

## Appendix B Efficiency Measures - summary

Indicator	Baseline rankings (outturns in brackets)	2012/13 rankings	2013/14 rankings	Improvement trend for rankings  (2013/14 against the baseline)	Improvement trend for rankings  (2013/14 against 2012/13)
Overall cost of council services per head of population (Revenue Estimates)	<b>77</b> (£109.81)	<b>77</b> (£107.80)	<b>78</b> (£104.70)	↔	↓
Rate of increase in council tax	<b>36</b> (0%)	<b>1</b> (-5%)	<b>1</b> (-3%)	↑	↔
Time taken to process housing benefit/council tax benefit – new claims	<b>14</b> (13 days <sup>1</sup> ) (12.3 days <sup>2</sup> )	<b>5</b> (10 days <sup>1</sup> ) (9.4 days <sup>2</sup> )	<b>6</b> (11 days <sup>1</sup> ) (HB only)	↑	↓
Percentage of council tax collected	<b>4</b> (99.2%)	<b>17</b> (98.9%)	<b>12</b> (98.9%)	↓	↑
Amount of residual household waste per household (kg)	<b>12</b> (362 kg)	<b>15</b> (361 kg)	<b>18</b> (379 kg)	↓	↓
Percentage of household waste sent for recycling, composting and reuse	<b>11</b> (58.65%)	<b>9</b> (58.57%)	<b>9</b> (58.05%)	↑	↔
Sickness absence rate (average full-time equivalent days per full-time equivalent)	<b>142</b> (8.5 days)	<b>142</b> (9.1 days)	<b>25</b> (5.9 days)	↑	↑
Unemployment claimant rate (job seekers allowance)	<b>20</b> (1.4%)	<b>26</b> (1.1%)	<b>12</b> (0.6%)	↑	↑
Overall crime rate per 1,000 population	<b>40</b> (40.4)	<b>40</b> (36.4)	<b>70</b> (39.5)	↓	↓
Overall ranking	<b>9</b>	<b>5</b>	<b>4</b>	↑	↑

<sup>1</sup> DWP reported

<sup>2</sup> Council reported