Appendix C - Efficiency Measures (2017/18 Q4)

Efficiency Measure	Performance	2017/18 (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]	The service has maintained a consistent performance over the course of the year, with an average processing time of around 15 days, which is well within the top quartile for Shire Districts (2016/17: 17 days (housing benefit only). During the year, the service experienced 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 service has also been proactive in identifying ways to improve processing times, however, some aspects of the process are outside our control such as the time it takes claimants to return forms and evidence. Targets have been reviewed for 2018/19 to be in line with top quartile performance [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.	**14.9 days** **Target: 14 days**	9 (13 days) DWP reported HB only	21 (14 days) Council reported HB only	15 (13 days) DWP reported HB only	6 (11 days) DWP reported HB only	5 (9.4 days) Council reported	14 (12.3 days) Council reported
Percentage of council tax collected	At the end of the year, the Council had collected over 99% of council tax. The Council has consistently maintained a high collection rate in comparison to other councils. The national collection rate in 2016/17 was 97.2%, and for shire districts, 98.1%. The service continues to recover Council Tax throughout the year, and a report will be prepared for Cabinet in early summer detailing the additional Council Tax that has been collected from previous years.	**99.13%** **Target: 99%**	4 (99.34%)	18 (98.9%)	20 (98.8%)	12 (98.9%)	17 (98.9%)	4 (99.2%)

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Percentage of household waste sent for reuse, recycling and composting	During the year, we re-used, recycled and composted nearly 59% of household waste, less than one percentage point lower than the previous year. We composted 35.68% of household waste, and recycled and re-used 23.03%. Although the composting rate was marginally higher at the end of October /November 2018, by the end of the year, it was down by just under one percentage point due to the snowfall in December and March. The recycling and re-use rate was similar to the previous year (2017/18 Actual: 23.1%).	**(interim) 58.71%** **Target: 60%**	11 (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. During 2017/18, we produced 384 kg of residual waste per household, not dissimilar to the previous year. The poor weather and snow in the winter months is likely to have contributed to higher amounts of residual waste in the last few months of the year. Nationally, the amount of residual waste per household decreased in 2016/17 for the first time since 2012/13. Residual waste per household for England was 557 kg, down from 564kg in the previous year.	**(interim) 384 kg** **Target: 380 kg**	28 (383 kg)	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	The majority of staff transferred to Publica Group Ltd on 1st November 2017. As the number of staff retained by the Council is low (17), we will not be reporting on this indicator on a quarterly basis. However, all cases of sickness absence will continue to be managed and progressed under the Council's Absence Management Policy. Sickness absence for Publica staff is being monitored by Publica Executive Group and Publica Board. For the period 1st November 2017 – 31st March 2018, the average number of days lost per Publica employee (full time equivalent) was 4.1 days, with long term sickness contributing to just over two days.	**Not reported**	69 (7.5 days)	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[2])	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%. The claimant count for March was 390, higher than a year ago (360), and higher than the previous month (355). In general, the count is affected by seasonal fluctuations, with increases after the Christmas. This increase in claimant count has been a trend for all Gloucestershire Districts over the last quarter. However, we must also consider the advice given by the ONS to interpret monthly movements with care due to the wider roll out of Universal Credit. [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	**0.8% (March 2018)**	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 2017/18 (from Revenue Estimates)	The overall cost of services for 2017/18 is expected to be £94.57 per head of population, a reduction of nearly 14% on the baseline year. 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 1st November 2017, the majority of staff transferred to Publica Group Ltd, which will be the vehicle for delivering future savings.	To be set in February 2018	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 2017/18	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. 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 2018/19.	4 (0%)	6 (0%)	8 (0%)	1 (-5%)	1 (-3%)	1 (-5%)	36 (0%)

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Overall crime rate per 1,000 population[3]	For the 12 months to March 2018, 3082 crimes were recorded in Cotswold District (data provided by Gloucestershire County Council), a similar rate per 1,000 population to the 12 months to March 2017 (35.8 crimes per 1,000 population). The number of crimes in most categories stayed the same or decreased, except for vehicle related crimes. Nationally, police recorded crime for the 12 months to December 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 vehicle related theft and burglary. In contrast, the Crime Survey for England and Wales (CSEW) has continued to show substantial decreases in crime since 1995. The CSEW estimates that a large majority (8 out of 10) people had not been a victim of any crimes asked in the survey in the previous 12 months. [3]Police recorded crime data no longer meets the required standard for designation as National Statistics	**35.9 (12 months to March 2018)**	20 (35.8)	25 (36.2)	51 (37.2)	70 (39.5)	40 (36.4)	40 (40.4)

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Percentage of major planning applications determined in accordance with relevant timescales (within the assessment period)	From 2017-18, we are monitoring planning performance on the Department for Communities and Local Government's criteria for designation. 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. The last designation was announced in January-March 2018 based on the assessment period October 2015 to September 2017. During this assessment period, 93.8% of major planning applications were determined within relevant timescales. This was well within the target of 60%. A new assessment period commenced in Q3 covering the period 1st October 2016 – 31st March 2018. During this period, 87.04% of major planning applications were determined within relevant timescales.	**93.8%** Oct. 2015-Sept. 2017 **Target 60%**	34 (92.0%) Oct. 2014-Sept. 2016	n/a	n/a	n/a	n/a	n/a