

Appendix C - Efficiency Measures (2018/19 Year End)

Efficiency Measure	Performance	2018/19 (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 (HB) new claims</p> <p>NB Council tax support is local to each council, therefore they are no longer included in this indicator</p>	<p>The implementation of Universal Credit Full Service in Cotswold District in November 2017 has affected both the number of HB new claims that the Council processes and processing times.</p> <p>The Council received 235 HB new claims in 2018/19 compared to 632 HB new claims in 2017/18. 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 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>16.7 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>
Percentage of council tax collected	<p>At the end of 2018/19, the Council had collected over 99% of council tax due.</p> <p>The Council has consistently maintained a high collection rate in comparison to other councils. The national collection rate in 2017/18 was 97.1%, and 98% for shire districts; both were down one percentage point on the previous year due to the increased amount of council tax to be collected (+5.7% for all LAs in England). As households are able to spread the payment over 12 months, there will be a delay in commencing recovery action to collect the arrears until the following year. The service continues to recover Council Tax on previous years' debt throughout the year.</p>	<p>99.14%</p> <p>Target : 99%</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>

Efficiency Measure	Performance	2018/19 (no ranking available)	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	Baseline year rank 2011/12
Percentage of household waste sent for reuse, recycling and composting (ex NI 192)	<p>The District re-used, recycled and composted nearly 60% of household waste, a similar performance to previous years.</p> <p>The dry recycling rate was 22.59%, the composting rate was 35.88% and the re-use rate was 0.48%; the proportions were broadly the same as the previous year.</p> <p>The new service will launch on 4th November 2019 and will be accompanied by good, clear communication, and a promotion to drive up recycling performance, which is expected to result in improved performance over time.</p> <p>Nationally, recycling rates have been plateauing for some time, and while total waste tonnage has fallen, dry recycling tonnage has fallen faster. Food waste tonnage is increasing but forms a small proportion of overall waste. (Statistics on waste managed by local authorities in England in 2017/18 Defra, December 2018).</p>	58.95% Target: 60%	19 (58.69%) Defra reported	11 (59.6%)	18 (58.16%)	13 (58.00%)	9 (58.05%)	9 (58.57%)	11 (58.65%)
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 per household has generally flattened out.</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 per household at 514 kg.</p> <p>An educational and promotional campaign will accompany service changes in November and is aimed at both improving recycling rates, and reducing residual household waste.</p>	383 kg Target 384 kg	32 (383 kg) Defra reported	28 (383 kg)	26 (386 kg)	23 (383 kg) Council reported	18 (379 kg)	15 (361 kg)	12 (362 kg)

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<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, 85.71% of major planning applications were determined within the relevant timescales, exceeding the designation threshold of 60%.</p> <p>In 2018-19 Q3, a new assessment period commenced covering the period 1st October 2017 – 30th September 2019. To the end of March 2019, 77.8% 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>130 (85.71%)</p> <p>Oct. 2016 - Sept. 2018</p> <p>MHCLG reported</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>

Efficiency Measure	Performance	2018/19 (no ranking available)	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	Baseline year rank 2011/12
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>The implementation of Universal Credit² Full Service (new claims for all claimant types are put on UC) across the country commenced in 2016, and finished at the end of December 2018. The claimant count³ 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.</p> <p>Since the implementation of Universal Credit Full Service in this District in November 2017, the claimant count/rate has been increasing. The claimant count for March 2019 was 695 (1.3%) compared to 390 (0.8%) in March 2018. However, we are starting to see an improvement in our ranking, from 70th in December 2018 to 56th in March 2019.</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> <p>³ These statistics are considered to be experimental</p>	1.3% (March 2019)	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 was a small increase in spend per head on the previous year 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 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's transformation programme is the vehicle for delivering future savings.</p>	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 2019/20	<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 had either frozen [its portion of] council tax or reduced council tax.</p> <p>For 2019/20, the Council increased its portion of council tax by 2% (excluding parish precepts) to reflect an inflationary increase. The cost of [our portion] of council tax for an average Band D property has increased from £126.40 in 2018/19 to £128.93, still well below the baseline year (£144.38).</p>	35 (2.0%)	4 (0%)	6 (0%)	8 (0%)	1 (-5%)	1 (-3%)	1 (-5%)	36 (0%)

Efficiency Measure	Performance	2018/19 (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 ⁴	<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 3231 crimes were recorded in Cotswold District in the 12 months to March 2019.</p> <p>The Crime Survey for England and Wales (CSEW) has shown a continued fall in overall levels of crime over the years but estimates since the year ending September 2018 has shown no significant changes compared to the previous survey, and is thought to indicate a change in trend.</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 December 2018 was up 7% on the previous year; although a continuing upward trend since the year ending March 2014, the increase was smaller than the previous year (13%). 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>⁴ Police recorded crime data no longer meets the required standard for designation as National Statistics</p>	36.9 (March 2019 provisional)	8 (36.3)	20 (35.8)	25 (36.2)	51 (37.2)	70 (39.5)	40 (36.4)	40 (40.4)