

Benchmarking Report **(Quarter Three Performance 2019/20)**

1. Introduction

1.1. The following report details figures for Quarter Three of the 2019/20 financial year i.e. 1st April to 31st December 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
- Erewash 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 and Best Value Performance Indicators

Rank	Authority	Indicator	2018/19 Year End	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4	Notes
NI 157a - Processing of major planning applications (%)								
1	Authority B	NI 157a	96.77	100	100	100		
1	Authority A	NI 157a	--	--	--	100		
3	Authority C	NI 157a	100	100	100	94		
4	East Staffordshire	NI 157a	98	100	95	93		
5	Authority E	NI 157a	83	71.52	85	86.2		
6	Authority D	NI 157a	88	91	83	84		
NI 157b - Processing of minor planning applications (%)								
1	Authority A	NI 157b	--	--	--	94		
2	East Staffordshire	NI 157b	96	99	94	92		
2	Authority C	NI 157b	92	95	91	92		
4	Authority E	NI 157b	88	90.9	88.14	89.23		
5	Authority B	NI 157b	93.57	81	80	81		
6	Authority D	NI 157b	89	97	83	80		
NI 157c - Processing of other planning applications (%)								
1	East Staffordshire	NI 157c	99	99	99	97		
2	Authority C	NI 157c	97	97	96	96		
3	Authority E	NI 157c	93	97.69	94.5	93.22		
4	Authority B	NI 157c	96.57	88	87	87		
5	Authority D	NI 157c	85	89	79	72		

Rank	Authority	Indicator	2018/19 Year End	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4
NI 181 - Time taken to process Housing / Council Tax Benefit new claims and changes (days)							
1	East Staffordshire	NI 181	6.21	4.36	4.55	4.74	
2	Authority B	NI 181	4.6	5.7	5.5	5	
3	Authority D	NI 181	--	--	20.82	16.75	

Rank	Authority	Indicator	2018/19 Year End	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4	Notes
NI 191 - Residual household waste per household (kg)								
1	East Staffordshire	NI 191	477.41*	117.16*	240*	368.85		* Estimated year to date
2	Authority C	NI 191	449.49	115.95	251.63	369.04		* Estimated
3	Authority B	NI 191	508.85	132.7	285.34	425.49		
	Authority E	NI 191	--	--	125*	--		

Rank	Authority	Indicator	2018/19 Year End	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4	Notes
NI 192 - Household waste recycled and composted (%)								
1	Authority D	NI 192	47.91	53.54	54.04	50.97		
2	Authority C	NI 192	48.76	51.62	54.52	48.78		*Estimated
3	East Staffordshire	NI 192	44.92	50.60*	50.9*	47.41		*Estimated
4	Authority B	NI 192	36.75	31	33.32	34.6		

Rank	Authority	Indicator	2018/19 Year End	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4	Notes
BVPI 9 - Council Tax collected (%)								
1	Authority A	BVPI 9	--	--	--	87.16		
2	Authority D	BVPI 9	98.02	29.14	58.14	86.14		
3	East Staffordshire	BVPI 9	97.79	29.61	57.41	84.99		
4	Authority E	BVPI 9	98.1	29.2	57.1	84.6		
5	Authority B	BVPI 9	97.91	28.61	55.84	83.14		
	Authority C	BVPI 9	98.43	29.64	56.79	--		
BVPI 10 - NNDR collected								
1	Authority A	BVPI 10	--	--	--	86.94		
2	East Staffordshire	BVPI 10	98.59	33.02	59.86	84.99		
3	Authority E	BVPI 10	99.2	29.9	57.9	84.3		
4	Authority D	BVPI 10	99.13	30.03	56.73	84.24		
5	Authority B	BVPI 10	97.91	29.75	55.83	81.54		
	Authority C	BVPI 10	99.09	30.01	59.11	--		

Rank	Authority	Indicator	2018/19 Year End	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4	Notes
BVPI 12 - Days sick per member of staff (variation 1 – Short Term Sick)								
1	East Staffordshire	BVPI 12 var.1	2.75	0.69	1.34	1.99		
2	Authority C	BVPI 12 var.1	3.67	0.73	1.3	2.15		

Rank	Authority	Indicator	2018/19 Year End	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4	Notes
BVPI 79b(i) – Overpaid benefit recovered as % of current year overpayments								
1	East Staffordshire	BVPI 79b(i)	106.74	92.9	105.7	112.57		
2	Authority D	BVPI 79b(i)	89.55	43.22	46.17	54.44		

3. Summary

3.1. There are 10 performance indicators relevant to East Staffordshire Borough Council included in this benchmarking exercise.

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

3.3. East Staffordshire Borough Council has been ranked as follows

3.3.1. **NI 157a:** Processing of major planning applications (%)
Ranked 4th of 6 participating authorities
(Corporate Plan ref. CR03 – ranked “Amber”)

3.3.2. **NI 157b:** Processing of minor planning applications
Ranked 2nd of 6 participating authorities
(Corporate Plan ref. CR04 – ranked “Green”)

3.3.3. **NI 157c:** Processing of other planning applications
Ranked 1st of 5 participating authorities
(Corporate Plan ref. CR05 – ranked “Green”)

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

3.3.5. **BVPI 10:** NNDR collected
Ranked 2nd of 5 participating authorities
(Corporate Plan ref. VFM36b – ranked “Green”)

3.3.6. **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”)

3.3.7. **NI 181:** Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)
Ranked 1st of 3 participating authorities
(Corporate Plan ref. VFM40 – ranked “Green”)

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

3.3.9. **NI 191:** Residual household waste per household
Ranked 1st of 3 participating authorities
(Corporate Plan ref. EHW09 – ranked “Green”)

3.3.10. **NI 192:** Household waste recycled and composted
Ranked 3rd of 4 participating authorities
(Corporate Plan ref. EHW08 – ranked “Green”)