

**Appendix C - Efficiency Measures (2016/17 Q3)**

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 over the first nine months of the year from 14.3 days [at the end of March 2016] to 11.9 days. Furthermore, new claims processing times at the end of Q3 were over 2.5 days faster than at this stage in the previous year.</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><b>11.9 days</b></p> <p><b>Target: 14 days</b></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 Q3, we had collected a similar amount of council tax to this stage in previous years, and are on track to maintain a high annual collection rate.</p> <p>A new shared Council Tax team [with West Oxfordshire] is expected to be in place by the end of the financial year, which is expected to add resilience to the service.</p> <p>Changes to the Council Tax reduction scheme (these proposals aim to align this scheme with other welfare benefits, and with West Oxfordshire's scheme) were approved by Cabinet in November for recommendation to Council. The 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><b>87.04%</b></p> <p><b>Target: 87.00%</b></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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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>In the first nine months of the year, we re-used, recycled and composted 61.3% of household waste compared to 59.8% in the previous year. The composting rate (39.27%) was up nearly two percentage points on the previous year while the dry recycling (21.57%) rate was marginally down. The re-use rate was largely unchanged (0.45%).</p> <p>The recent 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%. The new waste from household indicator (a narrower definition) which reports on a calendar basis also showed a fall in recycling rate (0.9 percentage points) in 2015. In addition, there was a reduction of 2.7% of waste sent for recycling which was mostly attributed to a fall in the amount of organic waste (but not separately collected food waste), as well as a small decrease in the amount of dry recycling.</p>	<b>61.3%</b>  <b>Target: 61%</b>	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, and is on course for producing a similar amount of residual waste per household as the previous year. However, 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 2013/14. In 2015/16, we produced 546 kg of residual waste per household.</p>	<b>96 kg</b>  <b>Target: 96 kg</b>	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>There was a slight improvement in the Council's overall sickness absence rate compared to the previous quarter. In comparison to the same period in the previous year, there was a higher incidence of sickness absence attributable to high levels of short term sickness absence relating to infections, colds and influenza. At the end of the quarter, there were no long term sickness cases.</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><b>1.98 days</b></p> <p><b>Target: 1.7 days</b></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 <sup>1</sup> )	<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>Over the last year, the claimant rate has remained low at around 0.6%-0.7%. The claimant count in December 2016 was 315, slightly lower than November (330), and slightly up on the previous December (310).</p> <p>In comparison, the claimant rate in England was 1.7%, and in Gloucestershire, 1%. Cotswold District, at 0.6% was the lowest rate of the six Districts.</p> <p><sup>1</sup>The claimant count combines the number of people claiming JSA and the number of Universal Credit claimants who are not in work which currently includes claimants who are out of work but not required to seek work due to illness or disability.</p>	<p><b>0.6%</b></p> <p><b>(Dec 2017)</b></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 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 <sup>2</sup>	<p>For the 12 months to December 2016 (data provided by Gloucestershire County Council), 2931 crimes were recorded in Cotswold District, 5.4% lower than the previous year. This equates to 34.4 crimes per 1,000 population.</p> <p>Nationally, police recorded crime for the 12 months to September 2016 was up 8% 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 (22% increase). These changes will affect comparisons over time, and therefore this series is not currently deemed to be a reliable measure of trends in 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><sup>2</sup>Police recorded crime data no longer meets the required standard for designation as National Statistics</p>	<b>34.4 (12 months to December 2016)</b>	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>In the first nine months of the year, 34 of the 35 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, and will be included in the 2016/17 ranking exercise.</p>	<b>97.1%</b> <b>Target 70%</b>	n/a	n/a	n/a	n/a	n/a