

**Appendix C - Efficiency Measures (2017/18 Q2)**

Efficiency Measure	Performance	2017/18 Q2 (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 <sup>1</sup>	<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 Q2, the average time to process a housing benefit/council tax support new claim was around 15 days, similar to our position at the end of Q1.</p> <p>The service is continuing to experience capacity issues with increases in the volume of work, some of which relate 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; however, it will take some months to fully train officers. Additionally, the service has analysed its data to identify the causes of delays in processing so that action can be taken to improve processing times.</p> <p><sup>1</sup> 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><b>15.1 days</b></p> <p><b>Target: 14 days</b></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 Q2, the Council had collected nearly 58.95% of council tax, a similar rate to this stage in the previous year (58.91%).</p> <p>The Council is continuing to maintain a high collection rate in comparison to other councils. In 2016/17, the national collection rate was 97.2%, and for shire districts, the rate was 98.1%, up slightly on 2015/16.</p>	<p><b>58.95%</b></p> <p><b>Target: 59%</b></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	<p>Between April and September 2017, we re-used, recycled and composted over 62% of household waste, less than 0.5 percentage point lower than for the same period in the previous year.</p> <p>We composted 41.29% of household waste, and recycled and re-used 20.99%. Although the composting rate was lower in May-July compared to the previous year, the deficit was almost completely recovered during August and September. The recycling and reuse rate was just slightly down on our position last year (April-Sept. 2016: 21.33%)</p>	62.28%  Target: 62%	* (59.6%)	18 (58.16%)	13 (58.00%)	9 (58.05%)	9 (58.57%)	11 (58.65%)
Residual household waste per household	<p>The District produces higher amounts of residual waste per household than it did prior to 2013/14; and nationally, residual household waste per household has been increasing since 2012/13.</p> <p>There were some signs of improvement in 2016/17; and between April and September of this year, the District produced a similar amount of residual waste per household to that produced in the first six months of 2016/17.</p>	97 kg  Target: 93 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	<p>The Council's sickness absence rate for the first six months of 2017/18 was low, and compares well to the same period in the previous year (3.72 days per fte) when we experienced higher levels of long term sickness absence.</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>	2.43 days  Target: 3.0 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 <sup>2</sup> )	<p>Since May 2014, the claimant rate in Cotswold District has remained below 1%; and has been relatively stable over the last couple of years at around 0.6%-0.7%.</p> <p>Although the claimant count for September (300) was slightly lower than June (320), and September 2016 (315), there was no change in the claimant rate at 0.6%.</p> <p>The claimant rate in Gloucestershire was 1%, no change compared to June, but slightly lower than September 2016 (1.1%). Cotswold District had the lowest claimant rate of the six Districts in September 2017.</p> <p><sup>2</sup> 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>	<b>0.6% (Sept. 2017)</b>	*	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. On the 1<sup>st</sup> November 2017, Publica Group (Support) will become operational, and will deliver the savings in the 2020 Vision.</p>	<b>To be set in February 2018</b>	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 <sup>3</sup>	<p>For the 12 months to September 2017, 3023 crimes were recorded in Cotswold District (data provided by Gloucestershire County Council), a similar position to the 12 months to September 2016 (35.0 crimes per 1,000 population). There were decreases in overall criminal damage, while shoplifting increased by 43% compared to the previous 12 months, although over the last quarter, shoplifting incidents appear to be falling. 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 June 2017 was up 13% on the previous year; a continuing upward trend since the year ending March 2014. 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 violent crime and theft.</p> <p><sup>3</sup>Police recorded crime data no longer meets the required standard for designation as National Statistics</p>	35.2 (12 months to Sept 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>From 2017-18, we are monitoring planning performance on the Department for Communities and Local Government's criteria for designation.</p> <p>The guidance 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. During this assessment period, 91.3% of major planning applications were determined within relevant timescales.</p>	<p><b>93.75%</b></p> <p>Oct. 2015-Sept. 2017</p> <p><b>Target 60%</b></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>