

## **Benchmarking Report** **(Quarter Two Performance 2017/18)**

### **1. Introduction**

1.1. The following report details figures for the financial year 1<sup>st</sup> April to 30<sup>th</sup> September 2017 for a number of local authorities initially identified using the CIPFA 'Nearest Neighbours' model. The following authorities provided figures for this benchmarking exercise:

- East Staffordshire Borough Council
- East Northamptonshire Council
- Gedling Borough Council
- High Peak Borough Council
- North Warwickshire Borough Council
- Erewash Borough Council
- Chorley Council
- Bassetlaw District Council

1.2. However it should be noted that not all participating authorities are in a position to provide data for all the performance indicators in the exercise. A comparison table for each performance indicator is shown below, where a sufficient number of Councils have provided comparable data for that indicator.

1.3. To ensure data quality and allow for fair comparison between the participating authorities, the participating authorities were asked to highlight where any performance indicator was not calculated using previously published NI / BVPI definitions or guidance.

**1.4. Some variations have been highlighted so please take these into account when considering this report.**

**1.5. Where no additional comment has been made to highlight variations, then the report assumes that the figures provided are cumulative and that they are calculated in accordance with recognised NI / BVPI definitions. Other comments provided by the relevant participating authority have also been detailed where appropriate.**

## 2. Former National Indicators

<b>NI 181 - Time taken to process Housing / Council Tax Benefit new claims and changes (days)</b>						
Rank	Authority	2016/17 Year End	2017/18			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	Authority B	5.2	5	5		
2	Authority F	6.4	5.34	5.35		
3	<b>East Staffordshire</b>	<b>9.5</b>	<b>7.42</b>	<b>7.52</b>		
4	Authority D	8.77	7.85	7.59		
5	Authority G	9.99	14.35	14.98*		

\*Combined HB and CTR

## 3. Former Best Value Performance Indicators

<b>BVPI 9 - Council Tax collected (%)</b>						
Rank	Authority	2016/17 Year End	2017/18			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	Authority E	--	32.66	60.34		
2	Authority D	98.57	30.38	58.79		
3	Authority A	98.09	29.75	57.99		
4	<b>East Staffordshire</b>	<b>97.51</b>	<b>29.9</b>	<b>57.70</b>		
5	Authority C	98.41	29.53	57.39		
6	Authority B	98.40	28.97	56.38		
7	Authority F	98.02	28.61	55.97		
8	Authority G	96.91	25.30	50.94		

<b>BVPI 10 - NNDR collected</b>						
Rank	Authority	2016/17 Year End	2017/18			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	Authority E	--	31.91	60.82		
2	<b>East Staffordshire</b>	<b>98.76</b>	<b>33.5</b>	<b>60.70</b>		
3	Authority F	98.19	31.02	60.23		
4	Authority D	99.57	30.31	58.74		
5	Authority C	98.51	30.33	58.64		
6	Authority B	98.71	30.79	56.74		
7	Authority A	98.57	29.38	56.52		
8	Authority G	98.72	27.02	54.92		

BVPI 12 - Days sick per member of staff (variation 1 – Short Term Sick)						
Rank	Authority	2016/17 Year End	2017/18			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	East Staffordshire	2.67	0.52	1.12		
2	Authority F	3.28	1.04	2.31		

BVPI 79b(i) – Overpaid benefit recovered as % of current year overpayments						
Rank	Authority	2016/17 Year End	2017/18			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	Authority G	78	86	90.68		
2	Authority D	100	59	67		
3	East Staffordshire	72.06	93.51	62.29		

#### 4. Summary

4.1. East Staffordshire Borough Council has been ranked as follows

4.1.1. **BVPI 12:** Days sick per member of staff (variation 1 – Short Term Sick)  
**Ranked 1<sup>st</sup> of 2 participating authorities**  
*(Corporate Plan ref. VFM42 – ranked “Green”)*

4.1.2. **BVPI 10:** NNDR collected  
**Ranked 2<sup>nd</sup> of 8 participating authorities**  
*(Corporate Plan ref. VFM23 – ranked “Green”)*

4.1.3. **NI181:** Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)  
**Ranked 3<sup>rd</sup> of 5 participating authorities**  
*(Corporate Plan ref. VFM17 – ranked “Green”)*

4.1.4. **BVPI 79b(i):** Overpaid benefit recovered as % of current year overpayments  
**Ranked 3<sup>rd</sup> of 3 participating authorities**  
*(Corporate Plan ref. VFM22 – ranked “Green”)*

4.1.5. **BVPI 9:** Council Tax collected (%)  
**Ranked 4<sup>th</sup> of 8 participating authorities**  
*(Corporate Plan ref. VFM23 – ranked “Green”)*