

## Appendix C - Efficiency Measures (2018/19 Q1)

Efficiency Measure	Performance	2018/19 Q1 (no ranking available)	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	Baseline year rank 2011/12
<p>Time taken to process Housing Benefit<sup>1</sup></p> <p>NB Council tax support is local to each council, therefore they are no longer included in this indicator</p>	<p>Targets for 2018/19 were reviewed during service planning and are now in line with top quartile performance for shire district councils (2017/18: 17 days). The service experiences higher workloads at the beginning of the financial year, and therefore the target has been profiled accordingly.</p> <p>From April 2013, Universal Credit (UC) was introduced with Job Centre Plus offices processing HB new claims for single claimants. From December 2014, UC was expanded across the country to include all claimant types via the full service. UC full service was implemented in Cotswold District in November 2017.</p> <p>As a result of the rollout of the full service, the number of new claims dealt with by Local Authorities will reduce. However, the workload that has been transferred to Job Centre Plus is relatively small in relation to the overall workload of the service. Furthermore, the Council still has responsibility for processing the more complex cases such as pensioners, families with 3+ children, claimants in emergency accommodation and supported accommodation; and the dividing line between claimant types dealt with by the Council and those dealt with by Job Centre Plus remains fluid. The Council will also continue to process all council tax support cases and change of circumstances.</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>16.7 days</p> <p>Target: 18 days</p>	<p>25 (15 days)</p> <p>DWP reported HB only</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>

Efficiency Measure	Performance	2018/19 Q1 (no ranking available)	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	Baseline year rank 2011/12
Percentage of council tax collected	<p>At the end of Q1, the Council had collected nearly 31% of council tax due.</p> <p>Recently published 2017-18 data for all Councils indicates that the Council is consistently maintaining a high collection rate in comparison to other councils. The national collection rate in 2017/18 was 97.1%, and for shire districts, 98%, both were down one percentage point on the previous year. The factors to be taken into account are: the amount of council tax to be collected has increased (5.7% for all LAs in England), and households have been permitted to spread the payment of their rates over 12 months (previously 10 months). This means authorities are unlikely to commence any recovery action to collect the arrears until the following year.</p> <p>The service continues to recover previous years Council Tax throughout the new financial year, and a report will be prepared for Cabinet in early summer detailing the additional Council Tax that has been collected from previous years.</p>	30.8%	8 (99.12%)	4 (99.34%)	18 (98.9%)	20 (98.8%)	12 (98.9%)	17 (98.9%)	4 (99.2%)
Percentage of household waste sent for reuse, recycling and composting	<p>In Q1, we re-used, recycled and composted over 63% of household waste, 1.3 percentage points higher than Q1 of the previous year. The higher performance was due to exceptionally high composting rates in May and June. Overall, we composted 43.44% of household waste during the quarter, 2.3 percentage points higher than Q1 of the previous year.</p> <p>Conversely, the dry recycling and reuse rate was down by one percentage point, although the tonnage was up slightly on the previous year. Overall, we recycled and re-used 20.08% of household waste during the quarter.</p>	63.51%	(57.1%) *	11 (59.6%)	18 (58.16%)	13 (58.00%)	9 (58.05%)	9 (58.57%)	11 (58.65%)

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Residual household waste per household	<p>The District produces higher amounts of residual waste per household than it did prior to 2013/14.</p> <p>We produced 97 kg of residual waste per household in Q1, a similar performance to previous years.</p> <p>A review of the service is currently underway with any changes likely to be implemented in Autumn 2019. An educational and promotional campaign will accompany service changes aimed at improving recycling rates, and reducing residual household waste.</p>	<p>97kg</p> <p>Target: 94kg</p>	<p>*</p> <p>(384 kg)</p>	<p>28</p> <p>(383 kg)</p>	<p>26</p> <p>(386 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>
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>The claimant count for June was 490 (1%). In November 2017, Universal Credit full service (new claims for all claimant types are put on UC) was implemented in the District, and since this date, there has been an increase in the claimant count. We understand that in general, the claimant count has broadly been flat in non-full service areas while it has risen in those areas that have transitioned to full service roll out.</p> <p>Full service roll out commenced in some local authority areas in December 2014, and is expected to be complete by the end of December 2018. After the roll out process has completed, the Department for Work and Pensions (DWP) will begin moving the remaining existing benefit claimants to UN full service starting in 2019. We do not expect any reliable statistics until all cases have transferred to the full service.</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>	<p>1.0% (June 2018)</p>	<p>Awaiting data – Dec. 2018</p>	<p>8</p> <p>(0.6%) Claimant</p>	<p>18</p> <p>(0.6%) Claimant</p>	<p>25</p> <p>(0.6%) Claimant</p>	<p>12</p> <p>(0.6%) JSA</p>	<p>17</p> <p>(1.0%) JSA</p>	<p>20</p> <p>(1.4%) JSA</p>

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Overall cost of Council services per head of population in 2018/19 (from Revenue Estimates)	<p>The overall cost of services for 2018/19 is expected to be £100.65 per head of population, a reduction of over 8% on the baseline year. There has been a small increase in spend per head which takes into account some increased one-off spend in priority areas such as the Cirencester car parking project, implementation of the Community Infrastructure Levy and support for Strategic Planning including the Cirencester Masterplan.</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 1<sup>st</sup> April 2016, the 2020 Partnership, which has been superseded by Publica Group Ltd. Publica and the transformation programme will be the vehicle for delivering future savings.</p>	To be set in February 2019	84 (£100.65)	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	<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 2018/19.</p>	To be set in February 2019	4 (0%)	6 (0%)	8 (0%)	1 (-5%)	1 (-3%)	1 (-5%)	36 (0%)

Efficiency Measure	Performance	2018/19 Q1 (no ranking available)	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	Baseline year rank (2011/12)
Overall crime rate per 1,000 population <sup>3</sup>	<p>The recently published police recorded crime data for 2017-18 indicates that the crime rate in Cotswold District is low in comparison to other shire district councils. There were 3174 crimes recorded, slightly higher than for 2016/17, with decreases in shoplifting, while vehicle related crimes increased.</p> <p>We are also able to obtain up to date police recorded crime data from Gloucestershire County Council (provided by the Police) which shows that for the 12 months to May 2018, 3068 crimes were recorded in Cotswold District.</p> <p>The latest estimates from the Crime Survey for England and Wales (CSEW) for the year ending March 2018 show that most types of crime have stayed at levels similar to the previous year. The main changes were a decrease in computer misuse (-31%) and an increase in vehicle related theft (+17%). The CSEW estimates that a large majority (8 out of 10) of people had not been a victim of any crimes asked in the survey in the previous 12 months.</p> <p>Nationally, police recorded crime for the 12 months to March 2018 was up 11% 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.</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 May 2018)	8 (36.3)	20 (35.8)	25 (36.2)	51 (37.2)	70 (39.5)	40 (36.4)	40 (40.4)

Efficiency Measure	Performance	2018/19 Q1 (no ranking available )	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	Baseline year rank (2011/12)
Percentage of major planning applications determined in accordance with relevant timescales (within the assessment period)	<p>From 2017-18, we are monitoring planning performance on the Department for Communities and Local Government's criteria for designation<sup>4</sup>.</p> <p>A new assessment period commenced in Q3 of the previous year and covers the period 1<sup>st</sup> October 2016 – 30<sup>th</sup> September 2018. During the period to 30<sup>th</sup> June 2018, 86.2% of major planning applications were determined within relevant timescales.</p> <p><sup>4</sup> Designations are made in the first quarter of each calendar year. 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</p>	86.2%  Target 60%	41 (93.9%)  Oct. 2015-Sept. 2017	34 (92.0%)  Oct. 2014-Sept. 2016	n/a	n/a	n/a	n/a	n/a