

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

1. Introduction

1.1. The following report details figures for the financial year 1st April to 30th 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

NI 157a - Processing of major planning applications (%)						
Rank	Authority	2016/17 Year End	2017/18			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	Authority F	--	--	100		
	Authority E	--	100	100		
	Authority B	100	100	100		
	Authority C	100	100	100		
5	East Staffordshire	94	100	92		
	Authority D	95	92	92		
7	Authority A	98	85.71	82		
8	Authority G	87.50	85.71	62		

NI 157b - Processing of minor planning applications (%)						
Rank	Authority	2016/17 Year End	2017/18			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	Authority C	93	100	96		
2	East Staffordshire	96	95	94		
	Authority F	--	--	94		
4	Authority B	81	100	87.8		
5	Authority A	84	77.78	83		
6	Authority G	87.23	79.27	79		
7	Authority E	--	64	76		
8	Authority D	87	72	75		

NI 157c - Processing of other planning applications (%)						
Rank	Authority	2016/17 Year End	2017/18			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	Authority F	--	--	100		
2	East Staffordshire	99	97	98		
3	Authority B	89	95	92.68		
4	Authority C	96	94	92		
5	Authority A	90	92.45	91		
6	Authority G	92.23	89.76	87		
7	Authority D	86	79	86		

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		
2	Authority F	6.4	5.34	5.35		
3	East Staffordshire	9.5	7.42	7.52		
4	Authority D	8.77	7.85	7.59		
5	Authority G	9.99	14.35	14.98*		

*Combined HB and CTR

NI 191 - Residual household waste per household (kg)						
Rank	Authority	2016/17 Year End	2017/18			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	Authority C	461	112	214.88*		
2	East Staffordshire	450.23	116	242.25*		
3	Authority B	538.24	131	270.69		

* Estimated

NI 192 - Household waste recycled and composted (%)						
Rank	Authority	2016/17 Year End	2017/18			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	Authority D	48.73	54.18	52.64		
2	East Staffordshire	50.88	52	51.02*		
3	Authority C	45.30	50.02	50.28*		
4	Authority B	39	40	39.35		

* Estimated

NI 195a – Improved street and environmental cleanliness – litter (%)						
Rank	Authority	2016/17 Year End	2017/18			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	East Staffordshire	0	--	0*		
2	Authority B	1.4	2	2		
3	Authority G	2	--	2*		
4	Authority D	11	10	10**		

*Surveys April to July

**Results for the period April to June. Only the level of litter is monitored and excludes detritus.

NI 195b – Improved street and environmental cleanliness – detritus (%)						
Rank	Authority	2016/17 Year End	2017/18			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	East Staffordshire	0	--	0*		
2	Authority G	4	--	3*		
3	Authority B	5	2	4		

*Surveys April to July

NI 195c – Improved street and environmental cleanliness – graffiti (%)						
Rank	Authority	2016/17 Year End	2017/18			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	East Staffordshire	0	--	0*		
	Authority G	0	--	0		
3	Authority B	0.1	0.5	0.8		

*Surveys April to July

NI 195d – Improved street and environmental cleanliness – fly-posting (%)						
Rank	Authority	2016/17 Year End	2017/18			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	East Staffordshire	0	--	0*		
	Authority G	0	--	0*		

*Surveys April to July

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		
2	Authority D	98.57	30.38	58.79		
3	Authority A	98.09	29.75	57.99		
4	East Staffordshire	97.51	29.9	57.70		
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		

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		
2	East Staffordshire	98.76	33.5	60.70		
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. There are 14 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. **NI 195a:** Improved street and environmental cleanliness - litter
Ranked 1st of 4 participating authorities
(Corporate Plan ref. PSC11 – ranked “Green”)

4.3.2. **NI 195b:** Improved street and environmental cleanliness - detritus
Ranked 1st of 3 participating authorities
(Corporate Plan ref. PSC12 – ranked “Green”)

- 4.3.3. **NI 195c:** Improved street and environmental cleanliness - graffiti
Ranked joint 1st of 3 participating authorities
(Corporate Plan ref. PSC13 – ranked “Green”)
- 4.3.4. **NI 195d:** Improved street and environmental cleanliness – fly-posting
Ranked joint 1st of 2 participating authorities
(Corporate Plan ref. PSC14 – ranked “Green”)
- 4.3.5. **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”)
- 4.3.6. **BVPI 10:** NNDR collected
Ranked 2nd of 8 participating authorities
(Corporate Plan ref. VFM23 – ranked “Green”)
- 4.3.7. **NI 157b:** Processing of minor planning applications
Ranked joint 2nd of 8 participating authorities
(Corporate Plan ref. PLEG16 – ranked “Green”)
- 4.3.8. **NI 157c:** Processing of other planning applications
Ranked 2nd of 7 participating authorities
(Corporate Plan ref. PLEG17 – ranked “Green”)
- 4.3.9. **NI 192:** Household waste recycled and composted
Ranked 2nd of 4 participating authorities
(Corporate Plan ref. PSC17 – ranked “Green”)
- 4.3.10. **NI 191:** Residual household waste per household
Ranked 2nd of 3 participating authorities
(Corporate Plan ref. PSC16 – ranked “Green”)
- 4.3.11. **NI181:** Time taken to process Housing Benefit/Council Tax
Benefit new claims and change events (days)
Ranked 3rd of 5 participating authorities
(Corporate Plan ref. VFM17 – ranked “Green”)
- 4.3.12. **BVPI 79b(i):** Overpaid benefit recovered as % of current year
overpayments
Ranked 3rd of 3 participating authorities
(Corporate Plan ref. VFM22 – ranked “Green”)
- 4.3.13. **BVPI 9:** Council Tax collected (%)
Ranked 4th of 8 participating authorities
(Corporate Plan ref. VFM23 – ranked “Green”)

- 4.3.14. **NI 157a: Processing of major planning applications (%)**
Ranked joint 5th of 8 participating authorities
(Corporate Plan ref. PLEG15 – ranked “Green”)