

Appendix D - Efficiency Measures (2018/19 Q3)

Efficiency Measure	Performance	2018/19 Q3 (no ranking available)	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	Baseline year rank 2011/12
<p>Time taken to process Housing Benefit</p> <p>NB Council tax support is local to each council, therefore they are no longer included in this indicator</p>	<p>From April 2013, Universal Credit (UC) was introduced with Job Centre Plus offices processing HB new claims for single claimants. In 2016, UC was expanded across the country to include all claimant types via the Full Service. UC Full Service was implemented in Cotswold District in November 2017.</p> <p>As a result of the rollout of the Full Service, the number of Housing Benefit new claims that the Council processes has fallen. Between April and December 2018, the Council received 174 HB new claims compared to 537 HB new claims for the same period in 2017. However, the cases it is responsible for are the more complex types such as pensioners, families with 3+ children, claimants in emergency accommodation and supported accommodation. The combination of fewer but more complex claims has resulted in an increase in the average processing time which is further exacerbated by having to wait for claimants to return documentation.</p> <p>The Council is still responsible for processing all council tax support cases and change of circumstances, and workloads have increased in these areas as a result of the implementation of Universal Credit. For example, the DWP assesses claimants every four weeks, and any change results in a re-calculation of the benefits that we are responsible for, such as Council Tax support.</p>	<p>17.7 days</p> <p>Target: 17 days</p>	<p>25 (15 days)</p> <p>DWP reported HB only</p>	<p>9 (13 days)</p> <p>DWP reported HB only</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>
<p>Percentage of council tax collected</p>	<p>At the end of Q3, the Council had collected nearly 87% of council tax due. The service continues to be proactive in recovering council tax and domestic rates by contacting householders, 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>86.84%</p> <p>Target 85%</p>	<p>8 (99.12%)</p>	<p>4 (99.34%)</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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<p>Percentage of household waste sent for reuse, recycling and composting (ex NI 192)</p>	<p>For the first nine months of the year, the District re-used, recycled and composted nearly 61% of household waste, a similar performance to the same period of the previous year (60.61%).</p> <p>The dry recycling rate was 21.7%, the composting rate was 38.41% and the re-use rate was 0.45%; the proportions were broadly the same as the previous year.</p> <p>Recycling rates have been plateauing for some time. The official England waste from households recycling rate for 2017 was 45.2%, up just 0.3 percentage points on 2016 (Statistics on waste managed by local authorities in England in 2017/18 Defra, December 2018). While the total waste tonnage was down by 1.5% on the previous year, dry recycling tonnage was down by 2.1%. Food waste tonnage was up by 8.7% but forms a small proportion of overall waste.</p> <p>Household waste (ex NI 192 – as reported here) is a broader definition of waste than waste from households. The recycling rate for England was 43.2%, down by 0.5 percentage point on 2016-17. The total tonnage of household waste fell by 2.3%. While the tonnage of household residual waste fell by 1.6%, the combined recycling tonnage fell by 3.4%.</p> <p>The South West region had the largest increase in household waste recycling at 49%, up 0.7 percentage points on 2016/17; the South-East region and London had marginal increases; all other regions experienced a decline in their recycling rates.</p>	<p>60.56%</p> <p>Target: 61%</p>	<p>19 (58.69%)</p> <p>Defra</p>	<p>11 (59.6%)</p>	<p>18 (58.16%)</p>	<p>13 (58.00%)</p>	<p>9 (58.05%)</p>	<p>9 (58.57%)</p>	<p>11 (58.65%)</p>

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Residual household waste per household	<p>Although the District produces higher amounts of residual waste per household than it did prior to 2013/14 the amount of residual waste we are producing has generally flattened out.</p> <p>Residual household waste per household was just short of its target in Q3, but still an improvement on Q3 of the previous year (99 kg). The year to date outturn was 286 kg per household, again ahead of our position a year ago.</p> <p>Residual waste per household in England was 544 kg in 2017/18 (Defra, December 2018), down from 557 kg in the previous year. The South West region had the lowest amount of residual waste per household at 514 kg.</p> <p>A review of the service has been completed with any changes likely to be implemented in Autumn 2019. An educational and promotional campaign will accompany service changes aimed at improving recycling rates, and reducing residual household waste.</p>	<p>97 kg</p> <p>Target 96 kg</p>	<p>32 (383 kg)</p> <p>Defra</p>	<p>28 (383 kg)</p>	<p>26 (386 kg)</p>	<p>23 (383 kg)</p> <p>Council reported</p>	<p>18 (379 kg)</p>	<p>15 (361 kg)</p>	<p>12 (362 kg)</p>

Efficiency Measure	Performance	2018/19 Q3 (no ranking available)	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	Baseline year rank (2011/12)
<p>Percentage of major planning applications determined in accordance with relevant timescales (within the assessment period)</p>	<p>From 2017-18, we are monitoring planning performance on the Department for Communities and Local Government's criteria for designation¹.</p> <p>During the assessment period covering the two year period 1st October 2016 – 30th September 2018, 86.49% of major planning applications were determined within the relevant timescales. The Council will be assessed on this performance during January-March 2019, along with other Local Planning Authorities. The designation threshold is 60%.</p> <p>In Q3, a new assessment period commenced covering the period October 2017 – September 2019. To the end of December 2018, nearly 79% of major planning applications were determined within relevant timescales.</p> <p>¹ Designations are made in the first quarter of each calendar year. The assessment period for this measure is the two years up to and including the most recent quarter for which data on planning application decisions are available at the time of designation</p>	<p>78.85%</p> <p>Target 60%</p>	<p>41 (93.9%)</p> <p>Oct. 2015- Sept. 2017</p>	<p>34 (92.0%)</p> <p>Oct. 2014- Sept. 2016</p>	<p>n/a</p>	<p>n/a</p>	<p>n/a</p>	<p>n/a</p>	<p>n/a</p>

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Unemployment claimant rate (Claimant rate ²)	<p>In May 2014, the claimant rate in Cotswold District fell below 1%, and has generally been low for a number of years at around 0.6%-0.7%.</p> <p>In November 2017, Universal Credit Full Service (new claims for all claimant types are put on UC) was implemented in the District, and since this date, the claimant count has been increasing. The claimant count for December was 615 (1.2%) compared to 305 (0.6%) in November 2017.</p> <p>Full Service roll out commenced in 2016, and was completed at the end of December 2018. The claimant count has been largely affected by when Full Service commenced with increases in the claimant count being more pronounced in those areas that have been operating Full Service for longer. These statistics are considered experimental (statistics in development).</p> <p>The Department for Work and Pensions (DWP) will begin moving the remaining existing benefit claimants to Full Service from July 2019 in a managed migration. Initially, 10,000 people will transfer as part of a pilot scheme. The whole process is expected to be completed by December 2023.</p> <p>² 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>	1.2% (Dec. 2018)	70 (1.2%) Claimant	8 (0.6%) Claimant	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 2018/19 (from Revenue Estimates)	<p>The overall cost of services for 2018/19 is expected to be £100.65 per head of population, a reduction of over 8% on the baseline year. There has been a small increase in spend per head which takes into account some increased one-off spend in priority areas such as the Cirencester car parking project, implementation of the Community Infrastructure Levy and support for Strategic Planning including the Cirencester Master Plan.</p> <p>The draft Medium Term Financial Plan 2019/20 – 2022/23 and Budget 2019/20 will be considered by Cabinet and Council in February 2019.</p> <p>The Council has made reductions in its overall cost of services initially from revisions to the joint senior management structure with West Oxfordshire and other shared working opportunities within the units; and from 1st April 2016, the 2020 Partnership, which has been superseded by the creation of Publica Group (Support) Ltd. Publica and the transformation programme will be the vehicle for delivering future savings.</p>	To be set in February 2019	84 (£100.65)	68 (£94.57)	70 (£95.82)	78 (£102.25)	78 (£104.70)	77 (£109.25)	77 (£109.81)
Rate of increase in council tax in 2018/19	<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 2018/19.</p>	To be set in February 2019	4 (0%)	6 (0%)	8 (0%)	1 (-5%)	1 (-3%)	1 (-5%)	36 (0%)

Efficiency Measure	Performance	2018/19 Q3 (no ranking available)	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	Baseline year rank (2011/12)
Overall crime rate per 1,000 population ³	<p>Police recorded crime is low in Cotswold District in comparison to other shire district councils with 3174 crimes recorded in 2017-18, slightly higher than in 2016/17.</p> <p>More recent police recorded crime data from Gloucestershire County Council (provided by the Police) indicates 3163 crimes were recorded in Cotswold District in the 12 months to December 2018.</p> <p>The Crime Survey for England and Wales (CSEW) has shown a continued fall in overall levels of crime over the years but the latest estimates for the year ending September 2018 indicated that apart from computer misuse offences which fell by 33%, the other main types of crime showed no significant changes compared to the previous year.</p> <p>While the CSEW is considered a better measure of long term trends for crime types thought to be well-reported and accurately recorded, police recorded crime data can help identify short-term changes.</p> <p>Nationally, police recorded crime for the 12 months to September 2018 was up 7% on the previous year; although a continuing upward trend since the year ending March 2014, the increase was smaller than previous years. Much of this increase is thought to be due to improvements in recording practices, more victims coming forward, and potentially genuine increases in some crime types such as vehicle related theft, robbery and some high harm violent offences involving the use of knives and sharp instruments.</p> <p>³ Police recorded crime data no longer meets the required standard for designation as National Statistics</p>	36.1 (12 months to Dec. 2018)	8 (36.3)	20 (35.8)	25 (36.2)	51 (37.2)	70 (39.5)	40 (36.4)	40 (40.4)