

Appendix C - Efficiency Measures (2017/18 Q1)

Efficiency Measure	Performance	2017/18 Q1 (no ranking available)	Baseline plus five years rank (2016/17)	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 ¹	<p>Overall, the service is performing well and within the top quartile for Shire Districts (2016/17: 17 days (housing benefit only)).</p> <p>At the end of Q1, the average time to process a housing benefit/council tax support new claim was 15 days. Although slower than at this stage in the previous year, we have started to regain some of the shortfall; at the end of July, processing times had improved to 14 days.</p> <p>The service is experiencing some capacity issues with increases in the volume of work, some of which is related to additional burdens placed on the service by the DWP, as well as the loss of experienced benefit assessment officers. The capacity issues are being addressed, and additionally, the service is analysing the data to identify if there are ways that processing times can be further reduced.</p> <p>¹ Speed of processing figures for local authorities will start to be affected by the extent of the roll out of universal credit in their area; and care will need to be taken when benchmarking performance.</p>	<p>15 days</p> <p>Target: 14 days</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 Q1, the Council had collected nearly 31% of council tax, a similar rate to this stage in the previous year.</p> <p>Recently published 2016/17 figures for English councils indicated that the Council is continuing to maintain a high collection rate in comparison to other councils. The national collection rate was 97.2%, and for shire districts, the rate was 98.1%, up slightly on the previous year.</p>	<p>30.72%</p> <p>Target: 30%</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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Percentage of household waste sent for reuse, recycling and composting	At the end of Q1, we had re-used, recycled and composted over 62% of household waste. We composted 41.15% of household waste, and recycled and re-used 21.06%; a very similar performance to this quarter a year ago.	62.21% Target: 60%	* (59.6%)	18 (58.16%)	13 (58.00%)	9 (58.05%)	9 (58.57%)	11 (58.65%)
Residual household waste per household	The District produces higher amounts of residual waste per household than it did prior to 2013/14; however, the amount of residual waste per household does appear to be plateauing. In Q1, we produced slightly less residual waste compared to the same quarter in the previous year. In comparison, Gloucestershire produced around 114 kg per household in Q1 (provisional figures); and nationally, residual household waste per household has been increasing since 2012/13.	96 kg Target: 94 kg	* (383 kg)	26 (386 kg)	23 (383 kg) Council reported	18 (379 kg)	15 (361 kg)	12 (362 kg)
The number of working days lost due to sickness absence per full-time equivalent	The overall sickness absence rate was low at 0.9 days per employee, which related mostly to short term sickness absence (0.7 days). 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.	0.9 days Target: 1.5 days	* (7.5 days)	11 (5.3 days)	140 (8.9 days)	25 (5.9 days)	142 (9.1 days)	142 (8.5 days)

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Unemployment claimant rate (Claimant rate ²)	<p>Since May 2014, the claimant rate in Cotswold District has remained below 1%.</p> <p>The claimant rate over the last couple of years has been stable at around 0.6%-0.7%. The claimant count in June 2017 was 320, down from 340 (0.7%) in March 2017, and similar to our position a year ago. In comparison, the claimant count in Gloucestershire was 1%, and 1.3% in the South West.</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>	0.6% (June 2017)	*	18 (0.6%) Claimant	25 (0.6%) Claimant	12 (0.6%) JSA	17 (1.0%) JSA	20 (1.4%) JSA
Overall cost of Council services per head of population in 2017/18 (from Revenue Estimates)	<p>The overall cost of services for 2017/18 is expected to be £62.91 per head of population, a reduction of nearly 30% on the previous year, and 43% on the baseline year.</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 April 2016, the 2020 Partnership. In the Autumn 2017, Publica will become operational, and will deliver further savings.</p>	To be set in February 2018	3 (£62.91)	32 (£82.66)	78 (£102.25)	78 (£104.70)	77 (£109.25)	77 (£109.81)

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Rate of increase in council tax in 2017/18	<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 2017/18.</p>	To be set in February 2018	6 (0%)	8 (0%)	1 (-5%)	1 (-3%)	1 (-5%)	36 (0%)
Overall crime rate per 1,000 population ³	<p>For the 12 months to June 2017, 2987 crimes were recorded in Cotswold District (data provided by Gloucestershire County Council), a similar position to the 12 months to June 2016 (34.4 crimes per 1,000 population). There were decreases in overall criminal damage, while shoplifting has increased over the last six months, with an increase of over 70% compared to the previous 12 months. The number of shoplifting offences is prone to fluctuations and is generally thought to be due to a few persistent offenders.</p> <p>Nationally, police recorded crime for the 12 months to March 2017 was up 10% 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; however, lately there has been suggestion that some of the increase is related to real increases in some crime types.</p> <p>³Police recorded crime data no longer meets the required standard for designation as National Statistics</p>	34.8 (12 months to June 2017)	20 (35.8)	25 (36.2)	51 (37.2)	70 (39.5)	40 (36.4)	40 (40.4)

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<p>Percentage of major planning applications determined in accordance with relevant timescales (within the assessment period)</p>	<p>During service planning, amendments were made to the Planning service's indicator set to reflect the extended planning performance designation regime to include performance for non-major applications.</p> <p>The guidance from the Department of Communities and Local Government informs us that the Secretary of State will decide whether any designations should be made in the first quarter of each calendar year [for both Major and Non-major applications]. 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. Therefore, the next designation will be announced in January-March 2018 based on the assessment period October 2015 to September 2017. We will be monitoring planning performance on the same criteria as the DCLG.</p>	<p>92.3%</p> <p>Target 60%</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>