

## **Benchmarking Report** **(Year End Performance 2016/17)**

### **1. Introduction**

1.1. The following report details figures for the financial year 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 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
- High Peak Borough Council
- South Kesteven District Council
- Gedling Borough Council
- Chorley Council
- North Warwickshire Borough Council
- East Northamptonshire 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

<b>NI 157a - Processing of major planning applications (%)</b>						
Rank	Authority	2015/16 Year End	2016/17			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	Authority C	100	100	100	100	100
2	Authority A	93	100	100	100	100
3	Authority F	92	--	100	100	98
4	Authority B	--	--	100	96.67	95
5	Authority E	96	100	96	93	95
6	<b>East Staffordshire</b>	<b>90</b>	<b>90</b>	<b>96</b>	<b>95</b>	<b>94</b>
7	Authority G	86.27	100	88	89.19	87.50

<b>NI 157b - Processing of minor planning applications (%)</b>						
Rank	Authority	2015/16 Year End	2016/17			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	<b>East Staffordshire</b>	<b>75</b>	<b>90</b>	<b>93</b>	<b>95</b>	<b>96</b>
2	Authority A	83	91	98	85	93
3	Authority G	90.18	90	92	89.20	87.23
4	Authority E	95	92	95	87	87
5	Authority F	77	--	89.7	86.01	84
6	Authority C	50	59	75	70	81
7	Authority B	--	--	60	66.26	73

<b>NI 157c - Processing of other planning applications (%)</b>						
Rank	Authority	2015/16 Year End	2016/17			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	<b>East Staffordshire</b>	<b>88</b>	<b>98</b>	<b>98</b>	<b>99</b>	<b>99</b>
2	Authority A	79	93	99	91	96
3	Authority G	93.69	96.18	94	91.79	92.23
4	Authority F	88	--	92.8	89.91	90
5	Authority C	67	76	84.09	80	89
6	Authority E	98	97	98	89	86
7	Authority B	--	--	79	81.22	84

<b>NI 181 - Time taken to process Housing / Council Tax Benefit new claims and changes (days)</b>						
Rank	Authority	2015/16 Year End	2016/17			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	Authority B	--	--	--	--	4.2
2	Authority C	4.5	6.30	6.2	5.9	5.2
3	Authority D	7.72	6.61	6.5	7.14	6.4
4	Authority E	--	--	11.39	10.81	8.77
5	<b>East Staffordshire</b>	<b>21.97</b>	<b>12.54</b>	<b>11.3</b>	<b>10.52</b>	<b>9.5</b>
6	Authority G	8.30	9.29	10.78	11.46	9.99*

\*Combined HB and CTR

<b>NI 191 - Residual household waste per household (kg)</b>						
Rank	Authority	2015/16 Year End	2016/17			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	<b>East Staffordshire</b>	<b>451.99</b>	<b>112.62</b>	<b>228.25</b>	<b>346.22</b>	<b>450.23*</b>
2	Authority A	483.14	122.38	244	333	461*
3	Authority C	537	142	286	423.33	538.24

\* Estimated

<b>NI 192 - Household waste recycled and composted (%)</b>						
Rank	Authority	2015/16 Year End	2016/17			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	<b>East Staffordshire</b>	<b>50.20</b>	<b>54.90</b>	<b>52.76</b>	<b>51.75</b>	<b>50.88*</b>
2	Authority E	47.58	51.45	52.62	49.57	48.73
3	Authority A	46.00	46.00	47.89	47.75	45.30*
4	Authority C	38.26	39.00	39	39.00	39

\* Estimated

<b>NI 195a – Improved street and environmental cleanliness – litter (%)</b>						
Rank	Authority	2015/16 Year End	2016/17			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	<b>East Staffordshire</b>	<b>0</b>	<b>--</b>	<b>0</b>	<b>0</b>	<b>0</b>
2	Authority C	1.3	0	1	1	1.4
3	Authority G	2	--	2	3	2
4	Authority E	9	--	6	14	11

<b>NI 195b – Improved street and environmental cleanliness - detritus</b>						
Rank	Authority	2015/16 Year End	2016/17			
			Qtr 1	Qtr 2	Qtr 3	Year End
<b>1</b>	<b>East Staffordshire</b>	<b>0</b>	--	<b>1</b>	<b>0</b>	<b>0</b>
<b>2</b>	Authority G	5	--	2	2	4
<b>3</b>	Authority C	7	4	5	5	5

<b>NI 195c – Improved street and environmental cleanliness - graffiti</b>						
Rank	Authority	2015/16 Year End	2016/17			
			Qtr 1	Qtr 2	Qtr 3	Year End
<b>1</b>	<b>East Staffordshire</b>	<b>0</b>	--	<b>0</b>	<b>0</b>	<b>0</b>
	Authority G	0	--	0	0	0
<b>3</b>	Authority C	0	0	0	9	0.10

<b>NI 195d – Improved street and environmental cleanliness - fly-posting</b>						
Rank	Authority	2015/16 Year End	2016/17			
			Qtr 1	Qtr 2	Qtr 3	Year End
<b>1</b>	<b>East Staffordshire</b>	<b>0</b>	--	<b>0</b>	<b>0</b>	<b>0</b>
	Authority G	0	--	0	0	0

### 3. Former Best Value Performance Indicators

<b>BVPI 9 - Council Tax collected (%)</b>						
Rank	Authority	2015/16 Year End	2016/17			
			Qtr 1	Qtr 2	Qtr 3	Year End
<b>1</b>	Authority E	98.39	30.35	58.75	86.99	<b>98.57</b>
<b>2</b>	Authority A	98.68	29.63	57.45	85.63	<b>98.41</b>
<b>3</b>	Authority C	98.40	29.00	56.70	84.40	<b>98.40</b>
<b>4</b>	Authority F	98.03	--	58.12	86.37	<b>98.09</b>
<b>5</b>	Authority D	97.86	28.66	55.92	83.36	<b>98.02</b>
<b>6</b>	<b>East Staffordshire</b>	<b>97.34</b>	<b>36.06</b>	<b>57.50</b>	<b>85.17</b>	<b>97.51</b>
<b>7</b>	Authority G	96.90	25.15	51.07	76.83	<b>96.91</b>

BVPI 10 - NNDR collected						
Rank	Authority	2015/16 Year End	2016/17			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	Authority E	99.63	29.45	58.91	86.05	99.57
2	<b>East Staffordshire</b>	<b>97.19</b>	<b>33.59</b>	<b>61.55</b>	<b>86.00</b>	<b>98.76</b>
3	Authority G	99.42	28.11	54.55	80.02	98.72
4	Authority C	98.90	27.37	56.13	83.42	98.71
5	Authority F	98.73	--	56.97	83.77	98.57
6	Authority A	98.44	27.96	58.46	82.95	98.51
7	Authority D	97.84	30.94	58.70	83.54	98.19

BVPI 12 - Days sick per member of staff (variation 1 – Short Term Sick)						
Rank	Authority	2014/15 Year End	2015/16			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	<b>East Staffordshire</b>	<b>3.34</b>	<b>0.69</b>	<b>1.16</b>	<b>1.81</b>	<b>2.67</b>
2	Authority D	3.33	0.94	1.55	2.49	3.28
3	Authority F	4.97	--	3.63	3.87	3.94

BVPI 79b(i) – Overpaid benefit recovered as % of current year overpayments						
Rank	Authority	2015/16 Year End	2016/17			
			Qtr 1	Qtr 2	Qtr 3	Year End
1	Authority E	85.00	92.00	96.93	104.87	100
2	Authority G	--	--	--	77	78
3	<b>East Staffordshire</b>	<b>58.43</b>	<b>87.09</b>	<b>77.71</b>	<b>69.41</b>	<b>72.06</b>

#### 4. Summary

4.1. There are 14 performance indicators relevant to East Staffordshire Borough Council included in this benchmarking exercise (including 10 Former National Indicators and 4 other indicators). Please note that there are different numbers of authorities that have participated in the benchmarking of each indicator.

4.2. East Staffordshire Borough Council has been ranked as 1<sup>st</sup> or joint 1<sup>st</sup> for 9 of these 14 indicators. These are:

4.2.1. **NI 157b:** Processing of minor planning applications  
**Ranked 1<sup>st</sup> of 7 participating authorities**  
*(Corporate Plan ref. PLEG17 – ranked “Green”)*

- 4.2.2. **NI 157c:** Processing of other planning applications  
**Ranked 1<sup>st</sup> of 7 participating authorities**  
*(Corporate Plan ref. PLEG18 – ranked “Green”)*
- 4.2.3. **NI 191:** Residual household waste per household  
**Ranked 1<sup>st</sup> of 3 participating authorities**  
*(Corporate Plan ref. PSC15 – ranked “Green”)*
- 4.2.4. **NI 192:** Household waste recycled and composted  
**Ranked 1<sup>st</sup> of 4 participating authorities**  
*(Corporate Plan ref. PSC16 – ranked “Green”)*
- 4.2.5. **NI 195a:** Improved street and environmental cleanliness - litter  
**Ranked 1<sup>st</sup> of 4 participating authorities**  
*(Corporate Plan ref. PSC17 – ranked “Green”)*
- 4.2.6. **NI 195b:** Improved street and environmental cleanliness - detritus  
**Ranked 1<sup>st</sup> of 3 participating authorities**  
*(Corporate Plan ref. PSC18 – ranked “Green”)*
- 4.2.7. **NI 195c:** Improved street and environmental cleanliness - graffiti  
**Ranked joint 1<sup>st</sup> of 3 participating authorities**  
*(Corporate Plan ref. PSC19 – ranked “Green”)*
- 4.2.8. **NI 195d:** Improved street and environmental cleanliness - fly-posting  
**Ranked joint 1<sup>st</sup> of 2 participating authorities**  
*(Corporate Plan ref. PSC20 – ranked “Green”)*
- 4.2.9. **BVPI 12:** Days sick per member of staff (variation 1 – Short Term Sick)  
**Ranked 1<sup>st</sup> of 3 participating authorities**  
*(Corporate Plan ref. VFM40 – ranked “Green”)*
- 4.3. Rankings for the remaining 5 indicators are as follows:
- 4.3.1. **BVPI 10:** NNDR collected  
**Ranked 2<sup>nd</sup> of 7 participating authorities**  
*(Corporate Plan ref. VFM24 – ranked “Green”)*
- 4.3.2. **NI181:** Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)  
**Ranked 5<sup>th</sup> of 6 participating authorities**  
*(Corporate Plan ref. VFM17 – ranked “Green”)*
- 4.3.3. **NI 157a:** Processing of major planning applications (%)  
**Ranked 6<sup>th</sup> of 7 participating authorities**  
*(Corporate Plan ref. PLEG16 – ranked “Green”)*

4.3.4. **BVPI 9:** Council Tax collected (%)

**Ranked 6<sup>th</sup> of 7 participating authorities**

*(Corporate Plan ref. VFM24 – ranked “Green”)*

4.3.5. **BVPI 79b(i):** Overpaid benefit recovered as % of current year overpayments

**Ranked 3<sup>rd</sup> of 3 participating authorities**

*(Corporate Plan ref. VFM23 – ranked “Green”)*