

Appendix C Efficiency Measures (2016/17 Q1)

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>The average time to process a housing benefit/council tax support new claims in Q1 was 13.2 days, compared to 16.6 days in Q1 of the previous year. The average time to process change of circumstances was also within the target of 6 days (Actual: 4.98 days).</p> <p>Overall, the service is performing well and within the top quartile for Shire Districts (2015/16: 16 days (housing benefit only)).</p> <p>A new shared Benefits team structure [with West Oxfordshire] became fully operational in May 2016. Systems have been aligned as far as possible, and processes are continuing to be reviewed. The new structure should add resilience and help the team deal with the increased workloads (Cabinet report 2014-15 Q3).</p>	<p>13.2 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>At the end of Q1, we had collected a similar amount of council tax as at this stage in previous years.</p> <p>We are continuing to maintain a high annual collection rate at almost 99%. In comparison, the national in-year collection rate for 2015/16 was 97.1% and for Shire Districts, 98%.</p> <p>The team works with customers to ensure that a high proportion of council tax is collected, whilst reducing the number of summons, and costs to the customer.</p>	<p>30.94%</p> <p>Target: 30.00%</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>

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)
Percentage of household waste sent for reuse, recycling and composting	<p>We achieved our highest combined recycling rate over the last five years. This performance is largely attributable to a high composting rate (41.4%), with an exceptional composting performance in June (47.2%). Our recycling and re-use rate is continuing to hold up well (21.2%).</p> <p>Following consultation with Members in 2015/16 on the bring bank network and proposed options for offering greater opportunities to recycle at the most popular sites, Officers are making the necessary preparations for changes at each of the sites. These changes will be fully publicised prior to implementation.</p>	<p>62.55%</p> <p>Target: 61%</p>	<p>*</p> <p>(58.16%)</p>	<p>13</p> <p>(58.00%)</p>	<p>9</p> <p>(58.05%)</p>	<p>9</p> <p>(58.57%)</p>	<p>11</p> <p>(58.65%)</p>
Residual household waste per household	<p>In Q1, the District produced a similar amount of residual waste per household to Q1 of the previous two years. However, we still produce higher amounts of residual waste per household than we did prior to 2013/14. The issue of higher levels of waste arisings, in particular increased residual waste is an issue for all Gloucestershire Districts, and nationally.</p> <p>Residents in Cotswold District produce less residual waste per household than other districts in Gloucestershire, and also recycle much more. The Q1 combined recycling rate for Gloucestershire was 51.94%, and the amount of residual waste produced per household was 133 kg.</p>	<p>97 kg</p> <p>Target: 90 kg</p>	<p>*</p> <p>(382 kg)</p>	<p>23</p> <p>(383 kg)</p> <p>Council reported</p>	<p>18</p> <p>(379 kg)</p>	<p>15</p> <p>(361 kg)</p>	<p>12</p> <p>(362 kg)</p>

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<p>The number of working days lost due to sickness absence per full-time equivalent</p>	<p>The Council's overall sickness absence rate was close to target, and slightly higher than at this stage last year. Short term sickness absence was just under one day per employee (fte). Currently, there are two long term sickness cases which are both being managed in line with procedure.</p> <p>The Council has an active approach to managing sickness absence; managers are able to access a wide range of management tools including management reports, and occupational health referrals; and HR Business Partners monitor the frequency of return to work interviews. 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>1.45 days Target: 1.4 days</p>	<p>* (5.3 days)</p>	<p>140 (8.9 days)</p>	<p>25 (5.9 days)</p>	<p>142 (9.1 days)</p>	<p>142 (8.5 days)</p>
<p>Unemployment claimant rate (Claimant rate)</p>	<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 which combines both the number of people claiming JSA and Universal Credit claimants who are not in work¹ was introduced, and is considered to be a better measure of the number of people claiming unemployment related benefits. This measure is described as the Claimant count, and is the measure that has been used to calculate the 2014/15 ranking.</p> <p>In general, the Claimant count has continued to fall, and in June was 295 (0.6%), the lowest rate of the six Gloucestershire Districts (Gloucestershire: 1.0%); and slightly lower than our rate in June 2015 at 315 (0.6%).</p> <p>¹ With the acceleration of the national rollout of Universal Credit, the difference between JSA and Claimant count will widen. Note that the experimental measure currently includes some claimants who are out of work but not required to seek work due to illness or disability.</p>	<p>0.6%</p>		<p>25 (0.6%) Claimant</p>	<p>12 (0.6%) JSA</p>	<p>17 (1.0%) JSA</p>	<p>20 (1.4%) JSA</p>

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Overall cost of Council services per head of population in 2016/17 (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>The overall cost per head of population in 2016/17 is expected to be £82.66, a reduction of nearly 25% against the baseline.</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 2016/17	<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 2016/17.</p>	To be set in February 2017	8 (0%)	1 (-5%)	1 (-3%)	1 (-5%)	36 (0%)

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Overall crime rate per 1,000 population	<p>Recent ONS data shows that in 2015/16, there were 3080 recorded crimes in Cotswold District (36.2 per 1,000 population), a decrease of 2% on 2014/15, and an improvement in our ranking from 51 to 25. There were decreases in the number of shoplifting offences and non-domestic burglaries, while violence without injury increased.</p> <p>Nationally, there was an 8% increase in police recorded crime for 2015/16, which has been attributed to improved crime recording by the police (in particular violence against the person) and in some cases, the willingness of victims to come forward. In comparison, the Crime Survey for England and Wales (CSEW) estimated a 6% decrease in overall crime compared to the previous year's survey. The CSEW is thought to be a better indication of crime trends than police recorded crime.</p> <p>Gloucestershire Fire and Rescue service and Gloucestershire Police in partnership with this Council continues to undertake a series of community safety events throughout the District.</p> <p>²Police recorded crime data no longer meets the required standard for designation as National Statistics</p>	n/a	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>Eight of the nine 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 Scrutiny committee.</p>	88.9% Target 70%	n/a	n/a	n/a	n/a	n/a

*Awaiting benchmarking data