

Benchmarking Report **(Quarter Three Performance 2017/18)**

1. Introduction

1.1. The following report details figures for the financial year 1st April to 31st December 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
- South Kesteven 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. 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

| NI 181 - Time taken to process Housing / Council Tax Benefit new claims and changes (days) | | | | | | |
|---|---------------------------|---------------------|-------------|-------------|-------------|----------|
| Rank | Authority | 2016/17 Year End | 2017/18 | | | |
| | | | Qtr 1 | Qtr 2 | Qtr 3 | Year End |
| 1 | Authority B | 5.2 | 5 | 5 | 5 | |
| 2 | Authority F | 6.4 | 5.34 | 5.35 | 5.49 | |
| 3 | East Staffordshire | 9.5 | 7.42 | 7.52 | 7.55 | |
| 4 | Authority D | 8.77 | 7.85 | 7.59 | 7.5 | |

3. Former Best Value Performance Indicators

| BVPI 9 - Council Tax collected (%) | | | | | | |
|---|---------------------------|---------------------|-------------|--------------|--------------|----------|
| Rank | Authority | 2016/17 Year End | 2017/18 | | | |
| | | | Qtr 1 | Qtr 2 | Qtr 3 | Year End |
| 1 | Authority E | -- | 32.66 | 60.34 | 88.02 | |
| 2 | Authority D | 98.57 | 30.38 | 58.79 | 86.97 | |
| 3 | Authority A | 98.09 | 29.75 | 57.99 | 86.28 | |
| 4 | Authority G | -- | 29.43 | -- | 85.51 | |
| 5 | East Staffordshire | 97.51 | 29.9 | 57.70 | 85.40 | |
| 6 | Authority C | 98.41 | 29.53 | 57.39 | 85.24 | |
| 7 | Authority B | 98.40 | 28.97 | 56.38 | 83.92 | |
| 8 | Authority F | 98.02 | 28.61 | 55.97 | 83.23 | |

| BVPI 10 - NNDR collected | | | | | | |
|---------------------------------|---------------------------|---------------------|-------------|--------------|--------------|----------|
| Rank | Authority | 2016/17 Year End | 2017/18 | | | |
| | | | Qtr 1 | Qtr 2 | Qtr 3 | Year End |
| 1 | Authority E | -- | 31.91 | 60.82 | 87.24 | |
| 2 | East Staffordshire | 98.76 | 33.5 | 60.70 | 85.60 | |
| 3 | Authority G | -- | 33.04 | -- | 85.08 | |
| 4 | Authority D | 99.57 | 30.31 | 58.74 | 83.68 | |
| 5 | Authority F | 98.19 | 31.02 | 60.23 | 83.53 | |
| 6 | Authority A | 98.57 | 29.38 | 56.52 | 83.36 | |
| 7 | Authority B | 98.71 | 30.79 | 56.74 | 82.80 | |
| 8 | Authority C | 98.51 | 30.33 | 58.64 | 81.90 | |

| 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 | 1.79 | |
| 2 | Authority F | 3.28 | 1.04 | 2.31 | 3.09 | |

| 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 | East Staffordshire | 72.06 | 93.51 | 62.29 | 69.66 | |
| 2 | Authority D | 100 | 59 | 67 | 61 | |

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 1st of 2 participating authorities
(Corporate Plan ref. VFM42 – ranked “Green”)

4.1.2. **BVPI 79b(i):** Overpaid benefit recovered as % of current year overpayments
Ranked 1st of 2 participating authorities
(Corporate Plan ref. VFM22 – ranked “Green”)

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

4.1.4. **NI181:** Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)
Ranked 3rd of 4 participating authorities
(Corporate Plan ref. VFM17 – ranked “Green”)

4.1.5. **BVPI 9:** Council Tax collected (%)
Ranked 5th of 8 participating authorities
(Corporate Plan ref. VFM23 – ranked “Green”)