

Benchmarking Report **(Quarter Four Performance 2018/19)**

1. Introduction

1.1. The following report details figures for Quarter Four of the 2018/19 financial year i.e. 1st January 2018 to 31st March 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
- High Peak Borough Council
- Gedling Borough Council
- Chorley Council
- Hinckley & Bosworth Borough Council
- North Warwickshire Borough 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 | 2017/18 Year End | 2018/19 | | | |
| | | | Qtr 1 | Qtr 2 | Qtr 3 | Year End |
| 1 | Authority A | 100 | 100 | 100 | 100 | 100.00 |
| 2 | East Staffordshire | 96 | 100 | 100 | 100 | 98.00 |
| 3 | Authority B | 100 | 100 | 100 | 95.24 | 96.77 |
| 4 | Authority E | 91 | 100 | 89 | 85 | 88.00 |
| 5 | Authority D | - | - | - | - | 83.00 |
| - | Authority F | 94 | 100 | 95 | 100 | - |

| NI 157b - Processing of minor planning applications (%) | | | | | | |
|--|---------------------------|---------------------|-----------|-----------|-----------|--------------|
| Rank | Authority | 2017/18 Year End | 2018/19 | | | |
| | | | Qtr 1 | Qtr 2 | Qtr 3 | Year End |
| 1 | East Staffordshire | 93 | 98 | 98 | 95 | 96.00 |
| 2 | Authority B | 91 | 98 | 96 | 95.33 | 93.57 |
| 3 | Authority A | 94 | 87 | 90 | 90 | 92.00 |
| 4 | Authority E | 79 | 89 | 88 | 91 | 89.00 |
| 5 | Authority D | - | - | - | - | 88.00 |
| - | Authority F | 84 | 97 | 100 | 97 | - |

| NI 157c - Processing of other planning applications (%) | | | | | | |
|--|---------------------------|---------------------|------------|-----------|-----------|--------------|
| Rank | Authority | 2017/18 Year End | 2018/19 | | | |
| | | | Qtr 1 | Qtr 2 | Qtr 3 | Year End |
| 1 | East Staffordshire | 97 | 100 | 99 | 99 | 99.00 |
| 2 | Authority A | 93 | 97 | 98 | 97 | 97.00 |
| 3 | Authority B | 95 | 97 | 98 | 96.63 | 96.57 |
| 4 | Authority D | - | - | - | - | 93.00 |
| 5 | Authority E | 85 | 82 | 90 | 85 | 85.00 |

| NI 181 - Time taken to process Housing / Council Tax Benefit new claims and changes (days) | | | | | | |
|---|---------------------------|---------------------|-------------|-------------|-------------|-------------|
| Rank | Authority | 2017/18 Year End | 2018/19 | | | |
| | | | Qtr 1 | Qtr 2 | Qtr 3 | Year End |
| 1 | Authority C | 5.05 | 5.09 | 4.67 | 4.58 | 4.01 |
| 2 | Authority B | 4.6 | 4.7 | 4.9 | 5.00 | 4.60 |
| 3 | East Staffordshire | 7.50 | 6.17 | 6.33 | 6.50 | 6.21 |
| 4 | Authority E | 5.02 | 6.8 | 6.82 | 7.08 | 9.97 |

| NI 191 - Residual household waste per household (kg) | | | | | | |
|---|---------------------------|---------------------|---------------|-------------|----------------|----------------|
| Rank | Authority | 2017/18 Year End | 2018/19 | | | |
| | | | Qtr 1 | Qtr 2 | Qtr 3 | Year End |
| 1 | Authority A | 435 | 108.85 | 229.5* | 327* | 449.49* |
| 2 | East Staffordshire | 482.30 | 120.39 | 234* | 355.50* | 477.41* |
| 3 | Authority B | 545.40 | 122.27 | 264.72 | 379.14 | 508.85 |

* Estimated

| NI 192 - Household waste recycled and composted (%) | | | | | | |
|--|---------------------------|---------------------|--------------|--------------|---------------|---------------|
| Rank | Authority | 2017/18 Year End | 2018/19 | | | |
| | | | Qtr 1 | Qtr 2 | Qtr 3 | Year End |
| 1 | Authority A | 49.00 | 51.55 | 50.11 | 50.04* | 48.76* |
| 2 | Authority E | 48.84 | 55.81 | 52.66 | 50.32 | 47.91 |
| 3 | East Staffordshire | 45.28 | 50.92 | 49.48 | 47.31* | 44.92* |
| 4 | Authority B | 39.00 | 34 | 36.50 | 37.33 | 36.75 |

* Estimated

| NI 195a – Improved street and environmental cleanliness – litter (%) (non-Cumulative) | | | | | | |
|--|---------------------------|---------------------|-----------|----------|----------|----------|
| Rank | Authority | 2017/18 Year End | 2018/19 | | | |
| | | | Qtr 1 | Qtr 2 | Qtr 3 | Year End |
| 1 | East Staffordshire | 0 | -- | 1 | 0 | 0 |
| 2 | Authority B | 2 | 2 | 1.5 | 1.5 | 1.3 |
| 3 | Authority E | 6 | 17 | 11.5 | 3.0 | 7 |

| NI 195b – Improved street and environmental cleanliness – detritus (%) (non-Cumulative) | | | | | | |
|--|---------------------------|---------------------|-----------|----------|----------|----------|
| Rank | Authority | 2017/18 Year End | 2018/19 | | | |
| | | | Qtr 1 | Qtr 2 | Qtr 3 | Year End |
| 1 | East Staffordshire | 0 | -- | 0 | 0 | 0 |
| 2 | Authority B | 4 | 1 | 2 | 2 | 2 |

| NI 195c – Improved street and environmental cleanliness – graffiti (%) (non-Cumulative) | | | | | | |
|--|---------------------------|---------------------|-----------|----------|----------|----------|
| Rank | Authority | 2017/18 Year End | 2018/19 | | | |
| | | | Qtr 1 | Qtr 2 | Qtr 3 | Year End |
| 1 | East Staffordshire | 0 | -- | 0 | 0 | 0 |
| | Authority B | 0.4 | 0 | 0 | 0 | 0 |

3. Former Best Value Performance Indicators

| BVPI 9 - Council Tax collected (%) | | | | | | |
|---|---------------------------|---------------------|--------------|--------------|-----------|--------------|
| Rank | Authority | 2017/18 Year End | 2018/19 | | | |
| | | | Qtr 1 | Qtr 2 | Qtr 3 | Year End |
| 1 | Authority B | 98.49 | 28.59 | 55.94 | 83.62 | 98.50 |
| 2 | Authority C | 98.16 | 28.60 | 55.95 | 83.06 | 98.44 |
| 3 | Authority A | 98.35 | 29.47 | 57.10 | 84.86 | 98.43 |
| 4 | Authority D | - | - | - | - | 98.10 |
| 5 | Authority E | 98.61 | 30.41 | 58.94 | 86.59 | 98.02 |
| 6 | East Staffordshire | 97.82 | 29.80 | 57.60 | 98 | 97.79 |
| - | Authority F | 97.40 | 32.51 | 60.33 | 87.93 | - |

| BVPI 10 - NNDR collected (%) | | | | | | |
|-------------------------------------|---------------------------|---------------------|--------------|--------------|-----------|--------------|
| Rank | Authority | 2017/18 Year End | 2018/19 | | | |
| | | | Qtr 1 | Qtr 2 | Qtr 3 | Year End |
| 1 | Authority D | - | - | - | - | 99.20 |
| 2 | Authority E | 99.95 | 30.47 | 57.39 | 84.52 | 99.13 |
| 3 | Authority A | 98.74 | 31.12 | 60.25 | 83.15 | 99.09 |
| 4 | Authority C | 98.85 | 30.86 | 58.10 | 83.08 | 98.44 |
| 5 | East Staffordshire | 97.83 | 31.61 | 60.19 | 99 | 97.79 |
| 6 | Authority B | 99.02 | 29.98 | 56.54 | 82.54 | 97.91 |
| -- | Authority F | 98.29 | 31.88 | 60.74 | 98.29 | - |

| BVPI 12 - Days sick per member of staff (variation 1 – Short Term Sick) | | | | | | |
|--|---------------------------|---------------------|-------------|-------------|-------------|-------------|
| Rank | Authority | 2017/18 Year End | 2018/19 | | | |
| | | | Qtr 1 | Qtr 2 | Qtr 3 | Year End |
| 1 | East Staffordshire | 2.78 | 0.38 | 1.01 | 1.87 | 2.75 |
| 2 | Authority C | 4.12 | 0.61 | 1.45 | 2.87 | 2.87 |
| 3 | Authority A | -- | 0.35 | 1.41 | 2.64 | 3.67 |

| BVPI 79b(i) – Overpaid benefit recovered as % of current year overpayments | | | | | | |
|---|---------------------------|---------------------|------------|------------|---------------|---------------|
| Rank | Authority | 2017/18 Year End | 2018/19 | | | |
| | | | Qtr 1 | Qtr 2 | Qtr 3 | Year End |
| 1 | East Staffordshire | 76.79 | 103 | 103 | 110.68 | 106.74 |
| 2 | Authority E | 62 | 126 | 112.86 | 42.03 | 89.55 |
| 3 | Authority A | - | - | - | - | 64.00 |
| 4 | Authority D | - | - | - | - | 33.00 |

4. Summary

4.1. There are 13 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 157c:** Processing of other planning applications
Ranked 1st of 5 participating authorities
(Corporate Plan ref. PLEG04 – ranked “Green”)

4.3.2. **NI 157b:** Processing of minor planning applications
Ranked 1st of 5 participating authorities
(Corporate Plan ref. PLEG03 – ranked “Green”)

4.3.3. **NI 195a:** Improved street and environmental cleanliness – Litter
Ranked 1st of 3 participating authorities
(Corporate Plan ref. PSC18 – ranked “Green”)

4.3.4. **BVPI 12:** Days sick per member of staff (variation 1 – Short Term Sick)
Ranked 1st of 3 participating authorities
(Corporate Plan ref. VFM11 – ranked “Green”)

4.3.5. **NI 195b:** Improved street and environmental cleanliness – Detritus
Ranked 1st of 2 participating authorities
(Corporate Plan ref. PSC19 – ranked “Green”)

4.3.6. **NI 195c:** Improved street and environmental cleanliness – Graffiti
Ranked 1st of 2 participating authorities
(Corporate Plan ref. PSC20 – ranked “Green”)

4.3.7. **BVPI 79b(i):** Overpaid benefit recovered as % of current year overpayments
Ranked 1st of 4 participating authorities
(Corporate Plan ref. VFM46 – ranked “Green”)

4.3.8. **NI 157a:** Processing of major planning applications (%)
Ranked joint 2nd of 5 participating authorities
(Corporate Plan ref. PLEG02 – ranked “Green”)

4.3.9. **NI 191:** Residual household waste per household
Ranked 2nd of 3 participating authorities
(Corporate Plan ref. PSC23 – ranked “Green”)

- 4.3.10. **NI 192:** Household waste recycled and composted
Ranked 3rd of 4 participating authorities
(Corporate Plan ref. PSC22 – ranked “Amber”)
- 4.3.11. **NI 181:** Time taken to process Housing Benefit / Council Tax
Benefit new claims and change events (days)
Ranked 3rd of 4 participating authorities
(Corporate Plan ref. VFM43 – ranked “Green”)
- 4.3.12. **BVPI 10:** NNDR collected
Ranked 5th of 6 participating authorities
(Corporate Plan ref. VFM47 – ranked “Green”)
- 4.3.13. **BVPI 9:** Council Tax collected (%)
Ranked 6th of 6 participating authorities
(Corporate Plan ref. VFM47 – ranked “Green”)