

Appendix C - Efficiency Measures (2016/17 Year End)

| Efficiency Measure | Performance | 2016/17(no ranking available) | Baseline plus four years rank (2015/16) | Baseline plus three years rank (2014/15) | Baseline plus two years rank (2013/14) | Baseline plus one year rank (2012/13) | Baseline year rank (2011/12) |
|---|--|---|---|---|--|---|---|
| Time taken to process Housing Benefit/Council Tax Support: new claims | <p>Overall, the service is performing well and within the top quartile for Shire Districts (2015/16: 16 days (housing benefit only)).</p> <p>The average time to process a housing benefit/council tax support new claims improved from 14.3 days in the previous year to 12.6 days, while changes of circumstance took on average under five days to process, almost one day faster than the previous year, and well within the target of 6 days.</p> <p>The shared Benefits team [with West Oxfordshire] became fully operational in May 2016, and is likely to be contributing to the improved performance.</p> | <p>12.6 days</p> <p>Target: 14 days</p> | <p>21 (14 days)</p> <p>Council reported HB only</p> | <p>15 (13 days)</p> <p>DWP reported HB only</p> | <p>6 (11 days)</p> <p>DWP reported HB only</p> | <p>5 (9.4 days)</p> <p>Council reported</p> | <p>14 (12.3 days)</p> <p>Council reported</p> |
| Percentage of council tax collected | <p>The Council has continued to maintain a high collection rate, and at the end of March 2017, we had collected around 99% of council tax due.</p> <p>Officers are continuing to be proactive in recovering council tax and domestic rates, especially those householders who have had final reminders. This is helping to reduce the number of summons, and costs to the customer, in addition to ensuring that a high proportion of council tax is collected.</p> <p>Changes to the Council Tax reduction scheme (which aim to align this scheme with other welfare benefits, and with West Oxfordshire's scheme) were approved by Council in December. These changes will result in a small increase to the council tax base and the amount of council tax to be collected from April 2017.</p> | <p>99.02%</p> <p>Target: 99.00%</p> | <p>18 (98.9%)</p> | <p>20 (98.8%)</p> | <p>12 (98.9%)</p> | <p>17 (98.9%)</p> | <p>4 (99.2%)</p> |

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|--|---|---|---|--|--|---------------------------------------|------------------------------|
| Percentage of household waste sent for reuse, recycling and composting | <p>During 2016/17, we re-used, recycled and composted 59.6% of household waste, nearly 1.5 percentage points higher than the previous year; and the best recycling performance since 2010/11. The composting rate (36.5%) was up nearly two percentage points on the previous year while the dry recycling rate (22.6%) was less than half a percentage point down. The re-use rate was largely unchanged (0.5%).</p> <p>The latest publication of statistics on waste managed by local authorities indicated that the amount of local authority waste in England sent for recycling did not change between 2014/15 and 2015/16, although the recycling rate fell by 0.5 percentage points from 42.9% to 42.4%.</p> | <p>59.6%</p> <p>Target: 60%</p> | 18 (58.16%) | 13 (58.00%) | 9 (58.05%) | 9 (58.57%) | 11 (58.65%) |
| Residual household waste per household | <p>The District continues to produce higher amounts of residual waste per household than it did prior to 2013/14, although less residual waste per household was produced in 2016/17 compared to the previous year. Residents in Cotswold District produce less residual waste per household than other districts in Gloucestershire, and also recycle much more.</p> <p>Nationally, residual household waste per household has been increasing since 2012/13. The latest national figures indicate that in 2015/16, 564 kg of residual waste per household was produced, up from 558 kg in the previous year.</p> | <p>383 kg</p> <p>Target: 360 kg</p> | 26 (386 kg) | 23 (383 kg) Council reported | 18 (379 kg) | 15 (361 kg) | 12 (362 kg) |

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|--|---|--|---|--|--|---------------------------------------|------------------------------|
| The number of working days lost due to sickness absence per full-time equivalent | <p>Sickness absence increased by over two days per full time equivalent compared to the previous year when the sickness absence rate was unusually low.</p> <p>There was a higher incidence of short term sickness absence (Actual: 5.13 days, Target: 4 days) related to infections, colds and flu, in particular during the last six months of the year. Long term sickness absence contributed to 2.36 days (target 2 days) to the overall sickness absence figure.</p> <p>All cases of sickness absence are managed and progressed under the Council's Absence Management Policy, and case reviews are undertaken when 'trigger' points have been reached.</p> | <p>7.49 days</p> <p>Target: 6 days</p> | 11 (5.3 days) | 140 (8.9 days) | 25 (5.9 days) | 142 (9.1 days) | 142 (8.5 days) |
| Unemployment claimant rate (Claimant rate ¹) | <p>Historically, the JSA claimant rate in Cotswold District has been relatively low, although it has peaked as high as 2.2% during the economic crisis of 2008/09. Since May 2014, the rate has remained below 1%.</p> <p>In June 2015, an experimental measure to reflect changes to the benefits system was introduced. The impact of Universal Credit (UC) on the Claimant Count was small initially, but with the wider roll out of UC, the impact on the Claimant Count has increased¹. As a result, the ONS believe that the Claimant Count may be providing a misleading representation of changes in the UK labour market, and consequently the Claimant Count will no longer be published in their statistical bulletins, although the datasets will still be available. Caution in interpreting monthly movements in the Claimant Count has been advised.</p> <p>The claimant count in March 2017 was 360.</p> <p>¹ UC requires a broader set of people to look for work and therefore will increase over time as it is rolled out, and will be higher than JSA once fully rolled out</p> | <p>0.7%</p> <p>(March 2017)</p> | 18 (0.6%) Claimant | 25 (0.6%) Claimant | 12 (0.6%) JSA | 17 (1.0%) JSA | 20 (1.4%) JSA |

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|---|--|-------------------------------|---|--|--|---------------------------------------|------------------------------|
| Overall cost of Council services per head of population in 2017/18 (from Revenue Estimates) | <p>The Council has made reductions in its overall cost of services. Efficiency savings have been made from revisions to the joint senior management structure with West Oxfordshire and other shared working opportunities within the units; and from April 2016, the 2020 Partnership Venture.</p> <p>In February 2017, the Cabinet and Council considered and approved the Draft Medium Term Financial Strategy 2017/18 to 2019/20 and Budget proposals. The MTFS includes savings targets which will be delivered in the main by the 2020 Vision for Joint Working.</p> | To be set in February 2017 | 32 (£82.66) | 78 (£102.25) | 78 (£104.70) | 77 (£109.25) | 77 (£109.81) |
| Rate of increase in council tax in 2017/18 | <p>One of the Council's priorities is to provide high quality services at the lowest possible cost to Council Taxpayers; a theme that has run through past and current Corporate Strategies.</p> <p>Since 2011/12, this Council has either frozen [its portion of] council tax or reduced council tax. The cost of [our portion] of council tax for an average Band D property has reduced from £144.38 in the baseline year to £126.40 in 2017/18.</p> | 6 (0%) | 8 (0%) | 1 (-5%) | 1 (-3%) | 1 (-5%) | 36 (0%) |

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|---|--|---------------------------------------|---|--|--|---------------------------------------|------------------------------|
| Overall crime rate per 1,000 population ² | <p>Between April 2016 and March 2017 (data provided by Gloucestershire County Council), 2970 crimes were recorded in Cotswold District, 2.4% lower than the previous year. This equates to just under 35 crimes per 1,000 population. There were decreases in overall criminal damage and non-domestic burglaries, while shoplifting increased by nearly 75%. The number of shoplifting offences is prone to fluctuations and is generally thought to be due to a few persistent offenders.</p> <p>Nationally, police recorded crime for the 12 months to December 2016 was up 9% on the previous year; a continuing upward trend since the year ending March 2014. Much of this increase is thought to be due to a renewed focus on the quality of crime recording by the police, and the expansion of some categories relating to violence against the person (19% increase). These changes will affect comparisons over time, and therefore this series is not currently deemed to be a reliable measure of trends in many categories of crime. The Crimes for England and Wales (CSEW) survey reported an overall decrease in crime from the previous survey which was not statistically significant.</p> <p>²Police recorded crime data no longer meets the required standard for designation as National Statistics</p> | 34.8 (12 months to March 2017) | 25 (36.2) | 51 (37.2) | 70 (39.5) | 40 (36.4) | 40 (40.4) |
| Percentage of major planning applications determined in accordance with relevant timescales | <p>Forty-four of the 48 notices were issued within the required timeframe. This high performance reflects the willingness of applicants to work with Officers to get a positive outcome.</p> <p>This is a new indicator added to the basket based on the recommendation of Overview and Scrutiny committee, and will be included in the 2016/17 ranking exercise.</p> | 91.7% Target 70% | n/a | n/a | n/a | n/a | n/a |