Benchmarking Report
(Quarter One Performance 2019/20)

1. Introduction

1.1. The following report details figures for Quarter One of the 2019/20 financial year i.e. 1st April to 30th June 2019 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
- Gedling Borough Council
- High Peak Borough Council
- North Warwickshire Borough Council
- Hinckley & Bosworth

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

Rank	Authority	2018/19 Year End	2019/20			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	**East Staffordshire**	6.21	**4.36 days**			
2	Authority A	4.6	5.7 days			

Table title: NI 181 - Time taken to process Housing / Council Tax Benefit new claims and changes (days)

3. Former Best Value Performance Indicators

Rank	Authority	2018/19 Year End	2019/20			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	Authority B	98.43	**29.64**			
2	**East Staffordshire**	**97.79**	**29.61**			
3	Authority C	98.10	**29.20**			
4	Authority D	98.02	**29.14**			
5	Authority A	97.91	**28.61**			

Table title: BVPI 9 - Council Tax collected (%)

Rank	Authority	2018/19 Year End	2019/20			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	**East Staffordshire**	98.59	**33.02**			
2	Authority D	99.13	**30.03**			
3	Authority B	99.09	**30.01**			
4	Authority C	99.20	**29.90**			
5	Authority A	97.91	**29.75**			

Table title: BVPI 10 - NNDR collected

Rank	Authority	2018/19 Year End	2019/20			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	**East Staffordshire**	2.75	**0.69**			

Table title: BVPI 12 - Days sick per member of staff (variation 1 – Short Term Sick)

2	Authority B	3.67	**0.73**			

BVPI 79b(i) – Overpaid benefit recovered as % of current year overpayments						
Rank	**Authority**	**2018/19 Year End**	**2019/20**			
			Qtr 1	**Qtr 2**	**Qtr 3**	**Year End**
1	**East Staffordshire**	106.74	**92.9**			
2	Authority D	89.55	**43.22**			

4. Summary

4.1. There are 5 performance indicators relevant to East Staffordshire Borough Council included in this benchmarking exercise.

4.2. Please note that there are different numbers of authorities that have participated in the benchmarking of each indicator.

4.3. East Staffordshire Borough Council has been ranked as follows

4.3.1. **BVPI 10:** NNDR collected
Ranked 1st of 5 participating authorities
(Corporate Plan ref. VFM36b – ranked "Green")

1.1.1. **BVPI 12:** Days sick per member of staff (variation 1 – Short Term Sick)
Ranked 1st of 2 participating authorities
(Corporate Plan ref. VFM14 – ranked "Green")

1.1.2. **NI 181:** Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)
Ranked 1st of 2 participating authorities
(Corporate Plan ref. VFM40 – ranked "Green")

1.1.3. **BVPI 79b(i):** Overpaid benefit recovered as % of current year overpayments
Ranked 1st of 2 participating authorities
(Corporate Plan ref. VFM41a – ranked "Green")

1.1.4. **BVPI 9:** Council Tax collected (%)
Ranked 2nd of 5 participating authorities
(Corporate Plan ref. VFM36a – ranked "Green")