COTSWOLD
District Council

Delivering great services locally

PERFORMANCE REPORT:

July 2024 - September 2024

Summary Index

COTSWOLD
District Council

Summary Index

COTSWOLD
District Council

Summary Index

COTSWOLD District Council

A note on performance benchmarking

Benchmarking can be a useful tool for driving improvement; by comparing our performance with other similar organisations, we can start a discussion about what good performance might look like, and why there might be variations, as well as learning from other organisations about how they operate (process benchmarking).
When we embark on performance benchmarking, it is important to understand that we are often looking at one aspect of performance i.e. the level of performance achieved. It does not take into account how services are resourced or compare in terms of quality or level of service delivered, for example, how satisfied are residents and customers? Furthermore, each council is unique with its own vision, aim and priorities, and services operate within this context.
Benchmarking has been included wherever possible ranking against Chartered Institute of Public Finance and Accountancy (CIPFA) Nearest Neighbours model which uses a range of demographic and socio-economic indicators to identify the local authorities most similar to your own. Cotswold's identified Nearest Neighbours are Chichester, Derbyshire Dales, East Hampshire, Lichfield, Maldon, Malvern Hills, Ribble Valley, Stratford-on-Avon, West Devon, West Oxfordshire and Wychavon. Additional investigations are underway to provide it for those metrics that are missing comparisons.
A RAG (red, amber, green) status has been applied to each KPI to provide a quick visual summary of the status of that KPI for the quarter. Additionally, RAG status has been added to the direction of travel for each metric to show how the performance against last quarter and the same quarter compared to last year is progressing.

Overall Performance

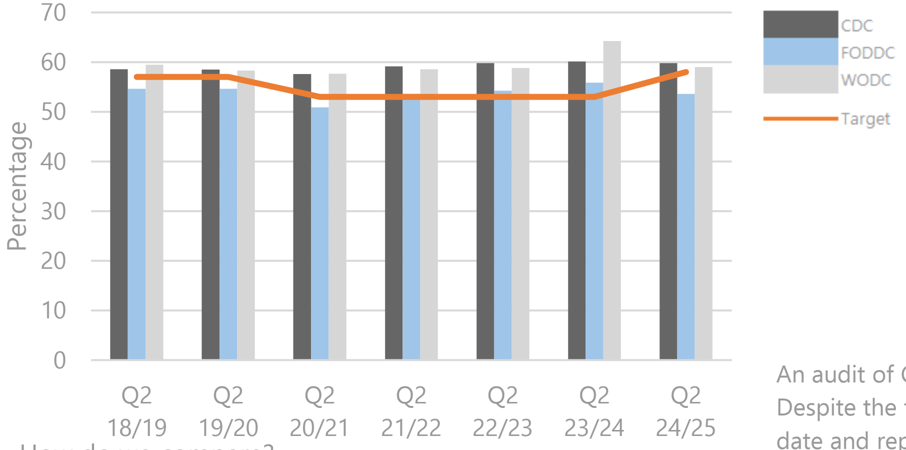
Overall, the Council's performance for the quarter has been largely positive, highlighted by progress in responding to Freedom of Information requests within 20 days, conducting timely inspections of high-risk food premises and strong gym membership numbers. Customer Satisfaction and Planning Determination Times continue to be strong. However, the number of missed bins per 100,000 collections and the number of affordable homes delivered are showing a negative trend.

The Council remains committed to further improving its performance and service delivery and actively investing in the development and implementation of automation and self-serve options for customers. By providing accessible and efficient self-help tools, customers can address their queries and concerns independently, leading to a decrease in the need for repeated interactions with services. It will continue to monitor and assess the impact of improvement programs in reducing customer contact and enhancing operational efficiency.

Percentage of Council Tax Collected

COTSWOLD District Council

INDEX



Direction of Travel

Against last Year

Slightly decreased since last year

Q2 – Higher is Good

Target	58%
Actual	59.81%

How do we compare?

Benchmarking via Gov.uk Tables and Individual Council Websites using CIPFA Nearest Neighbours – Latest dataset is 2023-24 Collection Rates

2023-24 Benchmark	%	CIPFA Rank	Quartile
Cotswold	**98.36**	**3/12**	**Top**
Ribble Valley	99.12	1/12	Top
West Devon	98.3	5/12	Second
Derbyshire Dales	97.82	8/12	Third
Wychavon	96.71	10/12	Bottom
Malvern Hills	96.67	12/12	Bottom

An audit of Council Tax Services found a significant accumulation of arrears during the pandemic. Despite the temporary suspension of recovery efforts, they have resumed, bringing the cycle up to date and reporting progress on the previous year's debt collection. The table below shows the percentage of aged debt collected and the total outstanding:

	2020-2021	2021-2022	2022-2023	2023-2024	Total Outstanding
Balance at Quarter End	£515,066.77	£740,439.73	£831,229.20	£1,298,767.08	£3,385,502.78
% collected	11.08%	14.82%	16.50%	26.29%	

By March 2024, authorities in England had collected £38.5 billion in council tax for 2023-24, along with an additional £907 million in aged debt. They achieved an average in-year collection rate of 95.9%, marking a 0.1 percentage point decrease from 2022-23 (source: gov.uk).

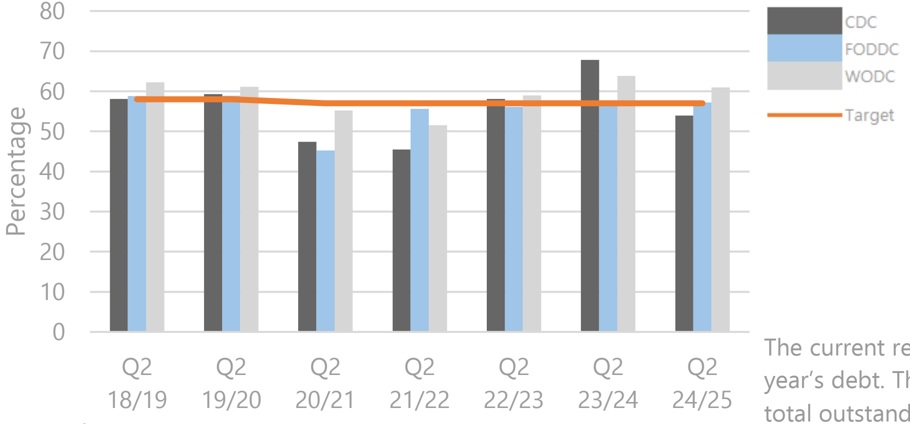
By the end of Q2, the Council observed a slight decrease of 0.32% in the amount collected compared to the same period last year. Despite this, the collection rates have surpassed pre-pandemic levels for the same period by around 1.3%.

The service recently conducted an intensive review, leading to the implementation of dashboards that have streamlined operations and improved efficiency. This project is ongoing, with the current focus on further enhancing the service through collaboration with Customer Service to identify additional areas for improvement.

Percentage of Non-domestic rates collected

COTSWOLD District Council

INDEX



Direction of Travel

Against last Year

Decreased since last year

Q2 – Higher is Good

Target	57%
Actual	53.96%

The current recovery cycle is up to date with the service reporting progress in collecting previous year's debt. The below table shows the percentage of aged debt that has been collected and the total outstanding:

	2020-2021	2021-2022	2022-2023	2023-2024	Total Outstanding
Balance at Quarter End	£124,942.44	£247,215.25	£311,107.25	£433,157.72	£1,116,422.66
% collected	8.76%	15.50%	12.98%	56.94%	

The arrears outstanding for previous year's debts for Business Rates include some data where the amount outstanding now is greater than that brought forward at the beginning of the financial year. There are some processes that can increase the amount that needs to be collected, such as Rateable Value changes and amendments to liability. As Business Rates deal with large amounts of money, the outcome can outweigh the amount that has been collected.

During Q2, the Council observed a decrease of approximately 14% in collections compared to the same period last year. Although this decline is significant, last year's collection figures were unusually high due to a substantial payment for previous years' arrears, which was credited to the 2023-24 collections. This was a result of pending adjustments and revaluations by the Valuation Office, which temporarily inflated last year's collection rate. Despite this anomaly, the Council's current collection rate remains 4.1% below pre-pandemic levels. However, all in-year recovery processes are on schedule and up to date.

How do we compare?

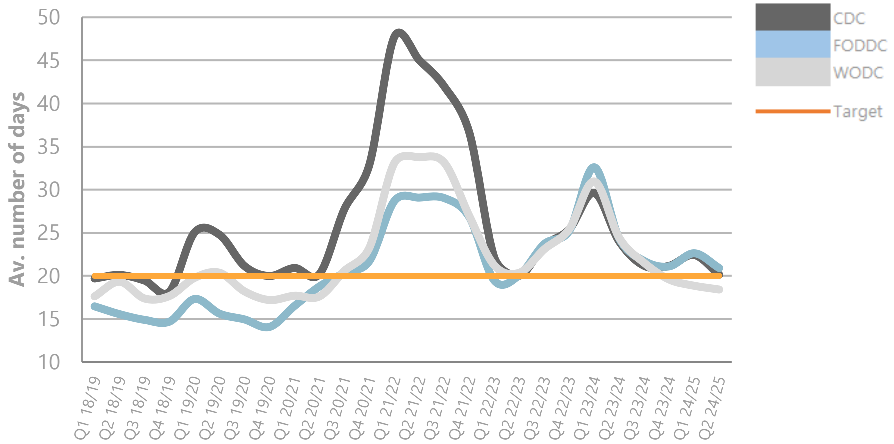
Benchmarking via Gov.uk Tables and Individual Council Websites using CIPFA Nearest Neighbours - Latest dataset is 2023-24 Collection Rates

2023-24 Benchmark	%	CIPFA Rank	Quartile
Cotswold	**96.91**	**11/12**	**Bottom**
Lichfield	99.53	1/12	Top
Ribble Valley	98.69	3/12	Top
East Hampshire	97.81	5/12	Second
Derbyshire Dales	97.31	9/12	Third
Stratford-on-Avon	96.44	12/12	Bottom

Processing times for Council Tax Support new claims

COTSWOLD
District Council

INDEX



Direction of Travel

Against last Quarter

Against last Year

Improved since last quarter and last year

Q2 – Lower is Good

Target	20
Actual	20.13

How do we compare?

Gov.uk produces tables to show a snapshot of the number of CTS claimants at the end of each financial year. The below table shows number of claimants at the end of March 2024 and the percentage change from March 2023 for each authority, plus the data for all authorities in England

	Number of Claimants at end of March 2024	Percentage Change since March 2023	CIPFA Nearest Neighbours Rank (Higher = less claimants)
Cotswold	**3,912**	**-0.86%**	**6/12**
Ribble Valley	2,153	3.41%	1/12
Lichfield	5,191	6.09%	9/12
Wychavon	6,733	1.52%	12/12

During Q2, the cumulative average processing time for new Council Tax Support (CTS) claims was 17.61 days, well within the 20-day target and a decrease of around 4 days compared to the same period last year.

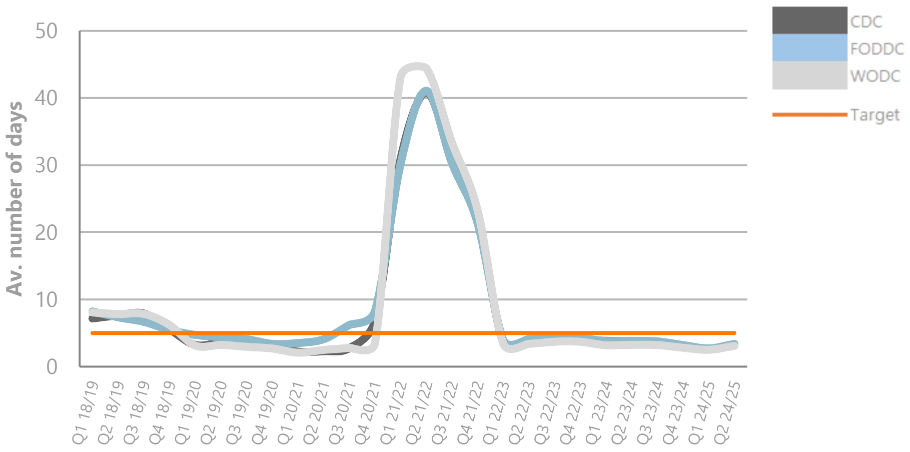
In September, system errors related to automation caused a backlog, resulting in longer processing times for new claims. The Council is actively working with partners to resolve these issues and ensure timely support for residents.

A consultation on proposed changes to the Council Tax Support (CTS) scheme is planned for the upcoming quarter.

Processing times for Council Tax Support Change Events

COTSWOLD District Council

INDEX



Direction of Travel

Against last Quarter ⇧

Against last Year ⇩

Increased since last quarter but improved since last year

Q2 – Lower is Good

Target	5
Actual	3.16

The processing times for Council Tax Support Change Events continue to comfortably meet the target of 5 days, with processing times decreasing compared to both the last quarter and the previous year.

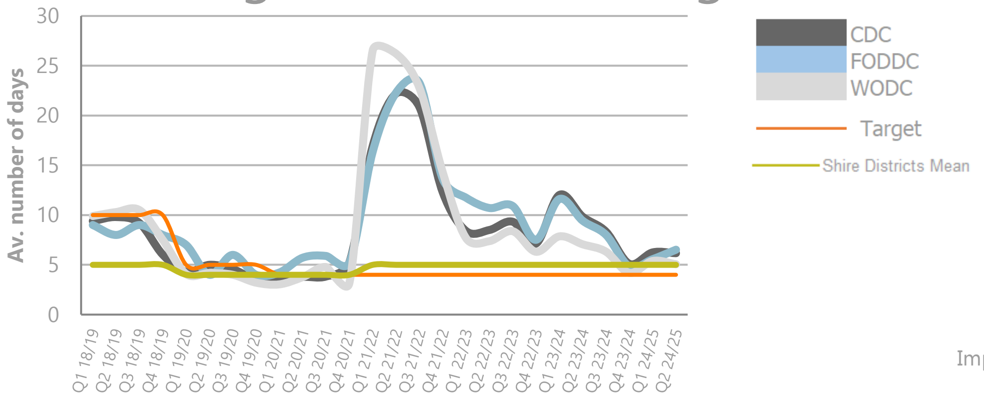
How do we compare?

Benchmarking currently not available. The Data & Performance Team will investigate options.

Processing times for Housing Benefit Change of Circumstances

COTSWOLD District Council

INDEX



Direction of Travel

Against last Quarter ↓

Against last Year ↓

Improved since last quarter and last year

Q2 – Lower is Good

Target	4
Actual	6.17

How do we compare?

Speed of processing for HB CoCs – LG Inform. Latest dataset is Sept - Dec '23 (Q3 2023-24)

Q3 2023-24 Benchmark	Days	CIPFA Nearest Neighbours Rank	Quartile
Cotswold	**5**	**3/12**	**Top**
Derbyshire Dales	2	1/12	Top
Chichester	6	7/12	Second
Lichfield	8	9/12	Third
Malvern Hills	9	10/12	Bottom
Wychavon	10	12/12	Bottom

Please see Processing times for Council Tax Support new claims.
During Q2, processing times for Housing Benefit (HB) changes continued to decrease. Although the Council is currently above the target, there has been an improvement compared to the same period last year, with processing times reducing by approximately 4 days.

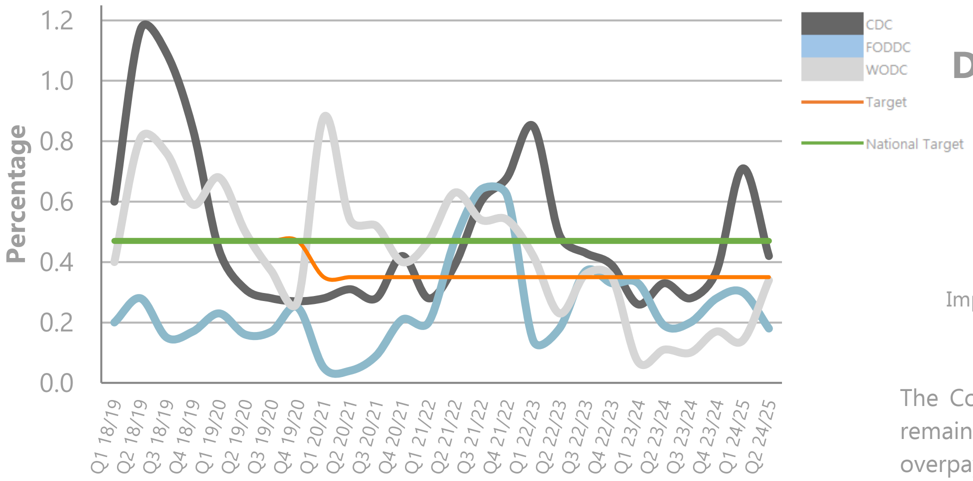
It should be noted that the number of expected changes affecting Housing Benefit (HB) is reducing significantly, as can be seen by comparing the number of HB changes assessed to the number of Council Tax Support (CTS) changes assessed. The decrease in HB changes received amplifies the impact of delays in assessing an application due to outstanding evidence required for average processing days.

HB Changes – 640
CTS Changes – 2,969

The managed migration of HB to Universal Credit commenced in April, with some minor glitches reported in the system. While the migration was planned in stages, some phases have been accelerated, which may further decrease the number of changes received but could potentially increase processing times.

Percentage of Housing Benefit overpayment due to LA error/admin delay

INDEX



Direction of Travel

Against last Quarter ⇩

Against last Year ⇩

Improved since last quarter and last year

Q2 – Lower is Good

Target	0.35%
Actual	0.42%

The Council's overpayment percentage has now fallen below the national target but remains slightly above the stricter internal service target following a significant overpayment identified by officers in Q1. The overpayment percentage continues to decrease steadily each week and is projected to fall below the service target by next quarter.

The service is mindful of the impact of increased workloads on delays to processing HB changes which could impact on HB subsidy.

In order to reduce HB overpayments due to local authority error, approximately 20% of the HB caseload undergoes Quality Assurance checks. These checks target areas with high error rates, such as earnings calculations. Additionally, the service is actively participating in the Department for Work and Pensions (DWP) Housing Benefit Award Accuracy (HBAA) initiative to combat fraud and error.

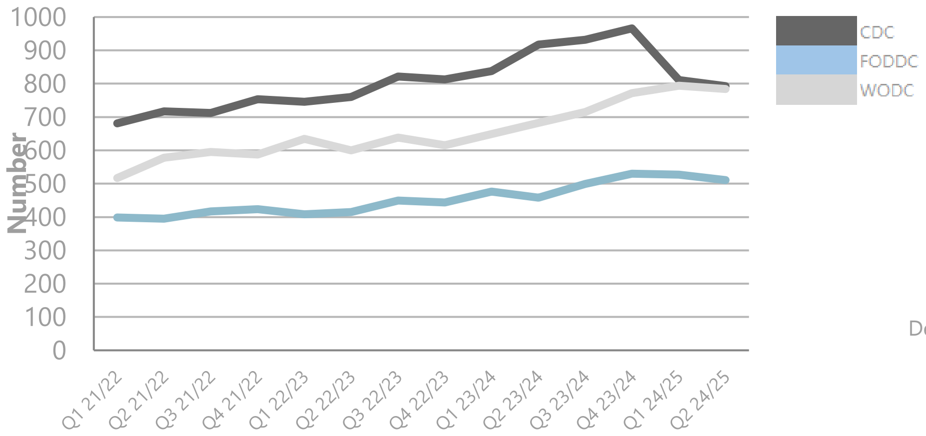
How do we compare?

TBC

Note: the national target is 0.47%. In 2020-21, the service set a more stringent target of 0.35%

(Snapshot) Long Term Empty Properties

INDEX



Direction of Travel

Against last Quarter ↓

Against last Year ↓

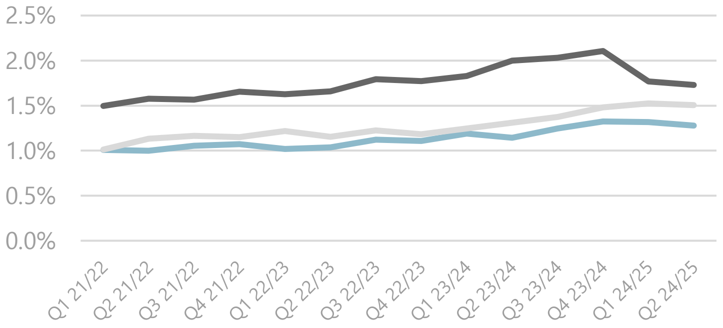
Decreased since last quarter and last year

Q2 – Lower is Good

No Target

793

% Long Term Empties of the Total Housing Stock



Properties continue to be added and removed from the list, and while the graph indicates an upward trend in properties over the past few years, the Council has observed a decrease in long-term empty properties on their lists during the past quarter.

The service reports that properties remain on the long-term empty (LTE) list for extended periods. To address this, a range of initiatives is being implemented to understand the reasons properties are entering the list, which will facilitate better management and reduction of these cases. Additionally, efforts are being made to ensure that data is up to date, allowing for the correct levy to be applied and charged for these properties. Furthermore, the service has appointed a dedicated, experienced Long Term Empties Officer to proactively accelerate the reintegration of these properties into the housing stock.

How do we compare?

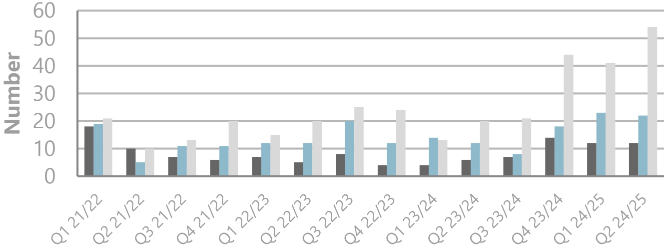
No benchmarking currently available. The Data & Performance Team will investigate options

(Snapshot) Number of households in B&B/hotel-type accommodation & Hostels (LA owned or managed); and Number of successful 'Move On' into suitable independent/long-term accommodation from B&Bs/hotels/hostels

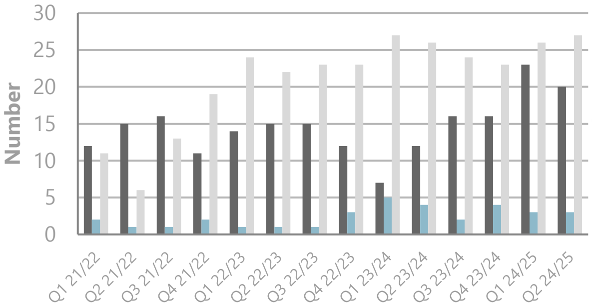
COTSWOLD District Council

INDEX

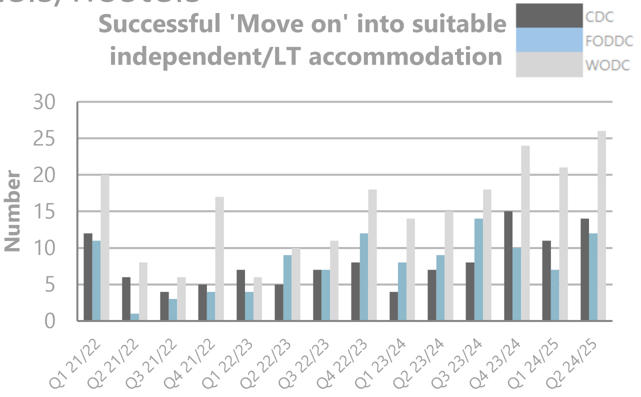
Households in B&B/hotel type accommodation



Households in hostels



Successful 'Move on' into suitable independent/LT accommodation



Direction of Travel

Against last Quarter	B&B/Hotels	→
Against last Year	B&B/Hotels	↑
Against last Quarter	Hostels	↓
Against last Year	Hostels	↑
Against last Quarter	Move Ons	↑
Against last Year	Move Ons	↑

Homelessness remains a significant issue in Cotswold. Although the number of individuals in temporary accommodation has stabilised, it remains higher than at this time last year. The situation is complicated by several factors, including full hostels, reduced availability in adult homelessness pathways, and a shortage of affordable housing options outside the social rented sector.

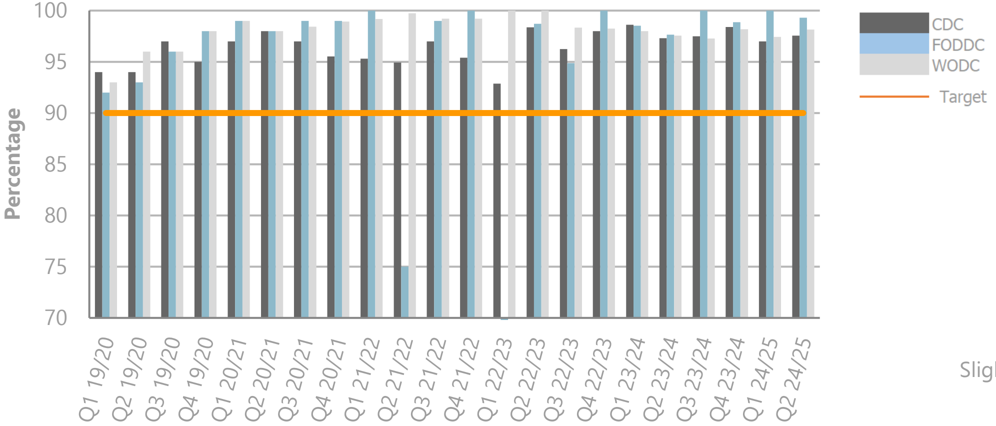
The team remains dedicated to preventing homelessness and has successfully averted homelessness for 102 households over Q1 and Q2. This includes 69 cases within the statutory 56-day period and 33 cases addressed before statutory duties were triggered. It's important to note that these figures are approximations and have not yet been officially confirmed through the government reporting system.

How do we compare?

No benchmarking currently available. The Data & Performance Team will investigate options

Customer Satisfaction - Telephone

INDEX



Direction of Travel

Against last Quarter ↑

Against last Year ↑

Slightly improved since last quarter and last year

Q2 - Higher is Good

Target	90%
Actual	97.55%

How do we compare?

The Govmetric Channel Satisfaction Index is a monthly publication of the top performing councils across the core customer access channels. At least 100 customers need to be transferred to the survey to be included in the league table so even if satisfaction is high, it may not be included i.e. Forest in the below table. This is a national comparator

	July Rank	July Net Sat.	Aug Rank	Aug Net Sat.	Sept Rank	Sept Net Sat.
Cotswold	4	94%	2	97%	TBC	TBC
Forest	N/A	N/A	N/A	N/A	TBC	TBC
West	1	96%	1	99%	TBC	TBC

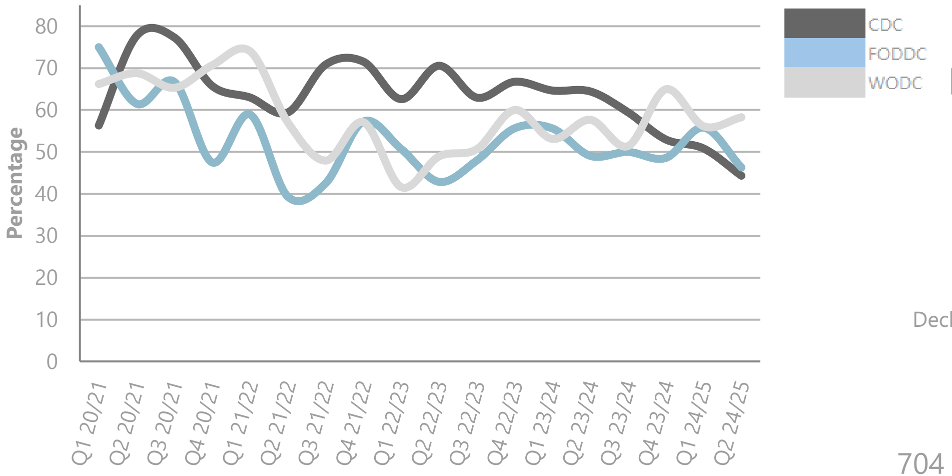
Services provided via the telephone consistently yield high satisfaction.

The Council continues to achieve top-tier performance levels when a sufficient number of surveys are included in the Satisfaction Index. Although this is a very small proportion of our calls, the numbers are comparable to those of other District Councils, hence the ‘league tables’ being a useful comparator.

Customer Satisfaction - Email

COTSWOLD District Council

INDEX



Direction of Travel

Against last Quarter ⇩

Against last Year ⇩

Declined since last quarter and last year

Q2 - Higher is Good

No Target

44.32%

704 residents responded to the survey, of which 312 were satisfied. This equates to a rate of 44.32% satisfaction for the quarter, down from 50.83% during Q1.

All outbound emails sent by customer services from Salesforce contain a link to the survey.

A piece of work was undertaken to review the responses from the email surveys due to the more negative responses. Upon review, it appears to be dissatisfaction surrounding service failure such as missed bins, container deliveries, responses from Planning or Housing etc. System and process improvements by the individual services are being implemented, which may affect these figures in the future.

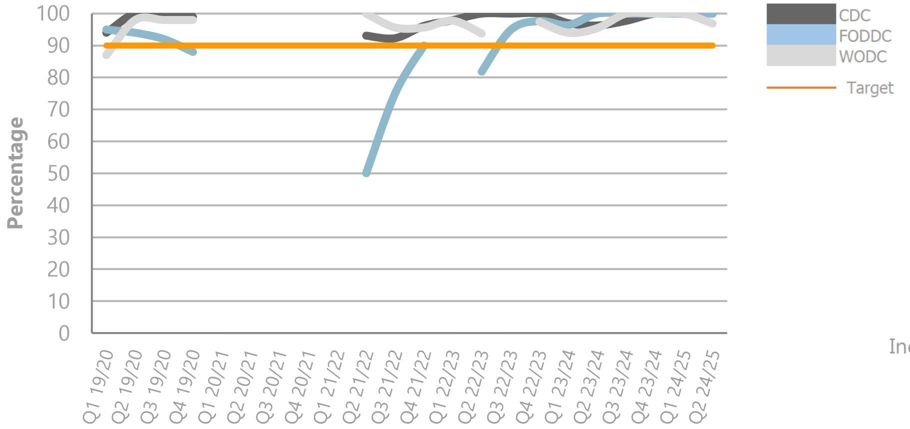
How do we compare?

Benchmarking currently not available. The Data & Performance Team will investigate options.

Customer Satisfaction - Face to Face

COTSWOLD District Council

INDEX



Direction of Travel

Against last Quarter

Against last Year

Increased since last year and stayed the same since last quarter

Q2 - Higher is Good

Target	90%
Actual	100%

Customer Satisfaction from face to face interactions continues to be high, with a 100% satisfaction rate for the quarter, with all 15 individuals surveyed satisfied with the service.

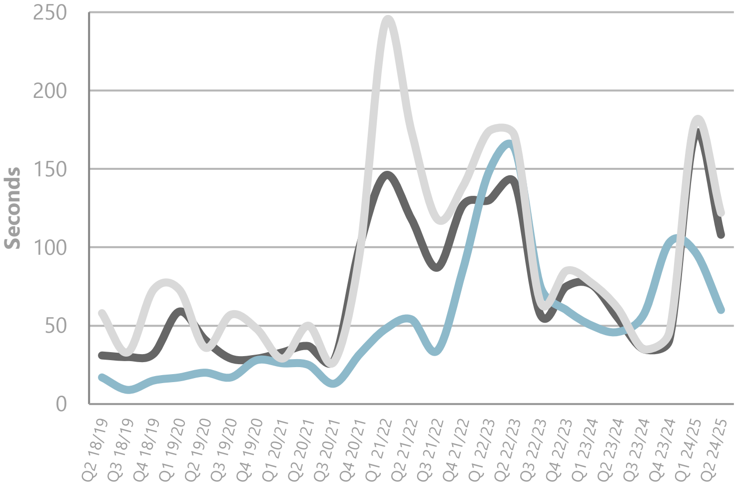
How do we compare?

Benchmarking currently not available. The Data & Performance Team will investigate options.

Note that any gaps in the data indicate no surveys were returned. This is especially apparent when the offices were closed during the pandemic.

Customer Call Handling - Average Waiting Time

INDEX



Direction of Travel

Against last Quarter

Against last Year

Increased since last quarter and last year

Q2 - Lower is Good

No Target

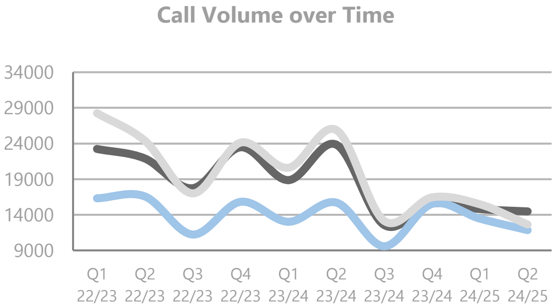
108 Seconds

How do we compare?

SPARSE are investigating pulling together Customer Services benchmarking data and if there is sufficient demand and suitably similar metrics to provide comparison across similarly rural local authorities we will work with them to assess any crossover in metrics and potential presentation.

Average wait times at the Council have reduced during Q2 by around a minute, though they remain higher than this time last year, with an increase of roughly one minute. The service faced several challenges this quarter, including a rise in calls related to the reorganisation of waste collection rounds and issues arising from the general election and the annual canvass. While vacancies persist within the team, recent recruitment efforts have filled some positions, including two temporary hires to support the waste collection reorganisation. Despite these challenges, the team remains active in improvement projects to enhance efficiency and service delivery.

The Council saw a decline of around 9,000 calls compared to the same period the previous year, as depicted in the chart to the right. This data reflects an overarching trend of lower call numbers over time, a trajectory expected to persist owing to sustained initiatives in Channel Choice, aimed at fostering customer self-service options.

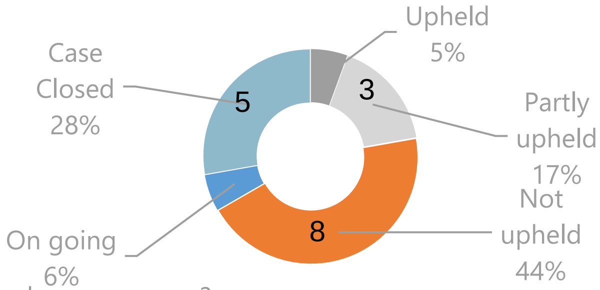


Number of complaints upheld

COTSWOLD District Council

INDEX

Complaints by Status



Direction of Travel

Complaints upheld or partly upheld at Stage 1

Against last Quarter

Against last Year

Steady since last quarter and last year

No Target

How do we compare?

The table outlines the complaints received by the Ombudsman over the period, the decisions made on these cases, and the Council's compliance with any recommendations issued by the Ombudsman during this time.

Complaints received by the Ombudsman reflect cases where customers, having completed the Council's complaint process (see to the right), feel that the Council has not satisfactorily resolved the matter.

2022-23	Complaints Investigated	Percentage Upheld	Upheld decisions per 100,000 residents	Percentage Compliance with Recommendations	Percentage Satisfactory Remedy	CIPFA Rank	Quartile
Cotswold	**1**	**100**	**1.1**	**N/A**	**0**	**8/12**	**Third**
Derbyshire Dales	6	0	0	N/A	N/A	1/12	Top
Chichester	1	100	0.8	100	0	4/12	Second
Lichfield	2	100	1.9	100	0	12/12	Bottom

During Q1, the Council experienced a slight decrease in the number of complaints received in comparison to last quarter. The majority of the cases were not upheld.

See the table on the following page for a breakdown of those upheld and partially upheld.

A new Customer Feedback Procedure went live on the 1st October 2021.

The new process has the following stages:

- Stage 1: Relevant service area responds to complaint within 10 working days
- Stage 2: Complaint is reviewed by Corporate Responsibility Team, response is signed off by relevant Business Manager, and sent to complainant within 10 working days
- Stage 3: Complaint is reviewed by relevant Business Manager, signed off by relevant Group Manager, and sent to complainant within 15 working days

Complaints Upheld or Partially Upheld Breakdown

COTSWOLD District Council

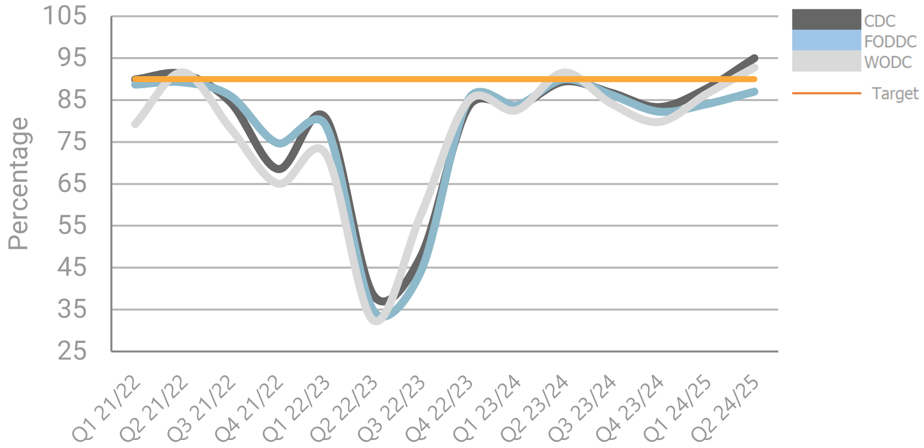
INDEX

Service area	Description	Outcome/learning	Decision	Response time (days)
Housing	Despite documentation being provided there was a delay in processing claim.	Retraining provided to ensure all Officers understand the necessary processes.	Upheld	10
Housing	Upset by length of time to process a claim and also lack of acknowledgement from officers.	The Housing Team have been reminded of the complaints process and been given additional training on when and how to correctly log a complaint.	Partly Upheld	9
Housing	Upset that he was not offered travelodge accommodation whilst waiting for a potential house. Repeated aggressive interactions with officers.	The staff member had also apologised and undertaken retraining on how to deal with difficult conversations.	Partly Upheld	10
Revenues and Benefits	Customer was upset at potential breach in GDPR and also that their CTSR was cancelled.	Apology given to customer.	Partly Upheld	7

Percentage of FOI requests answered within 20 days

COTSWOLD District Council

INDEX



Direction of Travel

Against last Quarter ↑

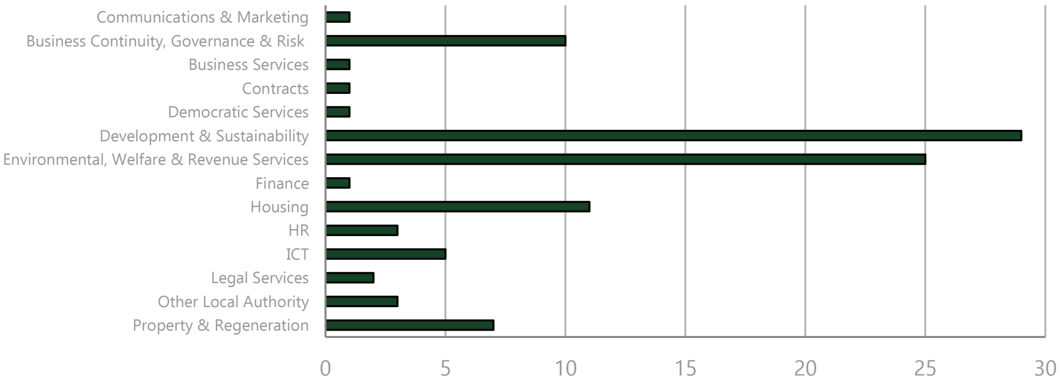
Against last Year ↑

Improved since last quarter and last year

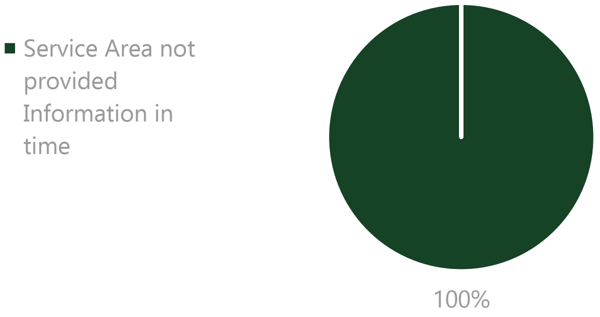
Q2 - Higher is Good

Target	90%
Actual	95%

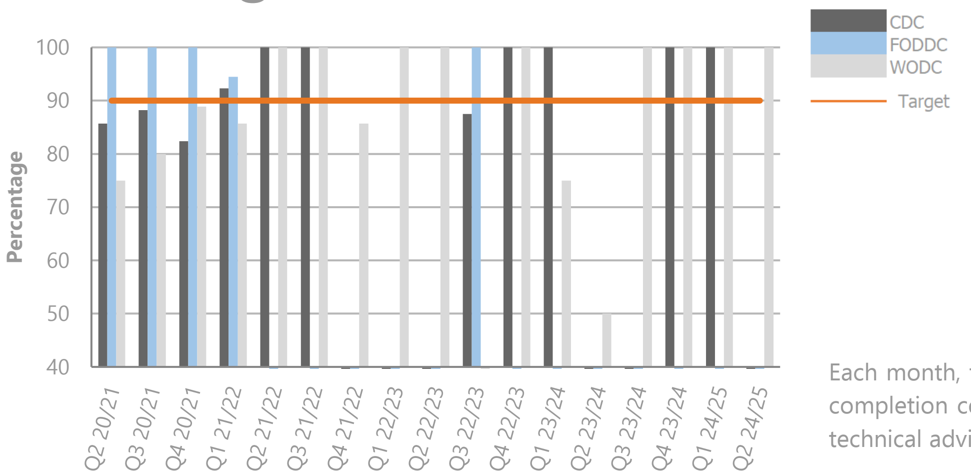
Requests by Service Area



Reasons for Delays in Responding to FOI Requests Beyond the 20-Day Deadline



Building Control Satisfaction



Direction of Travel

Against last Quarter — N/A

Against last Year — N/A

No Data

Q2 – Higher is Good

Target — 90%

Actual — No Data

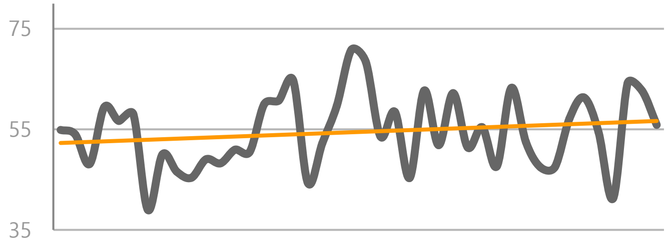
Each month, the service conducts telephone interviews with customers who have received a completion certificate, asking them to rate the service based on staff helpfulness, quality of technical advice and information, responsiveness, value for money, and overall satisfaction.

However, the satisfaction survey data continues to face challenges due to a low response rate, with no surveys returned in Q2.

How do we compare?

Percentage of share in the market	July	Aug,	Sept.	Number of Apps for Quarter
Cotswold	64%	63%	56%	151
Forest	73%	49%	31%	81
West	71%	47%	76%	160

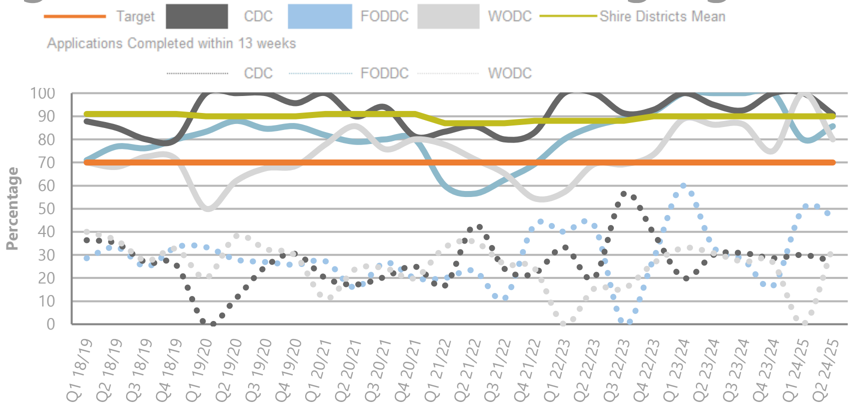
The below chart shows market share over time from April 2021



Percentage of major planning applications determined within agreed timescales (including Agreed Extensions of Time (AEOT))

COTSWOLD District Council

INDEX



Direction of Travel

Against last Quarter

Against last Year

Declined since last quarter and last year

Q2 - Higher is Good

Target	70%
Q2 Actual	90.91%
Year to Date (Cumulative)	95%

How do we compare?

Major Developments - % within 13 weeks or agreed time – LG Inform. Latest dataset is Jan - March '24 (Q4 2023-24)

Q4 23-24 Benchmark	%	CIPFA Rank	Quartile
Cotswold	**100**	**1/12**	**Top**
West Devon	100	1/12	Top
Maldon	93	3/12	Second
Stratford-on-Avon	85	8/12	Third
Ribble Valley	75	10/12	Bottom
Lichfield	67	12/12	Bottom

The service has maintained strong performance in processing Major applications within the agreed timeframes. However, there was a decrease of around 9% compared to the previous quarter, with the in-time determinations dropping from 100% in Q1 to 90.91% in Q2.

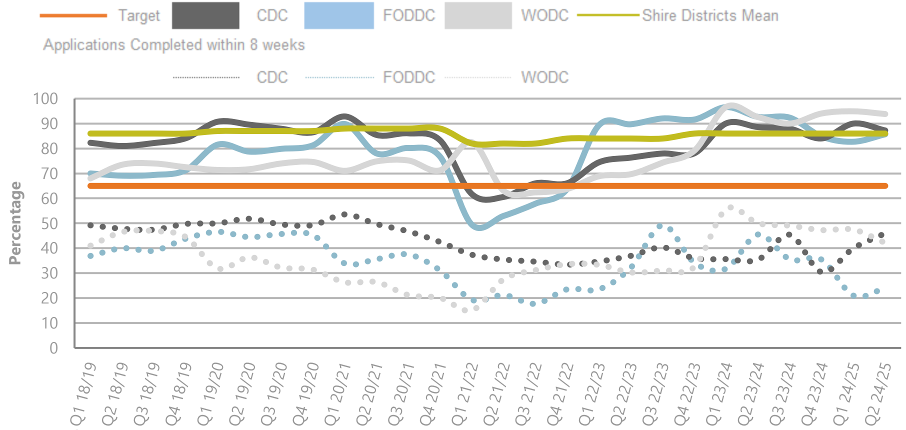
Eleven major applications were determined during Q2, compared to fifteen applications in the same period of the previous year.

See slide for Minor Developments for further narrative

Percentage of minor planning applications determined within agreed timescales (including AEOT)

COTSWOLD District Council

INDEX



Direction of Travel

Against last Quarter 

Against last Year 

Slightly declined since last quarter and last year

Q2 - Higher is Good

Target	65%
Q2 Actual	87.23%
Year to Date (Cumulative)	88.51%

How do we compare?

Minor Developments - % within 8 weeks or agreed time – LG Inform. Latest dataset is Jan - March '24 (Q4 2023-24)

Q4 23-24 Benchmark	%	CIPFA Rank	Quartile
Cotswold	**84**	**6/12**	**Second**
Derbyshire Dales	96	1/12	Top
Ribble Valley	90	3/12	Top
Maldon	80	8/12	Third
Wychavon	76	10/12	Bottom
East Hampshire	62	12/12	Bottom

This quarter, the Council has continued to perform well in processing minor applications within required timeframes. The Development Management Improvement Plan, launched following the PAS report, is actively progressing with a focus on streamlining enforcement. Efforts to reduce the case backlog have been aided by the introduction of a "Harm Checklist" to prioritise cases more effectively. Additionally, a new interactive digital form for submitting complaints, now live on the website, allows users to upload photos, map locations, and access clear guidance on the enforcement process and timelines. These enhancements help manage customer expectations and free up staff to focus on investigations.

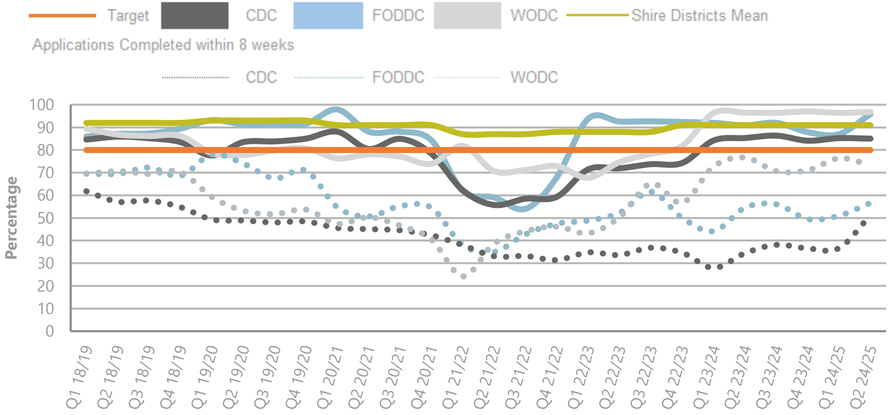
The next phase of the improvement plan will refine case management to concentrate on high-priority cases, with a tracking system in development to enhance transparency and responsiveness. Cotswold District Council is also preparing to host an Agents' Forum in Q3 to further engage with the planning community and promote constructive feedback on planning processes.

94 minor applications were determined in Q2.

Percentage of other planning applications determined within agreed timescales (including AEOT)

COTSWOLD District Council

INDEX



Direction of Travel

Against last Quarter ⇩

Against last Year ⇩

Slightly declined since last quarter and last year

Q2 - Higher is Good

Target	80%
Q2 Actual	85.71%
Year to Date (Cumulative)	85.13%

How do we compare?

Other Developments - % within 8 weeks or agreed time – LG Inform. Latest dataset is Jan - March '24 (Q4 2023-24)

Q4 23-24 Benchmark	%	CIPFA Rank	Quartile
Cotswold	**84**	**11/12**	**Bottom**
Maldon	97	1/12	Top
West Devon	94	3/12	Top
Derbyshire Dales	92	5/12	Second
Stratford-on-Avon	89	9/12	Third
Malvern Hills	83	12/12	Bottom

Determination times for Other applications have slightly improved by around 0.2% since last quarter and this time last year.

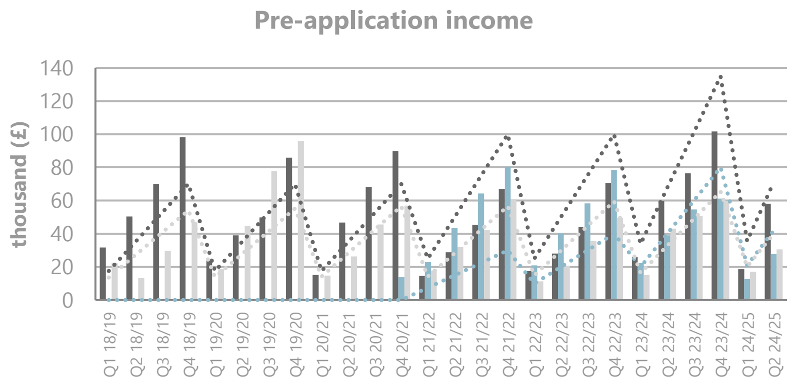
287 Other applications were determined in Q2.

See slide for Minor Developments for additional narrative

Total Income achieved in Planning & Income from Pre-application advice

COTSWOLD District Council

INDEX



Direction of Travel

Total Planning Income

Against last Quarter ↑

Against last Year ↑

Pre-Application Income

Against last Quarter ↑

Against last Year ↓

Total Income increased since last quarter and last year
Pre-App Income increased since last quarter and but slightly decreased since last year

Q2 – Higher is Good

Total Planning Income (£)

Target	500,939
Actual	614,471

Pre-Application Income (£)

Target	71,000
Actual	58,168

At the end of Q2, total planning income for the Council surpassed its target. Compared to Q2 of 2023-24, total planning income has increased, although pre-application income saw a slight decline of approximately £1,000.

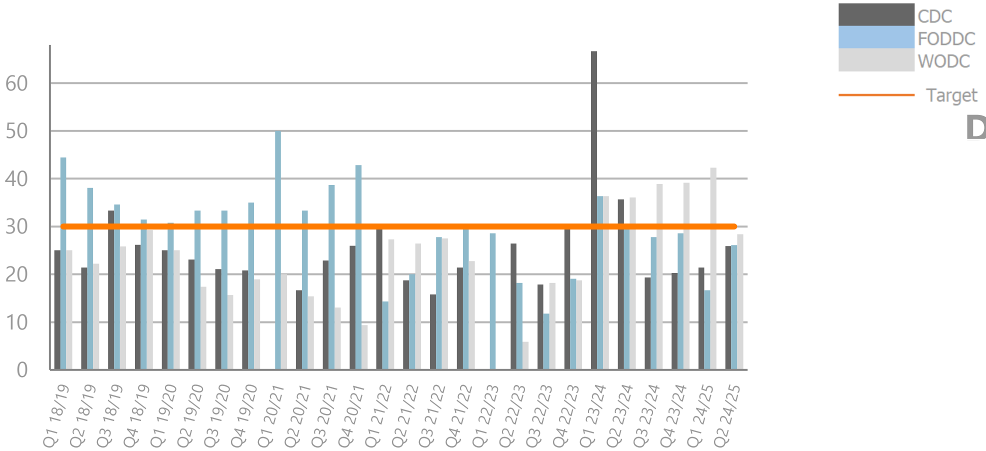
How do we compare?

Planning Advisory Service (PAS) planned to benchmark back in 2021. No data is available in the public domain.

Percentage of Planning Appeals Allowed (cumulative)

COTSWOLD District Council

INDEX



Direction of Travel

Against last Quarter

Against last Year

Q2 – Lower is Good

Target	30%
Actual	25.93%

How do we compare?

Percentage of planning appeals allowed – LG Inform. Latest dataset Jan - March ‘24 (Q4 2023-24)

Q4 23-24 Benchmark	%	CIPFA Rank	Quartile
Cotswold	**42**	**12/12**	**Bottom**
Derbyshire Dales	0	1/12	Top
Litchfield	0	1/12	Top
Chichester	20	5/12	Second
Wychavon	31	8/12	Third
Stratford-on-Avon	40	11/12	Bottom

This indicator aims to ensure that no more than 30% of planning appeals are allowed in favor of the applicant, with a lower percentage being more favorable. According to the latest statistics from the Planning Inspectorate, the national average for Section 78 planning appeals granted is 28% (source: gov.uk).

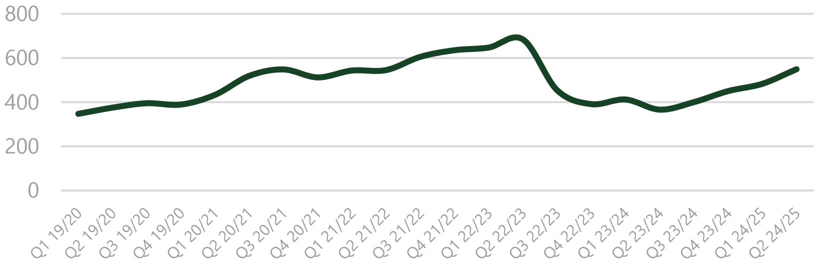
Between 1 July 2024 and 30 September 2024, thirteen appeals were decided, with four allowed in favour of the applicant, resulting in a 30.77% allowance rate. As this metric is cumulative, the year-to-date total stands at 27 appeals, with 7 allowed.

(Snapshot) Planning Enforcement Cases

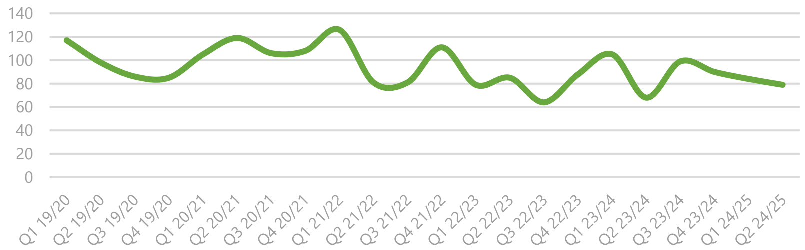
COTSWOLD District Council

INDEX

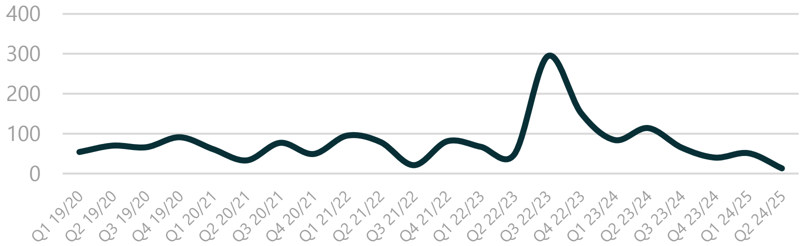
Open Cases at end of Quarter over Time



Number of Cases Opened During the Quarter over Time



Number of Cases Closed During the Quarter over Time



Direction of Travel for Open Cases at end of Quarter

Q2 – Lower is Good

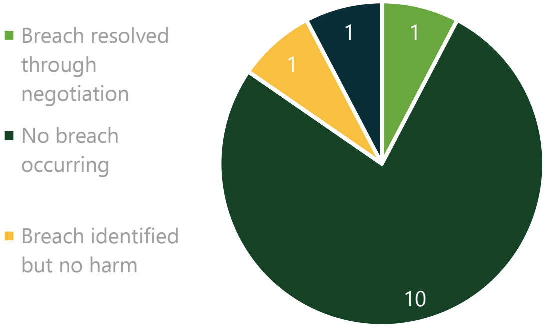
Against last Quarter

Against last Year

No Target

Open Cases at End of Quarter 549

Reasons Cases Closed this Quarter



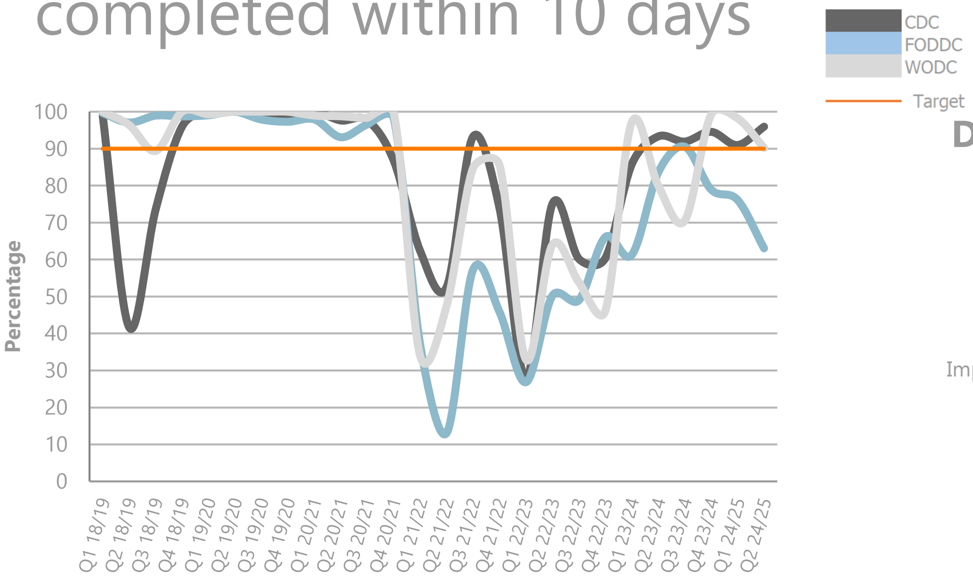
The enforcement team has experienced prolonged staff shortages, resulting in a backlog of cases. The team is currently addressing these cases on a priority basis. In the future, as staffing levels return to full capacity, the team will work on updating and reviewing the enforcement plan to improve service efficiency and effectiveness.

Note: This is a new metric and the Data Team would welcome comments on the preferred observations

Percentage of official land charge searches completed within 10 days

COTSWOLD District Council

INDEX



Direction of Travel

Against last Quarter ↑

Against last Year ↑

Improved since last quarter and last year

Q2 - Higher is Good

Target	90%
Actual	95.95%

During Q2, the Council continued to exceed its target for completing land charge searches within 10 days.

Efforts to strengthen relationships with the answering teams have improved communication and workload management, allowing team members to address tasks more efficiently and ultimately boosting overall productivity.

The HMLR project, aimed at creating a national local land charges service to speed up searches, has commenced and is currently in the early stages.

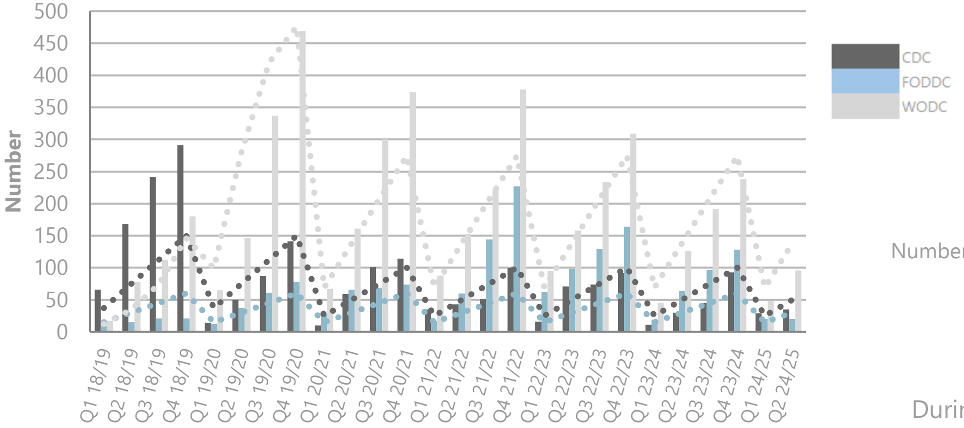
How do we compare?

No benchmarking currently available. The Data & Performance Team will investigate options

Number of affordable homes delivered (cumulative)

COTSWOLD District Council

INDEX



Direction of Travel

Against last Quarter

Against last Year

Number of completions improved since last year but declined since last quarter

Q2 – Higher is Good

Target	25
Actual	35

During Q2, a total of six properties were delivered in Cotswold, bringing the year-to-date total to thirty-five, against a target of fifty. This includes six shared ownership properties completed in Cirencester. Completions fluctuate throughout the year, as housing developments typically take 12 months or more, with some projects phased over several years. An initial overdelivery of affordable housing at the start of the current strategy has resulted in reduced delivery in recent years. Additionally, projections from Registered Providers indicate a shortfall compared to the annual target of 100 homes.

How do we compare?

No benchmarking currently available. The Data & Performance Team will investigate options

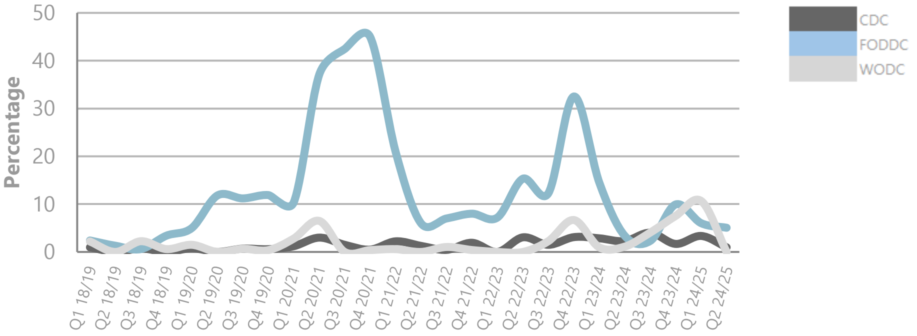
Note: this data is collected cumulatively from the beginning of the financial year to account for peaks and troughs

Number of fly tips collected and percentage that result in an enforcement action

(defined as a warning letter, fixed penalty notice, simple caution or prosecution)

COTSWOLD District Council

INDEX



Direction of Travel

Number of Fly Tips

Against last Quarter

Against last Year

Percentage Enforcement Action

Against last Quarter

Against last Year

Fly Tips – Decreased since last quarter but increased since last year

Enforcement Action – Declined since last quarter and last year

No Target

Number of Fly Tips Collected

172

Percentage Enforcement Action

0.97%

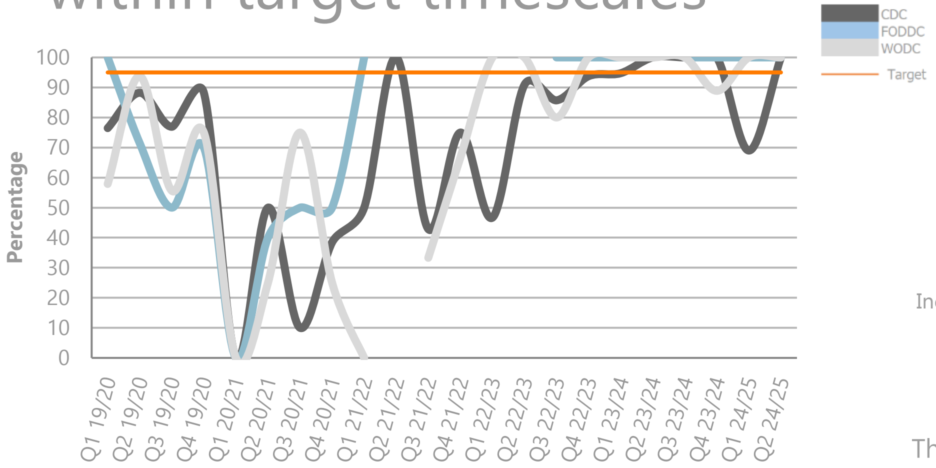
How do we compare?

Number of Fly Tips reported for year 2022-23 for Local Authorities in England – Gov.uk. The latest dataset available is 2022-23

2022-23 Benchmark	Total Fly Tips	Total Enforcement Actions	Total FPNs	% FPNs per Fly Tip	CIPFA Nearest Neighbours Rank	Quartile
Cotswold	**1092**	**99**	**22**	**2.01**	**2/12**	**Top**
Wychavon	878	178	6	0.68	5/12	Second
Chichester	844	109	1	0.12	8/12	Third
West Devon	327	0	0	0	12/12	Bottom

During Q2, fly-tipping incidents in Cotswold decreased by approximately 30%, reflecting the success of recent initiatives to curb illegal waste disposal. Earlier this year, the Council received over £38,000 from the Government's Fly-tipping Intervention Grant Scheme to bolster enforcement efforts. This funding has supported new initiatives, particularly the S.C.R.A.P. fly-tipping campaign, aimed at cracking down on environmental offences. Additionally, the Council successfully recruited 20 "Fly-tipping Guardians" to help protect the district from illegal waste dumping.

Percentage of high risk food premises inspected within target timescales



Direction of Travel

Against last Quarter

Against last Year

Increased since last quarter and steady since last year

Q2 - Higher is Good

Target	95%
Actual	100%

The Council conducted seven inspections during Q2, all of which were completed within the timescale.

High-risk food inspections are prioritised due to their greater potential impact on public health and safety enabling issues to be addressed swiftly. However, this focus can occasionally delay scheduled inspections for lower-risk food businesses. To mitigate this, the service uses a dashboard to track both high- and lower-risk inspections, ensuring that, despite the emphasis on high-risk establishments, lower-risk inspections are still completed promptly to maintain overall compliance and safety standards.

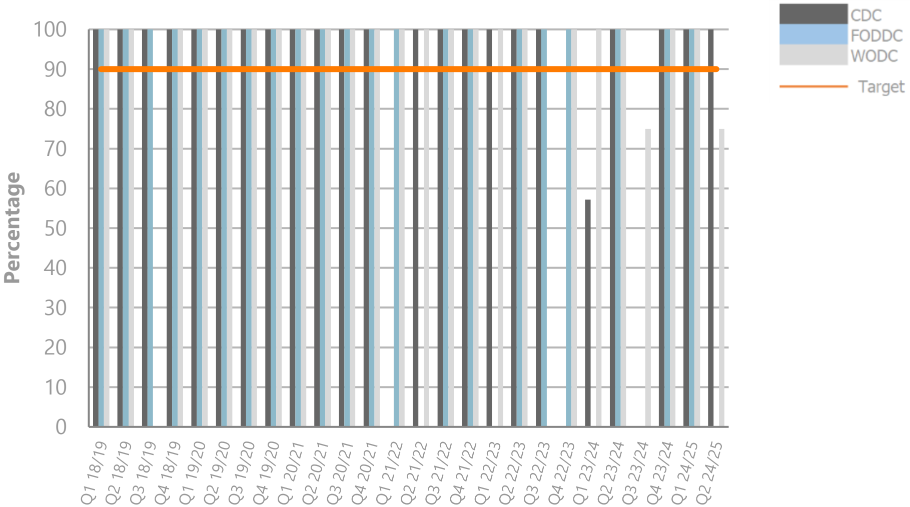
How do we compare?

APSE performance networks are introducing benchmarking for environmental sectors for 2023-24

% High risk notifications risk assessed within 1 working day

(including food poisoning outbreaks, anti-social behaviour, contaminated private water supplies, workplace fatalities or multiple serious injuries)

INDEX



Direction of Travel

Against last Quarter ⇨

Against last Year ⇨

Steady since last quarter and last year

Q2 - Higher is Good

Target	90%
Actual	100%

One notification was received during Q1 which was assessed within one working day.

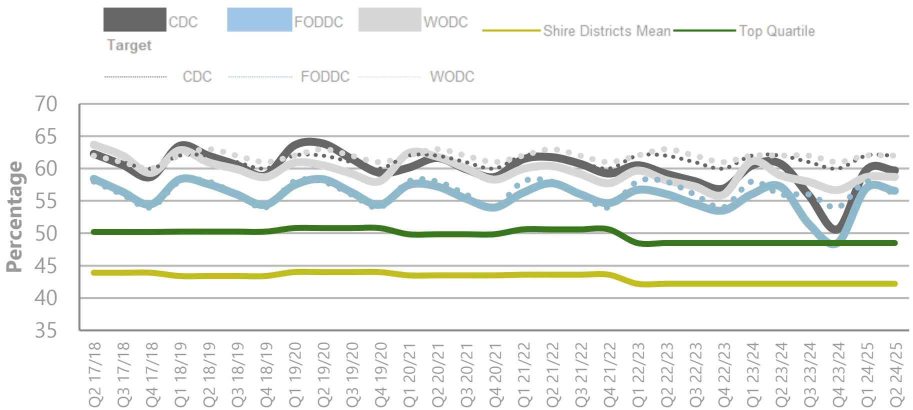
How do we compare?

No benchmarking currently available. The Data & Performance Team will investigate options

Percentage of household waste recycled

COTSWOLD District Council

INDEX



Direction of Travel

Against last Quarter	⇩
Against last Year	⇩

Slightly declined since last quarter and last year

Q2 - Higher is Good

Target	62%
Actual	59.63%

How do we compare?

Percentage of household waste sent for reuse, recycling or composting – LG Inform.
The latest dataset available in April – June '23 (Q1 2023-24) – **Within this Dataset 6 authorities are missing data**

Q1 23-24 Benchmark	%	CIPFA Rank	Quartile
Cotswold	**60.2**	**2/6**	**Top**
Stratford-on-Avon	70	1/6	Top
West Oxfordshire	60.13	3/6	Second
Derbyshire Dales	49	4/6	Third
Litchfield	50.3	5/6	Bottom
Malvern Hills	47.01	6/6	Bottom

The recycling rates for Q2 stand at 59.63%, which is approximately 1% lower than the same period last year.

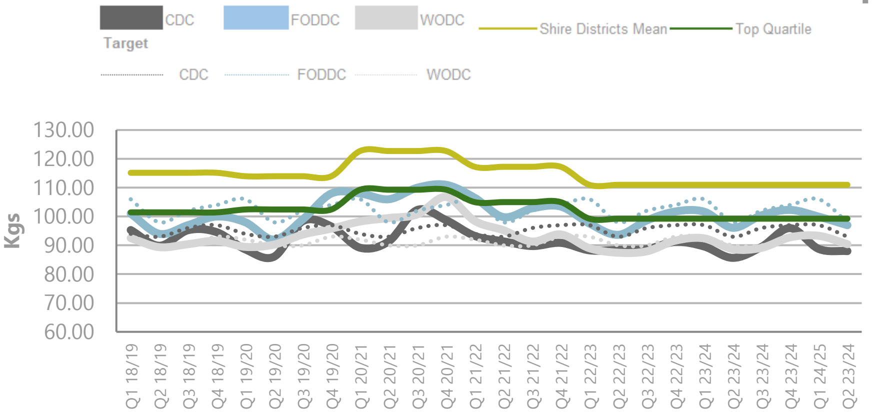
During Q2, the Council supported Second Hand September, a national campaign encouraging the public to shop for second-hand clothing and donate items they no longer wear. This initiative highlights the environmental impact of textile production and aims to reduce waste by promoting the recycling and reuse of textiles. Resources are available for residents on sustainable shopping and clothing repair.

Notes: The quarterly recycling targets are profiled to account for seasonal differences. The combined recycling data is also presented cumulatively which will flatten out some of these differences

Residual Household Waste per Household (kg)

COTSWOLD District Council

INDEX



Direction of Travel

Against last Quarter

Against last Year

Decreased since last quarter but steady since last year

Q2 - Lower is Good

Target	93
Actual	85.44

How do we compare?

Residual household waste per household (kg/household) – LG Inform. The latest dataset available in April – June '23 (Q1 2023-24) – **Within this Dataset 6 authorities are missing data**

Q1 23-24 Benchmark	Kg	CIPFA Rank	Quartile
Cotswold	**89.62**	**3/6**	**Second**
Stratford-on-Avon	71	1/6	Top
Derbyshire Dales	83.38	2/6	Top
West Oxfordshire	92.43	4/6	Third
Malvern Hills	97.68	5/6	Bottom
Litchfield	112.88	6/6	Bottom

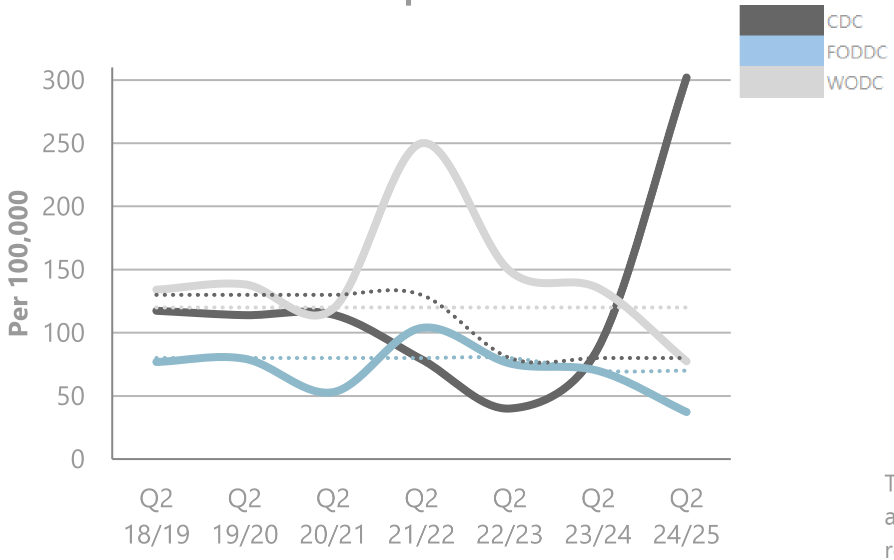
The pattern of residual waste throughout the year is cyclical and targets are profiled according. We typically see an increase in Q3 due to the Christmas period.

During Q2, the Council saw a slight decline in the tonnage of household waste in comparison to last quarter, decreasing by 3.32kg to 85.44kg. In comparison to Q2 2023-2024, the tonnage has slightly decreased by 0.22kg.

Missed bins per 100,000

COTSWOLD District Council

INDEX



Direction of Travel

Against last Quarter ↑

Against last Year ↑

Increased since last quarter and last year

Q2 - Lower is Good

Target	80
Actual	302

How do we compare?

Missed collections per 100,000 collections (full year) - APSE

2022-23 Benchmark	Missed collections per 100,000 collections	Family Group Rank	Family Group Quartile	Whole Service Rank	Whole Service Quartile
Cotswold	109.89	12/14	Bottom	39/45	Bottom

The Council experienced a notable increase in missed bins in comparison to last quarter and the same period last year. The rise in missed bins can be attributed primarily to the recent reorganization of collection rounds, which affected approximately 60% of households. Additionally, Ubico faced high levels of sick leave during July and August, resulting in new staff who were less familiar with the routes and locations of households. However, significant improvements have been made, with daily huddles implemented during the quarter to enhance communication and management oversight. These efforts have led to solid improvements, with the number of missed collections now reducing to more manageable levels.

Note: since the implementation of In-Cab technology, the data source for missed collections is Alloy, In-Cab's back office system. This data source is more accurate than the previous data source.

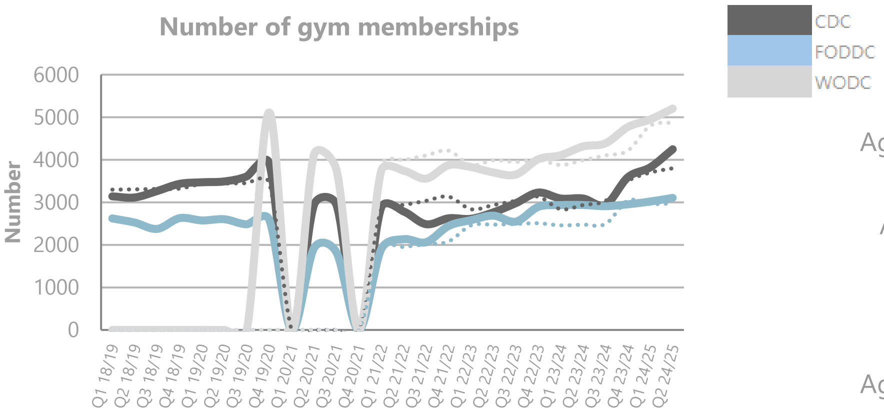
The missed bins target was revised to 80 per 100,000 scheduled collections from 2022-23 Q1 to reflect improvements made over the previous year.

Number of visits to the leisure centres & (Snapshot) Number of gym memberships

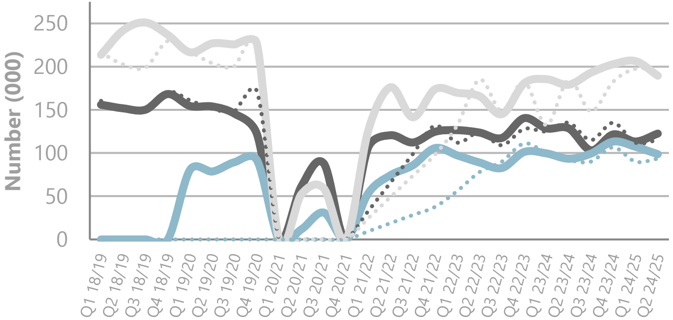
COTSWOLD District Council

INDEX

Number of gym memberships



Visits to leisure facilities



Direction of Travel

Gym Memberships

Against last Quarter

Against last Year

Leisure Visits

Against last Quarter

Against last Year

Gym Memberships – Improved since last quarter and last year
Leisure Visits – Improved since last quarter but declined since last year

Higher is Good

Gym Memberships

Target	3,800
Actual	4,247

Leisure Visits

Target	115,000
Actual	122,523

Leisure visits experienced an increase in visits compared to the last quarter; however, the numbers were down by approximately 5,000 compared to the same period last year, largely due to improvement works at Cirencester Leisure Centre during the summer. The recent opening of a new cycle studio and an assisted gym area in September underscores the Council's commitment to enhancing community facilities.

Further investment in equipment has been made, including the provision of new bikes for the indoor cycling studio at Cirencester and the renewal of the jacuzzi at the Bourton on the Water Leisure Centre.

The Council was awarded £208k from the Swimming Pool Support Fund which will provide energy efficiency improvements at Cirencester Leisure centre including additional Solar PV panels and improved triple glazing around the swimming pool area.

Learn to Swim participation figures have remained steady. This trend is attributed to the national shortage of swim instructors and the backlog reduction resulting from the COVID-19 facility closures.

How do we compare?

The Data Team are currently working with partners to compile the data return for APSE performance networks which will then provide benchmarking for this metric.