

Appendix C Efficiency Measures Summary

Indicator	Baseline rankings (outturns in brackets)	2012/13 rankings	2013/14 rankings	2014/15 rankings	2015/16 rankings	2016/17 rankings	2017/18 rankings	Improvement trend for rankings (2017/18 against the baseline)	Improvement trend for rankings (2017/18 against 2016/17)
Overall cost of council services per head of population (Revenue Estimates)	77 (£109.81)	77 (£107.80)	78 (£104.70)	78 (£102.25)	70 (£95.82)	68 (£94.57)	84 (£100.65)	↓	↓
Rate of increase in council tax	36 (0%)	1 (-5%)	1 (-3%)	1 (-5%)	8 (0%)	6 (0%)	4 (0%)	↑	↑
Time taken to process housing benefit new claims (Council Tax included prior to 2013/14)	14 (13 days ¹) (12.3 days ²)	5 (10 days ¹) (9.4 days ²)	6 (11 days ¹)	15 (13 days ¹)	21 (14 days ²)	9 (13 days ¹)	25 (15 days ¹)	↓	↓
Percentage of council tax collected	4 (99.2%)	17 (98.9%)	12 (98.9%)	20 (98.8%)	18 (98.9%)	4 (99.3%)	8 (99.12%)	↓	↓
Amount of residual household waste per household (kg)	12 (362 kg)	15 (361 kg)	18 (379 kg)	23 (383 kg ²)	26 (386 kg)	28 (383 kg)	32 (384 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%)	11 (59.6%)	19 (58.71%)	↑	↓
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)	69 (7.5 days)	n/a	n/a	n/a
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%)	8 (0.6%)	70 (1.2%)	↓	↓
Overall crime rate per 1,000 population	40 (40.4)	40 (36.4)	70 (39.5)	51 (37.2)	25 (36.2)	20 (35.8)	8 (36.3)	↑	↑
Percentage of major applications determined in time within the assessment period						34 (92%)	41 (93.9%)	n/a	↓
Overall ranking	9	5	4	8	3	1	2	↑	↓

¹ DWP reported

² Council reported