Appendix C - Efficiency Measures (2018/19 Q2)

Efficiency Measure	Performance	2018/19 Q2 (no ranking available)	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	Baseline year rank 2011/12
Time taken to process Housing Benefit[1] NB Council tax support is local to each council, therefore they are no longer included in this indicator	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). 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. As a result of the rollout of the Full Service, the number of new claims that the Council processes has fallen, however, the cases it is responsible for are the more complex types such as pensioners, families with 3+ children, claimants in emergency accommodation and supported accommodation. The combination of fewer but more complex claims is resulting in longer processing times and this is exacerbated by having to wait for claimants to return documentation. Furthermore, the implementation of Universal Credit has increased the service's overall workload as the DWP assesses claimants every four weeks, and any change results in a re-calculation of the benefits that we are responsible for, such as Council Tax support. [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.	18.5 days Target: 17 days	25 (15 days) DWP reported HB only	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

Efficiency Measure	Performance	2018/19 Q2 (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	At the end of Q2, the Council had collected over 58% of council tax due. The service continues to be proactive in recovering council tax and domestic rates by contacting householders, especially those householders who have had final reminders. This is helping to reduce the number of summons, and costs to the customer, in addition to ensuring that a high proportion of council tax is collected.	58.59% Target: 57%	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	Waste management data for September has not yet become available. We are, however, able to report on the recycling rate to August 2018. For the first five months of the year, the District re-used, recycled and composted nearly 62% of household waste, a similar performance to the same period of the previous year, and close to the Q2 target. We had an exceptional composting rate in the first quarter (43.4%) but due to the hot weather and lack of rain in July and August, the composting rate [to August] fell 3 percentage points on our position at the end of June. The dry recycling and reuse rate continues to hold up well (21.18%) and was similar to our position a year ago (21.04%).	To Aug 2018 61.95% Target: n/a	* (57.1%)	11 (59.6%)	18 (58.16%)	13 (58.00%)	9 (58.05%)	9 (58.57%)	11 (58.65%)

Efficiency Measure	Performance	2018/19 Q2 (no ranking available)	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	Baseline year rank (2011/12)
Residual household waste per household	Waste management data for September has not yet become available. We are, however, able to report on residual waste to August 2018. Although the District produces higher amounts of residual waste per household than it did prior to 2013/14 the amount of residual waste we are producing has generally flattened out. We produced 161kg of residual waste per household to August 2018, slightly lower than the previous year to August 2017 (163kg). 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.	To Aug 2018 161kg Target: n/a	* (384 kg)	28 (383 kg)	26 (386 kg)	23 (383 kg) Council reported	18 (379 kg)	15 (361 kg)	12 (362 kg)
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[2]. The current assessment period covers the two year period 1st October 2016 – 30th September 2018. During this period, 86.49% of major planning applications were determined within the relevant timescales. [2] 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	86.49% 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

Efficiency Measure	Performance	2018/19 Q2 (no ranking available)	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	Baseline year rank 2011/12
Unemployment claimant rate (Claimant rate[3])	In May 2014, the claimant rate in Cotswold District fell below 1%, and has generally fallen over the last few years to around 0.6%-0.7%. 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. The claimant count for September was 550 (1.1%). 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. 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. We do not expect any reliable statistics until all cases have transferred to the full service. [3] 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	1.1% (Sept. 2018)	Awaiting data – Dec. 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

Efficiency Measure	Performance	2018/19 Q2 (no ranking available)	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	Baseline year rank (2011/12)
Overall cost of Council services per head of population in 2018/19 (from Revenue Estimates)	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. 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 1st April 2016, the 2020 Partnership, which has been superseded by the creation of Publica Group (Support) Ltd. Publica and the transformation programme will be the vehicle for delivering future savings.	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 2018/19	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.	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 Q2 (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[4]	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, with 3174 crimes recorded, slightly higher than in 2016/17. More recent police recorded crime data from Gloucestershire County Council (provided by the Police) shows that for the 12 months to September 2018, 3182 crimes were recorded in Cotswold District. The Crime Survey for England and Wales (CSEW) has shown a continued fall in overall levels of crime over the years but in the last year the trend has been more stable. The latest estimates for the year ending September 2018 indicate that most types of crime have stayed at levels similar to the previous year. However, if fraud and computer misuse offences are excluded (only collected from 2015), the survey estimates a 6% increase in the overall crime level, mostly driven by theft offences. It is too early to say whether this increase reflects a change in trend. Nationally, police recorded crime for the 12 months to September 2018 was up 9% on the previous year; although a continuing upward trend since the year ending March 2014, the increase was smaller than previous years. 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. [4] Police recorded crime data no longer meets the required standard for designation as National Statistics	36.4 (12 months to Sept. 2018)	8 (36.3)	20 (35.8)	25 (36.2)	51 (37.2)	70 (39.5)	40 (36.4)	40 (40.4)