there is a slightly higher workload at the beginning of the financial year, with processing times improving over the course of the year.</p> <p>Overall, the service has made significant improvements in the time to process housing benefit and council tax benefit/support new claims over the last few years, and remains one of the best performing shire district councils. The average for shire district councils in 2013/14 was 21 days (housing benefit only).</p> <p>Due to the localisation of council tax benefit from April 2013, benchmarking data from this point onwards is only available for the housing benefit element. However, the service will continue to report internally on both elements.</p>	<p>6</p> <p>(11 days)</p> <p>DWP reported HB only</p>	<p>5</p> <p>(9.4 days)</p>	<p>14</p> <p>(12.3 days)</p>
<p>Percentage of council tax collected</p> <p><b>(2014/15 Q1 Actual: 30.9%, Target: 30.0%)</b></p>	<p>At the end of Q1, the percentage of council tax collected was on target and not dissimilar to previous years' outturns at this stage.</p> <p>The Council collects a high proportion of the council tax due, consistently around 99%. In comparison, the national in-year collection rate for 2013/14 was slightly lower than the previous year at 97%; and for shire district councils, the rate dipped below 98% for the first time since 2005/06. This fall has been attributed to the introduction of local council tax support schemes which has increased the amount of council tax to be collected. As this Council did not localise council tax support until April 2014, it is possible that we may see a slight reduction in our collection rate for this financial year.</p>	<p>12</p> <p>(98.9%)</p>	<p>17</p> <p>(98.9%)</p>	<p>4</p> <p>(99.2%)</p>

Efficiency Measure	Performance	Baseline plus two years rank (2013/14)	Baseline plus one year rank (2012/13)	Baseline year rank (2011/12)
<p>Percentage of household waste sent for reuse, recycling and composting</p> <p><b>(2014/15 Q1 Actual: 62.07%, Profiled Q1 Target: 62%)</b></p> <p><b>Recycling rate=20.26%</b>  <b>Composting rate = 41.62%</b>  <b>Reuse rate = 0.19%</b></p>	<p>In Q1, we achieved a slightly higher combined recycling rate in comparison to the same period in the previous two years. Although the dry recycling rate was slightly lower than at this stage last year, the reduction has been off-set by an exceptionally good composting rate.</p> <p>In terms of dry recycling tonnages, households in this District are recycling more (kg per household) but are also generating a disproportionate amount of residual waste. Although the profiled target for Q1 has been achieved, the annual target of 61% will still be challenging.</p>	<p>**</p> <p>(58.05%)</p>	<p>9</p> <p>(58.57%)</p>	<p>11</p> <p>(58.65%)</p>
<p>Residual household waste per household</p> <p><b>(2014/15 Q1 Actual: 98 kg, Target: 89 kg)</b></p>	<p>In Q1, the District produced more residual waste per household in comparison to the first quarter in previous years. The issue of higher levels of waste arisings, in particular increased residual waste is an issue for all Gloucestershire Districts.</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 [in some Districts] have matured, in the absence of further changes, some households may have lost impetus in recycling. We also experienced warm weather conditions in Q1, which are commonly known to affect total waste arisings.</p> <p>Waste reduction and minimisation are hard to calculate due to limited information on what our waste is made up of, and how it has changed. During 2014/15, the Gloucestershire Waste Partnership will be reviewing the Joint Municipal Waste Management Strategy (JMWMS) including how it measures performance.</p>	<p>**</p> <p>(379 kg)</p>	<p>15</p> <p>(361 kg)</p>	<p>12</p> <p>(362 kg)</p>

Efficiency Measure	Performance	Baseline plus two years rank (2013/14)	Baseline plus one year rank (2012/13)	Baseline year rank (2011/12)
<p>The number of working days lost due to sickness absence per full-time equivalent</p> <p><b>(2014/15 Q1 Actual: 1.11 days, Target: 1.4 days)</b></p>	<p>The Council's active management approach to sickness absence is helping to keep sickness absence figures low. In Q1, the Council's sickness absence rate was just over one day per employee (FTE).</p> <p>Managers are able to access a wide range of management tools including management reports and occupational health referrals. There has also been a large improvement in the number of Return to Work (RTW) interviews being carried out following awareness raising of the benefits. RTW interviews help to reduce absence by improving communication between manager and officers, and gives out a positive signal that managers take a strong interest in supporting the well-being of their officers.</p>	<p>** (5.93 days)</p>	<p>142 (9.1 days)</p>	<p>142 (8.5 days)</p>
<p>Unemployment claimant rate (Job Seekers Allowance)</p> <p><b>(June 2014 Actual: 0.8%, Target: top 25%)</b></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 2% in April 2009, and falling back below 2% a year later. The claimant rate has continued to fall over the last few months, and in May 2014, the rate dipped below 1% for the first time since September 2008.</p> <p>In June 2014, there were 417 claimants (20<sup>th</sup>) compared to 688 claimants (32<sup>nd</sup>) in June 2013.</p>	<p>**</p>	<p>17 (1.0%)</p>	<p>20 (1.4%)</p>
<p>Overall cost of Council services per head of population in 2014/15 (from Revenue Estimates)</p> <p><b>(2014/15 Provisional: £105.31)</b></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 of £150,000 for this Council from April 2014, with further savings to be delivered from shared working opportunities within the units. Concurrently, the Vision 2020 programme is being defined, following approval by the Cabinets of the four councils in June 2014.</p>	<p>** (£105.31) provisional</p>	<p>73 (£107.80)</p>	<p>77 (£109.81)</p>

Efficiency Measure	Performance	Baseline plus two years rank (2013/14)	Baseline plus one year rank (2012/13)	Baseline year rank (2011/12)
<p>Rate of increase in council tax in 2014/15</p> <p><b>(2014/15 Actual: -3%, Target: 0%)</b></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 (-3%)</p>	<p>1 (-5%)</p>	<p>36 (0%)</p>
<p>Overall crime rate per 1,000 population in 2013/14</p> <p><b>(2013/14 39.5, Target: top 25%)</b></p>	<p>Police recorded crime<sup>1</sup> fell in this District between 2006/07 and 2012/13. There were 3323 crimes (excluding fraud) recorded in 2013/14 compared to 3036 in the previous year. There was a higher incidence of some types of acquisitive crimes such as shop lifting and non-domestic burglaries (in particular sheds and garages). These offences are often being carried out by single individuals, and once sentenced, these offences drop off. Other types of crime such as public disorder, in particular those related to the night time economy have fallen. Overall, the crime rate in the District is still relatively low in comparison to the average for all shire district councils (48.6 per 1,000).</p> <p>Nationally, police recorded crime in 2013/14 was at a similar level to the previous year; this is a change in pattern as the general trend since 2002/2003 has been year on year reductions. One reason offered by the ONS is that recording may have improved due to a focus on quality of data.</p> <p>The Council continues to work in partnership with other stakeholders to reduce crime in the District. The Council is represented at both Community Safety Partnership (CSP) meetings and Community Solutions meetings which is the operational arm of the CSP. The Community Safety Officer works closely with local policing teams, and has assisted in initiatives to ensure that sheds and garages are adequately secured in Fairford/Lechlade areas, and helped to keep residents' and visitors' possessions safe from pick-pocketers in Moreton market. We also support neighbourhood policing meetings</p>	<p>70 (39.5)</p>	<p>40 (36.4)</p>	<p>40 (40.4)</p>

Efficiency Measure	Performance	Baseline plus two years rank (2013/14)	Baseline plus one year rank (2012/13)	Baseline year rank (2011/12)
Overall crime rate per 1,000 population in 2013/14 (contd.)	<p>where communities are able to raise their concerns.</p> <p>We recently secured £50,000 from the Police and Crime Commissioner for 2014-2017 to support projects that will help to improve community safety.</p> <p><sup>1</sup> 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>			

\*\*ranking not yet available

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