

**Appendix D - Efficiency Measures Summary**

Indicator	Baseline rankings (outturns in brackets)	2012/13 rankings	2013/14 rankings	2014/15 rankings	2015/16 rankings	Improvement trend for rankings (2015/16 against the baseline)	Improvement trend for rankings (2015/16 against 2014/15)
Overall cost of council services per head of population (Revenue Estimates)	77 (£109.81)	77 (£107.80)	78 (£104.70)	78 (£102.25)	32 (£82.66)	↑	↑
Rate of increase in council tax	36 (0%)	1 (-5%)	1 (-3%)	1 (-5%)	8 (0%)	↑	↓
Time taken to process housing benefit/council tax benefit – new claims	14 (13 days <sup>1</sup> ) (12.3 days <sup>2</sup> )	5 (10 days <sup>1</sup> ) (9.4 days <sup>2</sup> )	6 (11 days <sup>1</sup> ) (HB only)	15 (13 days <sup>1</sup> ) (HB only)	21 (14 days <sup>2</sup> ) (HB only)	↓	↓
Percentage of council tax collected	4 (99.2%)	17 (98.9%)	12 (98.9%)	20 (98.8%)	18 (98.9%)	↓	↑
Amount of residual household waste per household (kg)	12 (362 kg)	15 (361 kg)	18 (379 kg)	23 (383 kg <sup>2</sup> )	26 (386 kg)	↓	↓
Percentage of household waste sent for recycling, composting and reuse	11 (58.65%)	9 (58.57%)	9 (58.05%)	13 (58.00%)	18 (58.16%)	↓	↓
Sickness absence rate (average full-time equivalent days per full-time equivalent)	142 (8.5 days)	142 (9.1 days)	25 (5.9 days)	140 (8.9 days)	11 (5.3 days)	↑	↑
Unemployment claimant rate (Job Seekers Allowance prior to 2014/15)	20 (1.4%)	26 (1.1%)	12 (0.6%)	25 (0.6%)	18 (0.6%)	↑	↑
Overall crime rate per 1,000 population	40 (40.4)	40 (36.4)	70 (39.5)	51 (37.2)	25 (36.2)	↑	↑
Overall ranking	9	5	4	8	3	↑	↑

<sup>1</sup> DWP reported

<sup>2</sup> Council reported