COTSWOLD

District Council

Delivering great services locally

PERFORMANCE REPORT:

October - December 2024

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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. Highlights include progress in Planning Determination Times, inspections of high-risk food premises, and strong numbers of visits to the leisure centres. Customer satisfaction and land charge searches responded to within 10 days continue to be strong. However, processing times for Housing Benefit Change of Circumstances and the delivery of affordable homes 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

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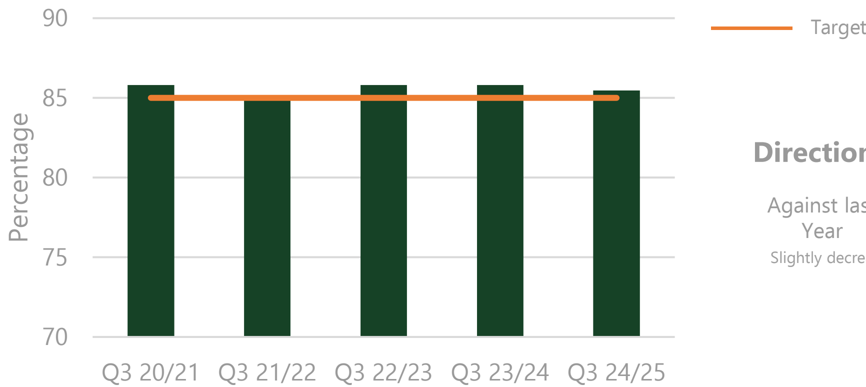


Previously, collection rates included Direct Debit payments for the month following the end of the quarter, which distorted the data. This has now been corrected, and the updated figures are reflected in the graph above.

Direction of Travel

Against last Year

Slightly decreased since last year

Q3 – Higher is Good

Target	85%
Actual	85.47%

By the end of Q3, the collection rates were comparable to the same period last year although collection rates experienced a slight dip of 0.33% compared to the same period last year. Additionally, the Council is around 1.5% below it's pre-pandemic collection rates for the same period. Notably, there has been an increase in the number of people choosing to spread payments over 12 months, with between 20% more customers opting for this payment method since 2019.

The current recovery cycle is up to date, with the service making progress in collecting debt from previous years. The table below displays the percentage of Council Tax collected in respect of previous years, along with the total outstanding amount:

	2020-2021	2021-2022	2022-2023	2023-2024	Total Outstanding
Balance at Quarter End	£480,895.36	£678,612.57	£758,641.82	£1,194,197.90	£3,112,347.65
% collected	99.45%	99.26%	99.22%	98.85%	

How do we compare?

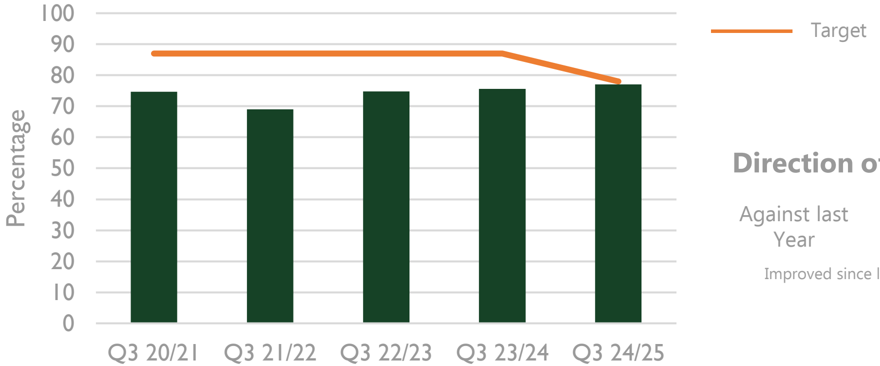
Benchmarking via Gov.uk Tables and Individual Council Websites using CIPFA Nearest Neighbours – Latest dataset is 2023-24 Collection Rates

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

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).

Note: The quarterly targets were changed in April 2024 to more accurately reflect if the Council is on track.

Percentage of Non-domestic rates collected



Direction of Travel

Against last Year

Improved since last year

Q3 – Higher is Good

Target	78%
Actual	77.03%

Previously, collection rates included Direct Debit payments for the month following the end of the quarter, which distorted the data. This has now been corrected, and the updated figures are reflected in the graph above.

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
Lichfield	99.53	1/12	Top
Ribble Valley	98.69	3/12	Top
East Hampshire	97.81	5/12	Second
Cotswold	**96.91**	**11/12**	**Bottom**
Stratford-on-Avon	96.44	12/12	Bottom

By the end of Q3, the collection rate was broadly comparable to the same period last year with a slight increase of 1.44%. However, the Council remaisn slightly below target by around 0.91%. Notably, as with Council Tax, there has been a rise in the number of businesses opting to spread payments over 12 months instead of 10 since 2019.

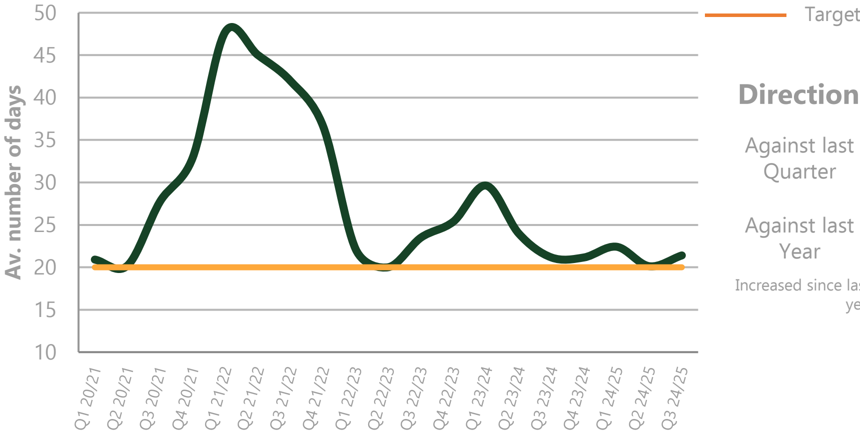
The current recovery cycle is up to date with the service reporting progress in collecting previous year's debt. The table below displays the percentage of Non-Domestic Rates collected in respect of previous years, along with the total outstanding amount:

	2020-2021	**2021-2022**	**2022-2023**	**2023-2024**	**Total Outstanding**
Balance at Quarter End	£107,373.19	£216,805.50	£285,010.72	£300,557.64	£909,747.05
% collected	99.32%	99.23%	99.13%	99.16%	

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.

Note: The quarterly targets were changed in April 2024 to more accurately reflect if the Council is on track.

Processing times for Council Tax Support new claims



Direction of Travel

Against last Quarter ⇧

Against last Year ⇧

Increased since last quarter and last year

Q3 – Lower is Good

Target	20
Actual	21.4

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 September 2024 and the percentage change from September 2023 for each authority.

	Number of Claimants at end of Sept 2024	Percentage Change since Sept 2023	CIPFA Nearest Neighbours Rank (Higher = biggest reduction)
Maldon	3,024	-4.21%	1/12
Derbyshire Dales	3,135	-0.76%	4/12
Cotswold	**3,920**	**-0.38%**	**7/12**
Lichfield	5,240	5.54%	12/12

During Q3, the standalone processing times for new Council Tax Support (CTS) claims exceeded the 20-day target, with the Council averaging 23.37 days from October to December. Consequently, the rolling cumulative statistics have increased, with the Council remaining above target.

The rise in processing times during Q3 can be attributed to higher-than-usual levels of sickness within the team and the shutdown of the Council Offices over Christmas. Additionally, the service is awaiting updates from the Universal Credit (UC) section of the Department for Work and Pensions (DWP) regarding file type changes for the data they provide. These updates are expected to enable more effective data capture and enhance the automation of related processes, thus bringing down processing times.

Consultations on proposed changes to the CTS scheme were carried out in September and October. Feedback was gathered and subsequently presented to Cabinet and Full Council as part of the options for the 2025/26 scheme. Full Council approved the updated CTS scheme in November.

Processing times for Council Tax Support Change Events

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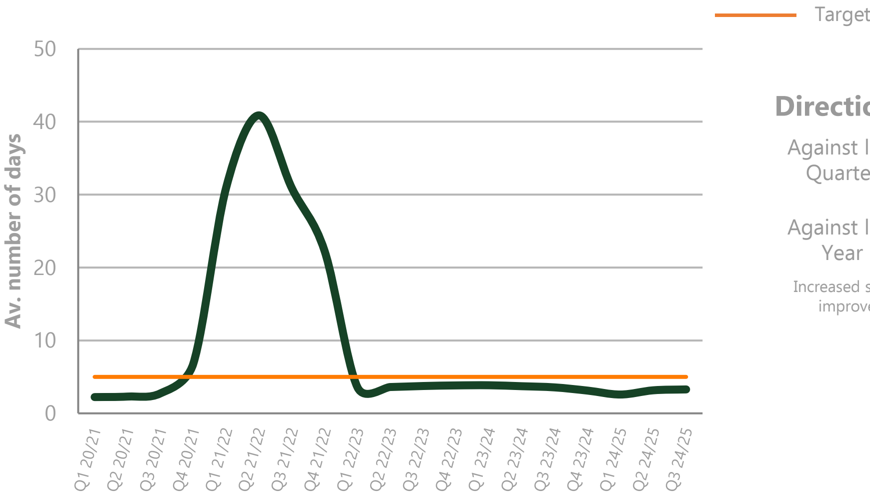

Direction of Travel

Against last Quarter ⇧

Against last Year ⇩

Increased since last quarter but improved since last year

Q3 – Lower is Good

Target	5
Actual	3.16

The processing times for Council Tax Support Change Events consistently remain well below the 5-day target.

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
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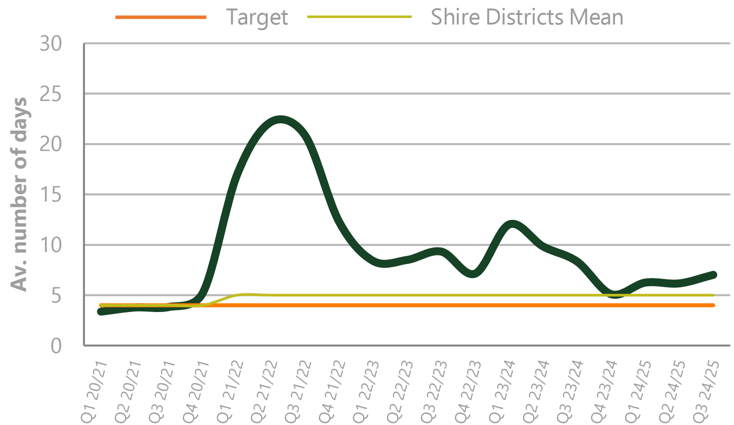

Direction of Travel

Against last Quarter 

Against last Year 

Increased since last quarter but improved since last year

Q3 – Lower is Good

Target	4
Actual	7.02

How do we compare?

Speed of processing for HB CoCs – LG Inform. Latest dataset is April - June '24 (Q1 2024-25)

Q1 2024-25 Benchmark	Days	CIPFA Nearest Neighbours Rank	Quartile
Derbyshire Dales	2.17	3/12	Top
East Hampshire	6.62	6/12	Top
Chichester	6.62	6/12	Second
Cotswold	**6.17**	**8/12**	**Third**
Stratford-on-Avon	8.53	10/12	Bottom
Wychavon	12.1	12/12	Bottom

Please see Processing times for Council Tax Support new claims.
Similar to new Council Tax Support claims, the average processing times for Housing Benefit (HB) changes have increased at the Council. However, in comparison to last year, the Council has reduced it's processing times by approximately one day.

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 – 2,000 Cumulative
CTS Changes – 10,383 Cumulative

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

COTSWOLD District Council

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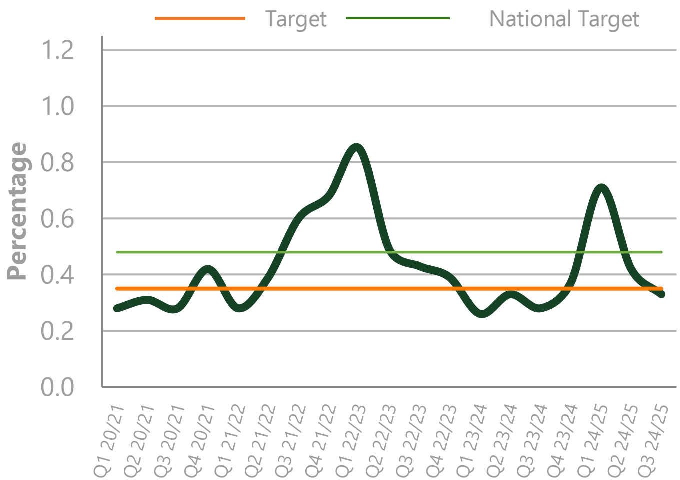


Direction of Travel

Against last Quarter ↓

Against last Year ↑

Improved since last quarter but increased since last year

Q3 – Lower is Good

Target	0.35%
Actual	0.33%

The Council sits comfortably below the national target of 0.48% and the stricter service target of 0.35%.

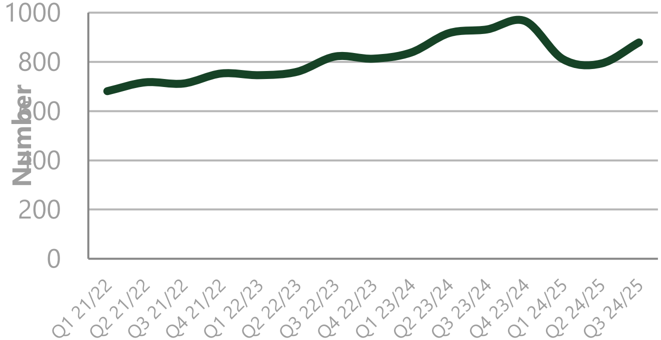
To minimise Housing Benefit (HB) overpayments resulting from local authority error, several measures are in place. Approximately 20% of the HB caseload is reviewed by Quality Assurance officers, who focus on high-error areas such as earnings calculations. Additionally, the service participates in the Department for Work and Pensions (DWP) Housing Benefit Award Accuracy (HBAA) initiative to address fraud and error.

How do we compare?

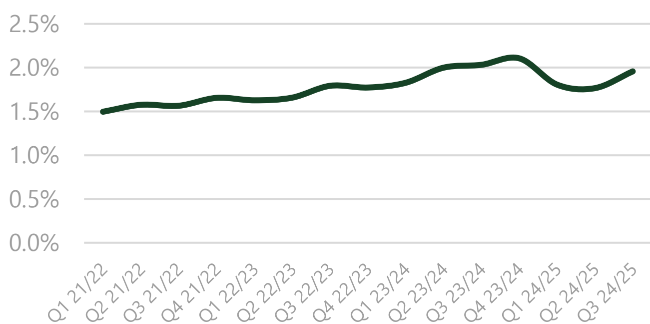
Benchmarking currently not available. The Data & Performance Team will investigate options.

Note: the national target is 0.48%. In 2020-21, the service set a more stringent target of 0.35%

(Snapshot) Long Term Empty Properties



% Long Term Empties of the Total Housing Stock



How do we compare?

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

Direction of Travel

Against last Quarter 

Against last Year 

Increased since last quarter but improved since last year

Q3 – Lower is Good

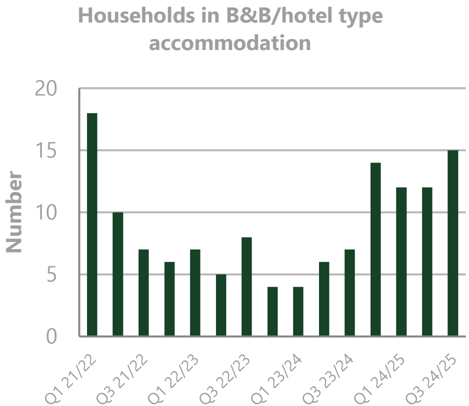
No Target

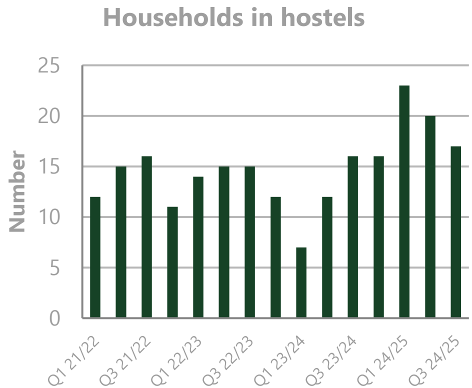
879

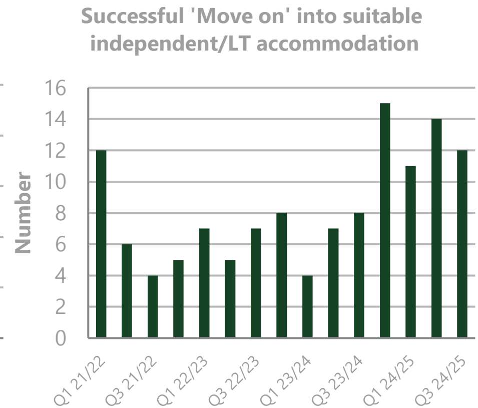
Properties continue to be added and removed from the list, and while the graph indicates an upward trend in properties over the past few years, the Council has experienced an increase in long-term empty properties compared to the previous quarter, although the current figure is still lower than the same period last year. This increase is primarily attributed to several properties within a retirement village in Cirencester reaching six months empty.

An updated Long Term Empty Property Strategy covering the period from 2024 to 2029 was approved by the Cabinet in October. The strategy aims to support the management of long-term empty properties within the districts. It outlines the Councils' intentions to engage with property owners to understand the reasons for keeping properties vacant and, where possible, assist in bringing them back into use. This approach aims to reduce the negative impacts of empty properties, better utilize this resource to serve the community, and create more opportunities to address the Councils' housing needs.

(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







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	↑

How do we compare?
No benchmarking currently available. The Data & Performance Team will investigate options

Homelessness remains a significant issue in Cotswold with numbers having increased following the extended cold weather over Christmas. 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 152 households for the financial year to date. This includes 108 cases within the statutory 56-day period and 44 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.

Customer Satisfaction - Telephone

COTSWOLD District Council

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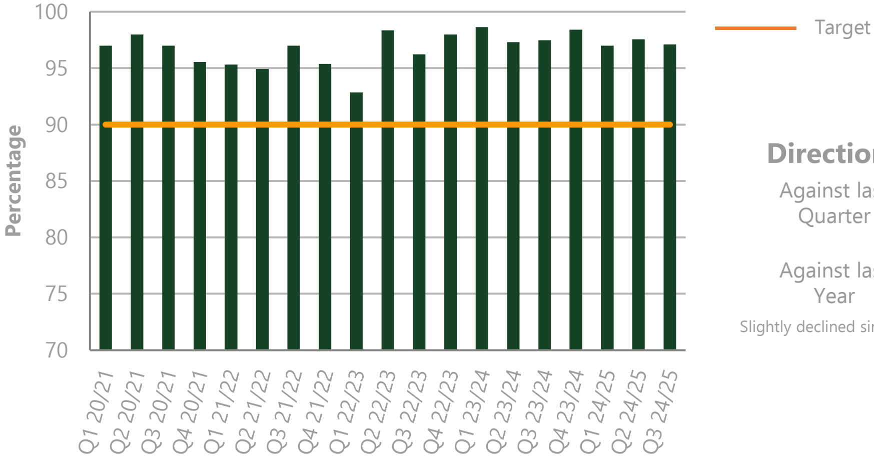


Direction of Travel

Against last Quarter ⇩

Against last Year ⇩

Slightly declined since last quarter and last year

Q3 - Higher is Good

Target	90%
Actual	97.12%

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

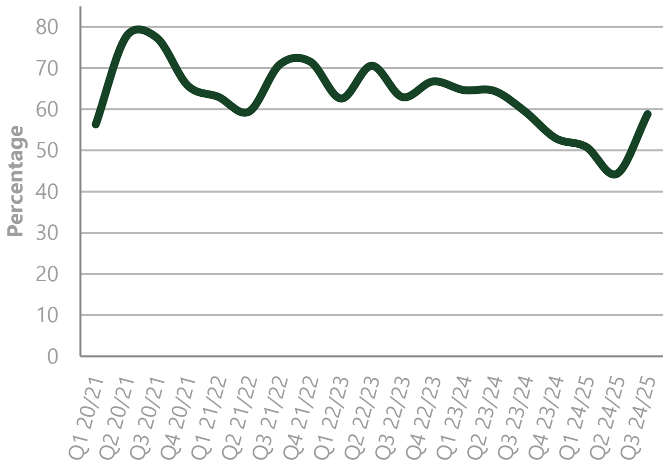
	Oct Rank	Oct Net Sat.	Nov Rank	Nov Net Sat.	Dec Rank	Dec Net Sat.
Cotswold	7	92%	1	97%	TBC	TBC
Forest	1	99%	N/A	N/A	TBC	TBC
West	2	97%	2	97%	TBC	TBC

A total of 551 residents participated in the survey, of these, 538 customers reported being satisfied with the service, reflecting a high level of overall 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.

This consistent performance highlights the partnership's ongoing commitment to delivering excellent customer care across all channels.

Customer Satisfaction - Email



Direction of Travel

Against last Quarter ↑

Against last Year ↓

Improved since last quarter but slightly declined since last year

Q3 - Higher is Good

No Target

58.81%

386 residents responded to the survey, of which 227 were satisfied. This equates to a rate of 52.01% satisfaction for the quarter, down from 58.28% during Q2.

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

Previously, rising levels of negative feedback prompted a review to identify the underlying causes of dissatisfaction. The analysis highlighted that dissatisfaction primarily arose from service failures, such as missed bin collections, delays in container deliveries, and insufficient responses from Planning and Housing services. In response, each service area introduced targeted improvements to systems and processes to address these concerns effectively.

How do we compare?

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

Customer Satisfaction - Face to Face

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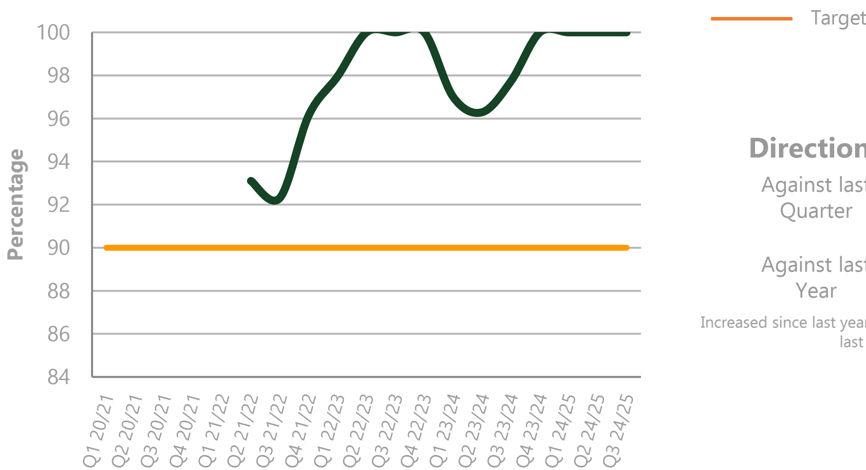


Direction of Travel

Against last Quarter ⇨

Against last Year ⇧

Increased since last year and stayed the same since last quarter

Q3 - Higher is Good

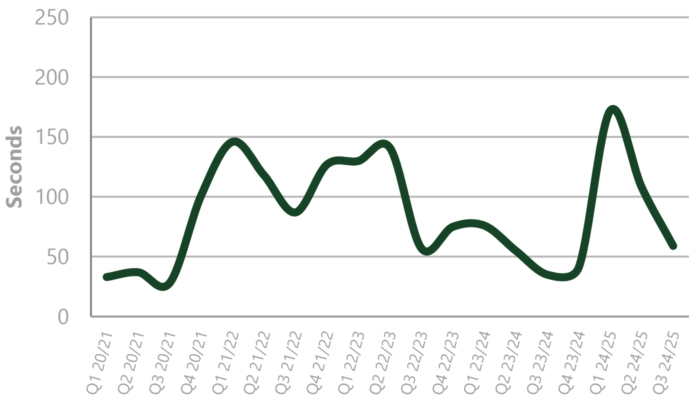
Target	90%
Actual	100%

Customer Satisfaction from face to face interactions continues to be high, with a 100% satisfaction rate for the quarter, with all 59 individuals surveyed satisfied with the service.

How do we compare?
No benchmarking currently 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



Direction of Travel

Against last Quarter ↓

Against last Year ↑

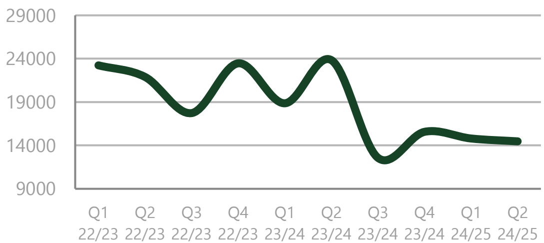
Improved since last quarter but increased since last year

Q3 - Lower is Good

No Target

59 Seconds

Call Volume over Time



During Q3, the Council saw a significant drop in average wait times by approximately one minute. However, compared to the same period last year, there was a slight increase of 24 seconds.
The service continues to operate with reduced staffing levels due to several vacancies, partly influenced by internal movement within the organisation. Recruitment efforts are actively underway to address these gaps.
Despite these challenges, the team remains committed to improving customer experience. Recent achievements include successful User Acceptance Testing (UAT) for the Alloy upgrade project and testing new e-forms for the Councils' websites.

Call Volume Trends

The number of calls decreased this quarter. This period marks the first opportunity to compare call volumes on the reduced phone lines since the trial was introduced in September 2023, providing a clearer view of the trial's impact on overall call trends. This aligns with a broader trend of decreasing call numbers, a pattern expected to continue as Channel Choice initiatives promote customer self-service options.

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.

Number of complaints upheld

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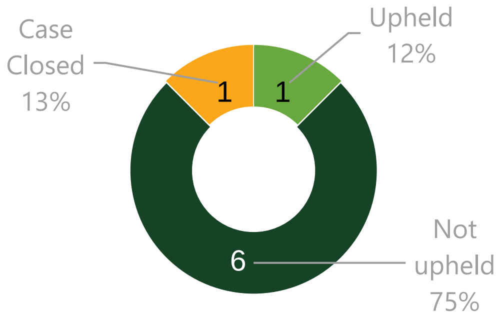
Complaints by Status



Direction of Travel

Complaints upheld or partly upheld at Stage 1

Against last Quarter

Against last Year

Declined 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.

2023-24	Complaints Investigated	Percentage Upheld	Upheld decisions per 100,000 residents	Percentage Compliance with Recommendations	Percentage Satisfactory Remedy	CIPFA Rank	Quartile
Derbyshire Dales	1	0%	0	N/A	N/A	1/8	Top
Chichester	1	100%	1.1	100%	0%	4/8	Second
Cotswold	**1**	**100%**	**1.1**	**100%**	**0%**	**6/8**	**Third**
Wychavon	4	100%	3	N/A	100%	8/8	Bottom

During Q3, the Council experienced a 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.

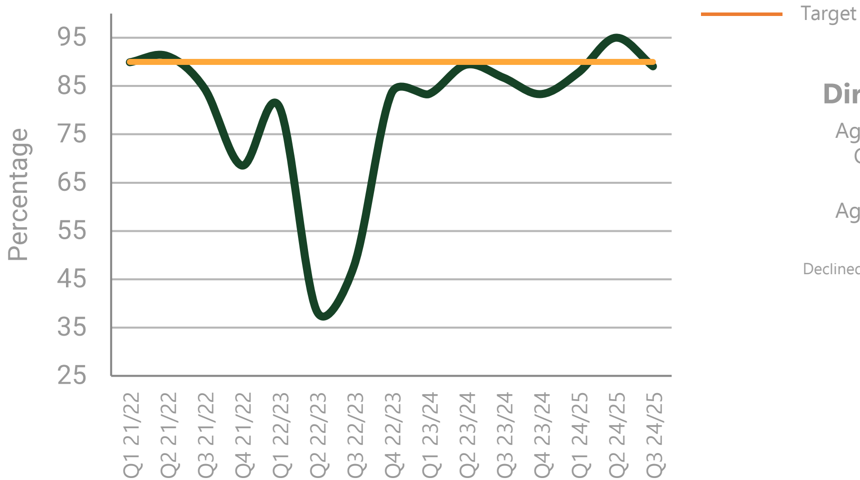
A new Customer Feedback Procedure went live on the 1st October 2021.
The new process has the following stages:

- 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

Service area	Description	Outcome/learning	Decision	Response time (days)
Housing	Customer raised concerns about incorrect rebanding and felt that the language used by staff during the interaction was unprofessional.	The banding has been reinstated, and an apology has been extended to the customer. Reassurances were also given that staff retraining will take place to prevent similar issues in the future.	Upheld	1

Percentage of FOI requests answered within 20 days



Direction of Travel

Against last Quarter

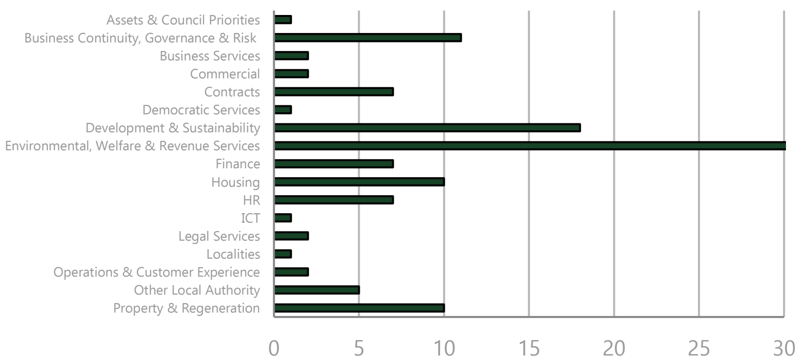
Against last Year

Declined since last quarter but improved since last year

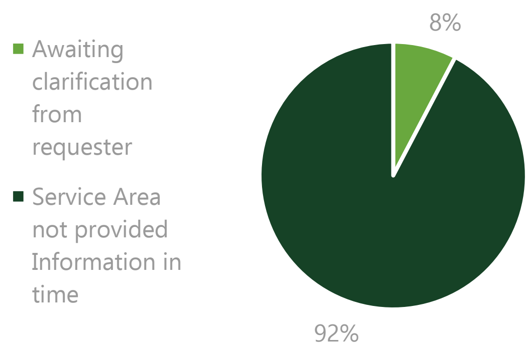
Q3 - Higher is Good

Target	90%
Actual	89.08%

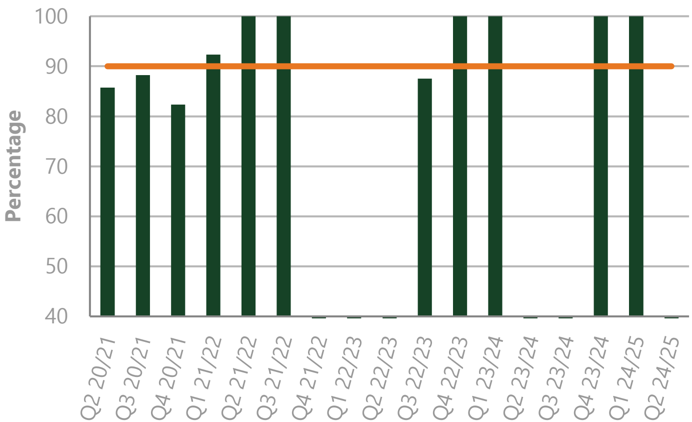
Requests by Service Area



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

Q3 – Higher is Good

Target	90%
Actual	No Data

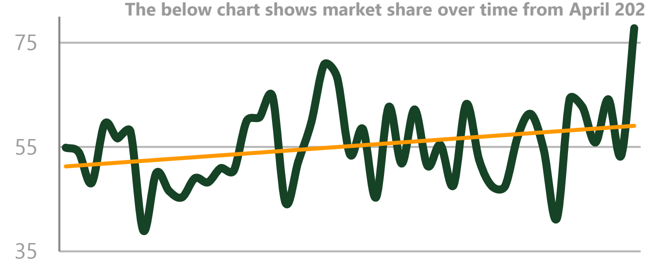
The team has employed various methods to engage customers for satisfaction surveys. Initially, traditional paper forms were distributed, enabling customers to provide feedback via mail. As digital communication gained prominence, an online survey platform, SurveyMonkey, was introduced to cater to those preferring digital responses. Unfortunately, this approach garnered limited feedback. Recently, the team implemented direct phone calls to customers to assist them in completing the online form, hoping to add a personal touch. Even with this method, the completion rate remained low. Consequently, the satisfaction survey data continues to face challenges due to a low response rate, with no surveys returned in Q3.

Given the current intensive survey process and the low response rate, the team is exploring options to improve the process. This includes collaborating with the Data Team to create a webform that will be emailed to customers who have received a completion certificate.

How do we compare?
Percentage of share in the market

	Oct	Nov	Dec	Number of Apps for Quarter
Cotswold	64%	53%	78%	120

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

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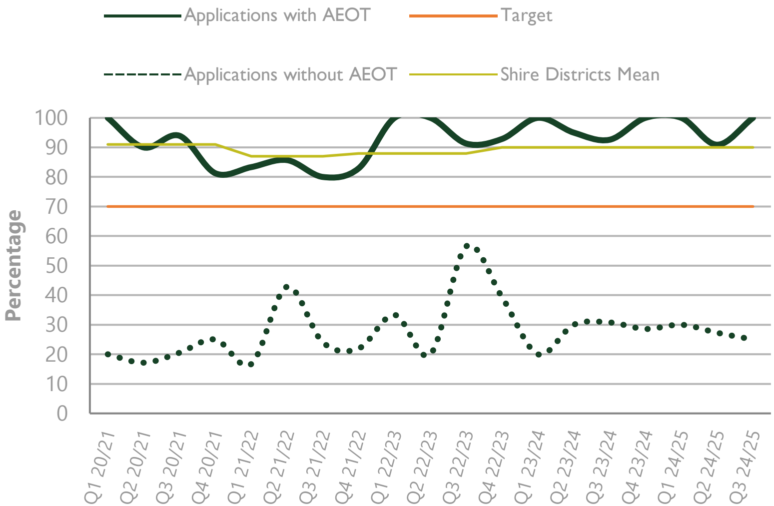


Direction of Travel

Against last Quarter	⇧
Against last Year	⇧

Improved since last quarter and last year

Q3 - Higher is Good

Target	70%
Q3 Actual	100%
Year to Date (Cumulative)	96%

How do we compare?

Major Developments - % within 13 weeks or agreed time – LG Inform. Latest dataset is July - September '24 (Q2 2024-25)

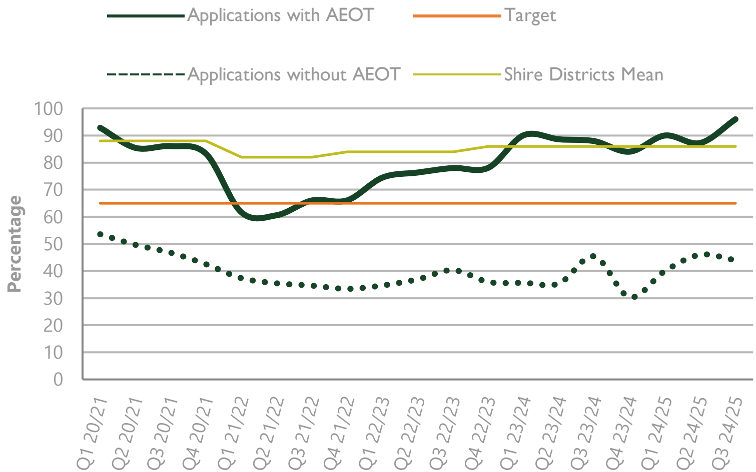
Q2 24-25 Benchmark	%	CIPFA Rank	Quartile
East Hampshire	100	1/12	Top
West Devon	100	1/12	Top
Cotswold	**91**	**5/12**	**Second**
Ribble Valley	86	8/12	Third
Lichfield	80	12/12	Bottom
Maldon	80	12/12	Bottom

The service has maintained strong performance in processing Major applications within the agreed timeframes with an increase of just over 9% compared to the previous quarter, with the in-time determinations increasing from 90.91% in Q2 to 100% in Q3.

During Q3, four major applications were determined.

See slide for Minor Developments for further narrative

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



Direction of Travel

Against last Quarter

Against last Year

Improved since last quarter and last year

Q3 - Higher is Good

Target	65%
Q3 Actual	96%
Year to Date (Cumulative)	88.51%

How do we compare?

Minor Developments - % within 8 weeks or agreed time – LG Inform. Latest dataset is July - September '24 (Q2 2024-25)

Q2 24-25 Benchmark	%	CIPFA Rank	Quartile
West Oxfordshire	94	1/12	Top
West Devon	91	3/12	Top
Cotswold	84	6/12	Second
Cotswold	**88**	**7/12**	**Third**
East Hampshire	82	10/12	Bottom
Derbyshire Dales	69	12/12	Bottom

This quarter, the Council has continued to perform well in processing minor applications within the required timeframes. Determination times have improved by approximately 8% compared to both the previous quarter and the same period last year.

The service remains focused on addressing applications that have been with the Council for some time, working to resolve these outstanding cases and optimise workflows. Additionally, the team is providing clearer guidance on when application amendments are allowed or required, aiming to speed up the determination process and ensure applications are completed within statutory timeframes.

An update to the government's criteria for assessing local planning authority performance was published in December 2024. The revised criteria shortened the timeframe for evaluating decision speed, shifting from a two-year rolling average to a one-year rolling average. As of the end of Q2 2024-2025, the Council's rolling average stands at 86.33%, well above the government's 70% threshold, reflecting strong performance in meeting the updated expectations.

In Q3, 75 minor applications were determined.

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

COTSWOLD District Council

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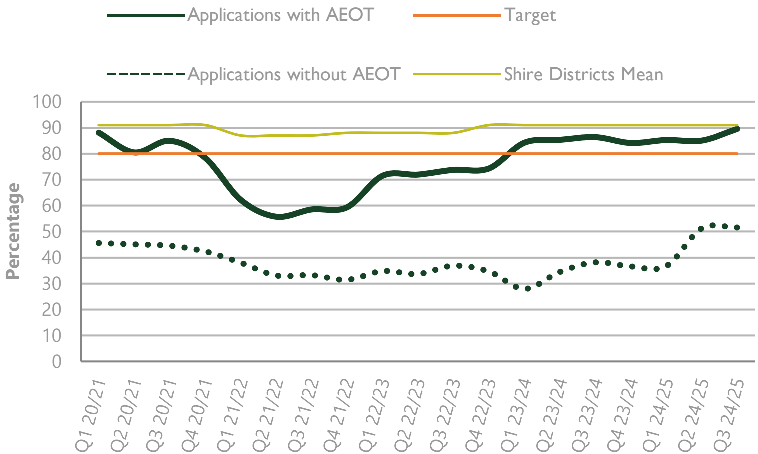


Direction of Travel

Against last Quarter ⇧

Against last Year ⇧

Improved since last quarter and last year

Q3 - Higher is Good

Target	80%
Q3 Actual	89.53%
Year to Date (Cumulative)	86.76%

How do we compare?

Other Developments - % within 8 weeks or agreed time – LG Inform. Latest dataset is July - September '24 (Q2 2024-25)

Q2 24-25 Benchmark	%	CIPFA Rank	Quartile
West Devon	98	1/12	Top
Ribble Valley	97	2/12	Top
Chichester	91	5/12	Second
Cotswold	**86**	**9/12**	**Third**
Derbyshire Dales	84	10/12	Bottom
East Hampshire	81	12/12	Bottom

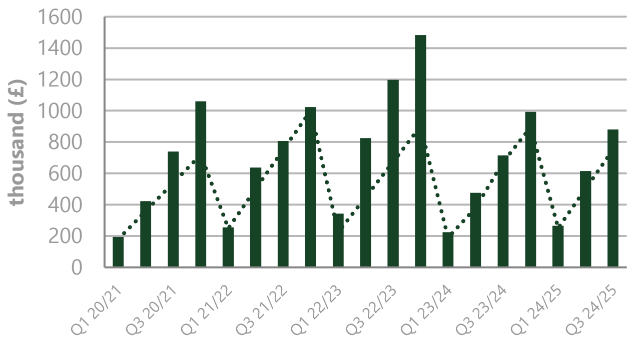
Determination times for Other applications have improved compared to both the previous quarter and the same period last year, with increases of approximately 4.5% and 3%, respectively. Notably, the proportion of applications determined without an agreed extension of time has consistently remained at around 50%, marking a 12% increase from the previous year. This highlights the effectiveness of the improvements implemented under the Development Management Improvement Plan.

In Q3, a total of 258 Other applications were determined

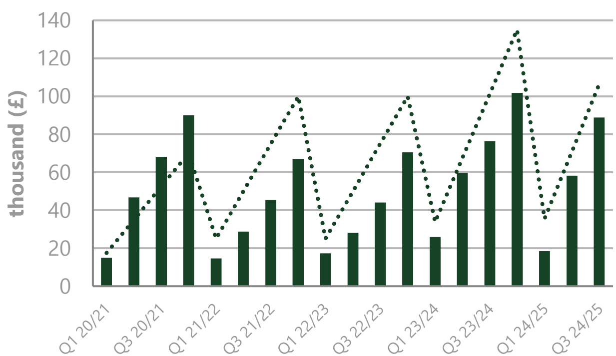
See slide for Minor Developments for additional narrative

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

Total planning income



Pre-application income



Direction of Travel

Total Planning Income

Against last Quarter ↓

Against last Year ↑

Pre-Application Income

Against last Quarter ↓

Against last Year ↑

Total Income declined since last quarter but increased since last year
Pre-App Income declined since last quarter but increased since last year

Q3 – Higher is Good

Total Planning Income (£)

Target	751,408
Actual	880,102

Pre-Application Income (£)

Target	106,500
Actual	88,868

At the end of Q3, total planning income for the Council exceeded its target. Compared to Q3 of 2023-24, total planning income saw an increase of approximately £125,000, while pre-application income rose by around £12,500.

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
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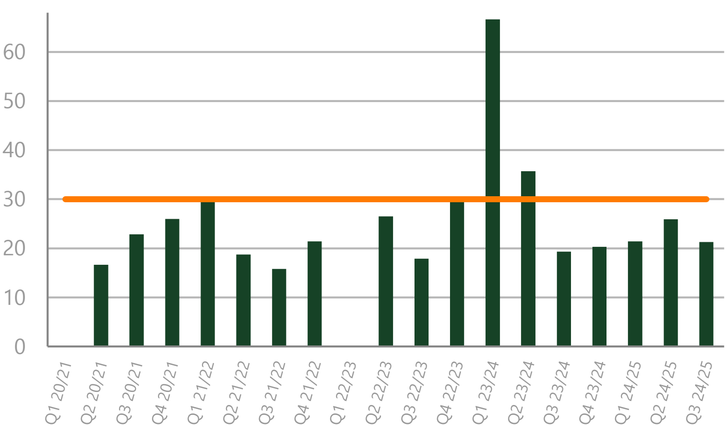


Direction of Travel

Against last Quarter ↓

Against last Year ↑

Declined since last quarter but slightly increased since last year

Q3 – Lower is Good

Target	30%
Actual	21.28%

How do we compare?

Percentage of planning appeals allowed – LG Inform. Latest dataset July - September '24 (Q2 2024-25)

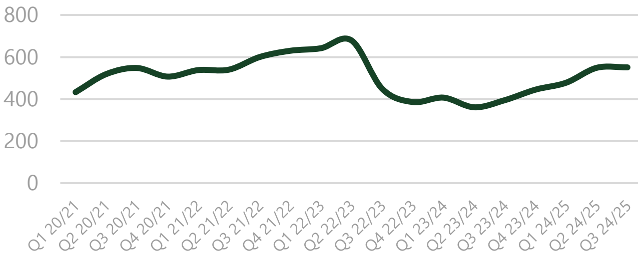
Q2 24-25 Benchmark	%	CIPFA Rank	Quartile
Cotswold	**17**	**1/12**	**Top**
Maldon	22	3/12	Top
Ribble Valley	29	6/12	Second
Chichester	43	8/12	Third
West Devon	50	10/12	Bottom
Derbyshire Dales	57	12/12	Bottom

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 October 2024 and 31 December 2024, twenty appeals were decided, with three allowed in favour of the applicant, resulting in a 15% allowance rate. As this metric is cumulative, the year-to-date total stands at 47 appeals, with 10 allowed.

(Snapshot) Planning Enforcement Cases

Open Cases at end of Quarter over Time



Direction of Travel for Open Cases at end of Quarter

Against last Quarter

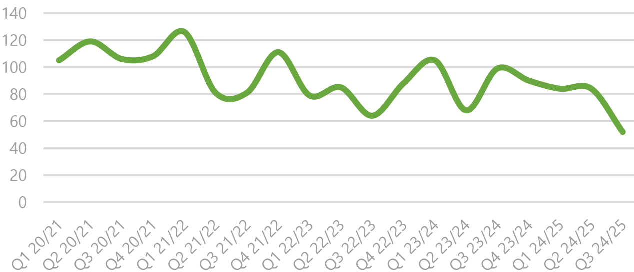
Against last Year

Q3 – Lower is Good

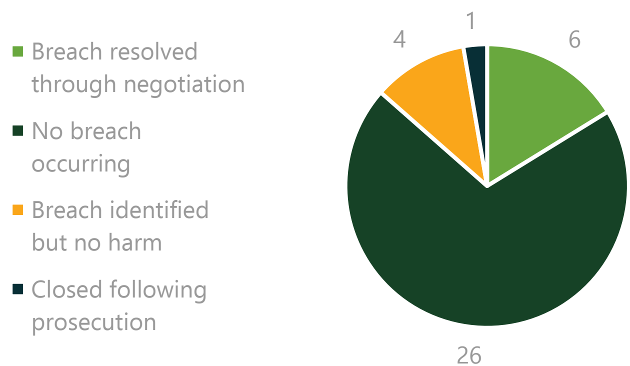
No Target

Open Cases at End of Quarter 551

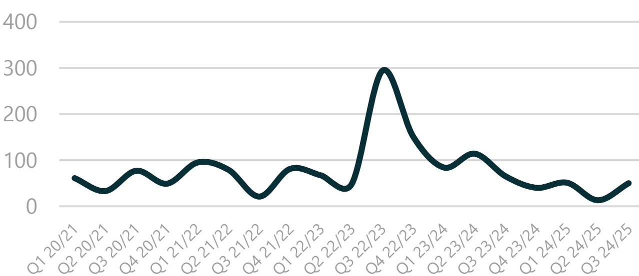
Number of Cases Opened During the Quarter over Time



Reasons Cases Closed



Number of Cases Closed During the Quarter over Time



The enforcement team has experienced prolonged staff shortages, resulting in a backlog of cases. However, as staffing levels are nearing full capacity the team are reaching the peak of the backlog of cases. As such, work is underway on 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

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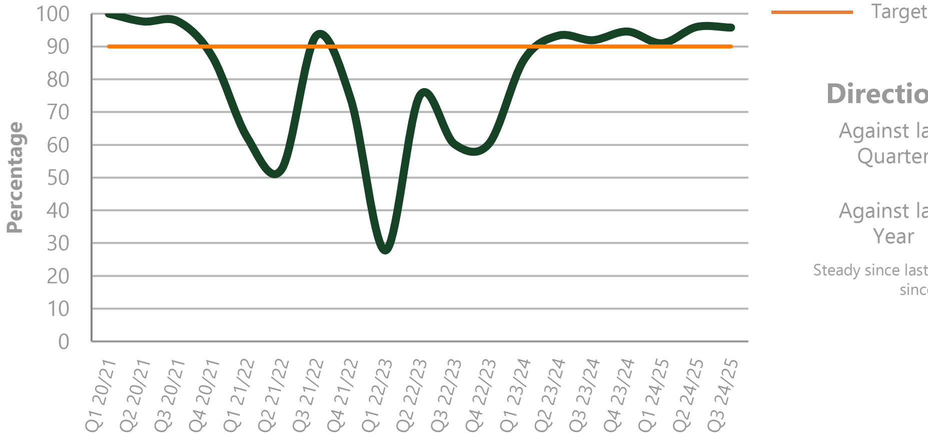


Direction of Travel

Against last Quarter

Against last Year

Steady since last quarter but improved since last year

Q3 - Higher is Good

Target	90%
Actual	95.77%

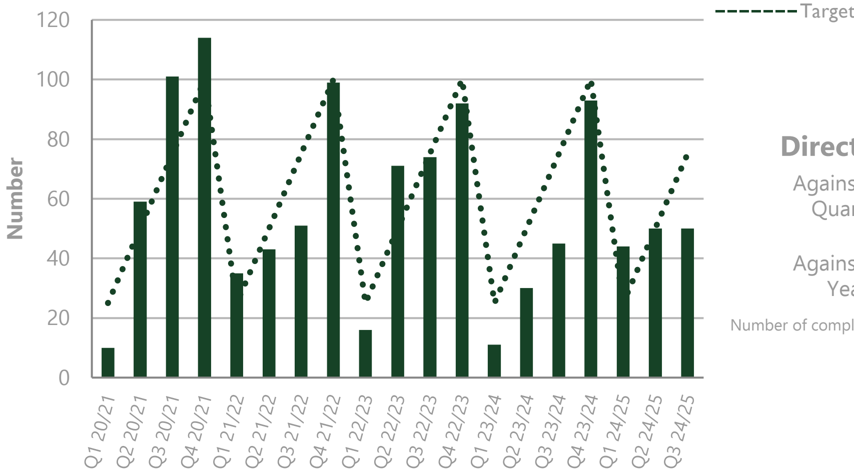
During Q3, the Council continued to exceed its target for completing land charge searches within 10 days.

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)



Direction of Travel

Against last Quarter ↓

Against last Year ↓

Number of completions declined since last year and last quarter

Q3 – Higher is Good

Target	75
Actual	50

Within the district, 50 affordable homes have been delivered year-to-date. Notably, Q1 delivered 44 properties rather than the 29 previously reported, as delays in completion reports from Registered Providers (RPs) meant these were not initially accounted for. However, delays on planned delivery sites, such as Down Ampney, due to weather conditions and project re-phasing, have pushed the completion of some affordable homes to Q4 and early 2025/26. Housing completions tend to fluctuate throughout the year, as developments typically take 12 months or longer to complete, with some projects spanning several years in phases. The initial overdelivery of affordable housing at the start of the current strategy has contributed to reduced delivery levels in recent years. Furthermore, projections from Registered Providers indicate a shortfall compared to the annual target of 100 homes.

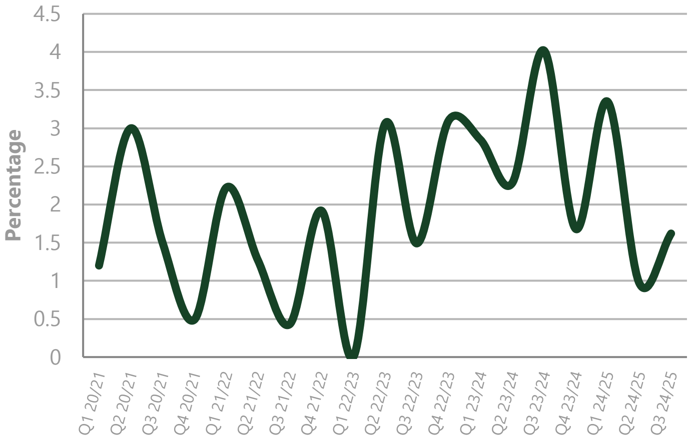
How do we compare?
No benchmarking currently available. The Data & Performance Team will investigate options

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)

INDEX



Direction of Travel

Number of Fly Tips

Against last Quarter

Against last Year

Percentage Enforcement Action

Against last Quarter

Against last Year

No Target

Number of Fly Tips Collected

137

Percentage Enforcement Action

1.62%

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

Enforcement Action – Improved since last quarter but decreased since last year

How do we compare?

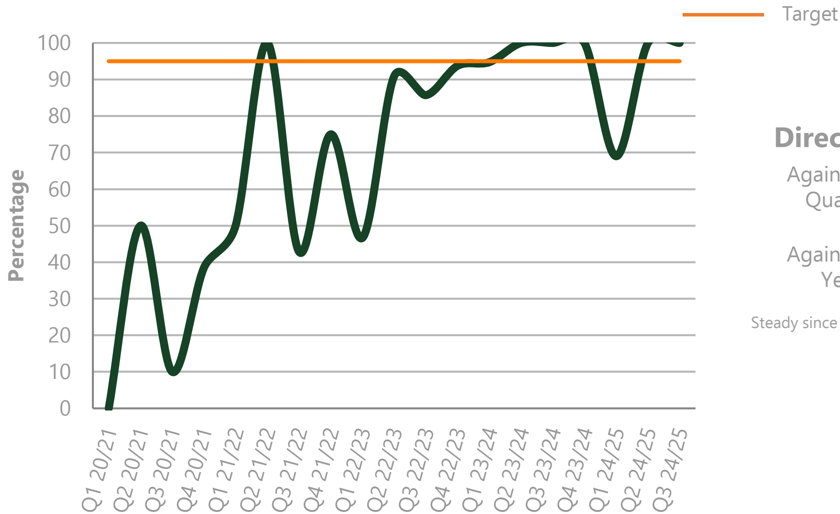
Number of Fly Tips reported for year 2022-23 for Local Authorities in England – Gov.uk. The latest dataset available is 2022-23

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 Q3, fly-tipping incidents in the district saw a continued decline, with a reduction of approximately 38% since Q1. This reflects the success of recent initiatives aimed at combating illegal waste disposal. Earlier this year, the Council was awarded over £38,000 from the Government's Fly-tipping Intervention Grant Scheme to strengthen enforcement efforts.

The funding has supported various new initiatives, including the S.C.R.A.P. fly-tipping campaign, which focuses on cracking down on environmental offences. Additionally, the Council successfully recruited 20 "Fly-tipping Guardians" to help safeguard the district from illegal waste dumping, further enhancing the effectiveness of its anti-fly-tipping strategy.

Percentage of high risk food premises inspected within target timescales



Direction of Travel

Against last Quarter

Against last Year

Steady since last year and last quarter

Q3 - Higher is Good

Target	95%
Actual	100%

The Council conducted nine inspections during Q3, all of which were completed within the timescale.

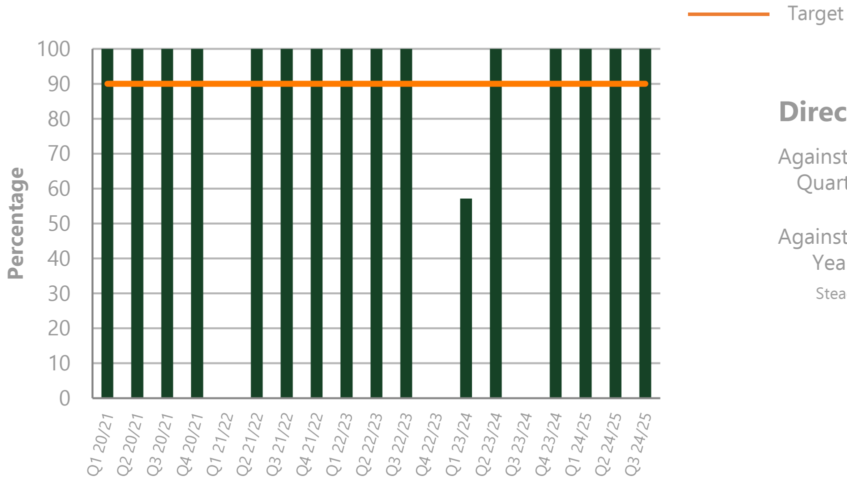
High-risk food inspections are prioritised due to their greater potential impact on public health and safety enabling issues to be addressed swiftly. However, this focus can occasionally delay scheduled inspections for lower-risk food businesses. To mitigate this, the service uses a dashboard to track 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?

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

% 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)



Direction of Travel

Against last Quarter

Against last Year N/A

Steady since last quarter

Q3 - Higher is Good

Target	90%
Actual	100%

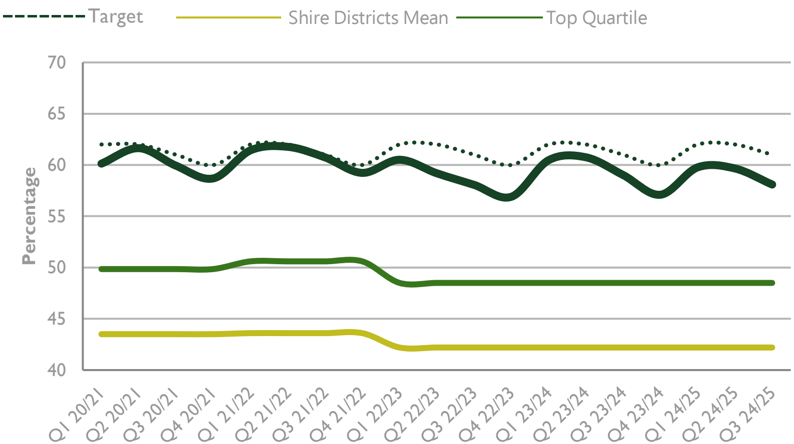
Three notifications were received during Q3 which was assessed within one working day.

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 ⇩

Declined since last quarter and last year

Q3 - Higher is Good

Target	61%
Actual	58.09%

How do we compare?

Percentage of household waste sent for reuse, recycling or composting – LG Inform. The latest dataset available in October – December '23 (Q3 2023-24) – **Within this Dataset 6 authorities are missing data**

Q3 23-24 Benchmark	%	CIPFA Rank	Quartile
Stratford-on-Avon	62.34	1/6	Top
Cotswold	**55.83**	**2/6**	**Top**
West Ox	55.7	3/6	Second
Derbyshire Dales	50.9	4/6	Third
Lichfield	47.03	5/6	Bottom
Malvern Hills	42.99	6/6	Bottom

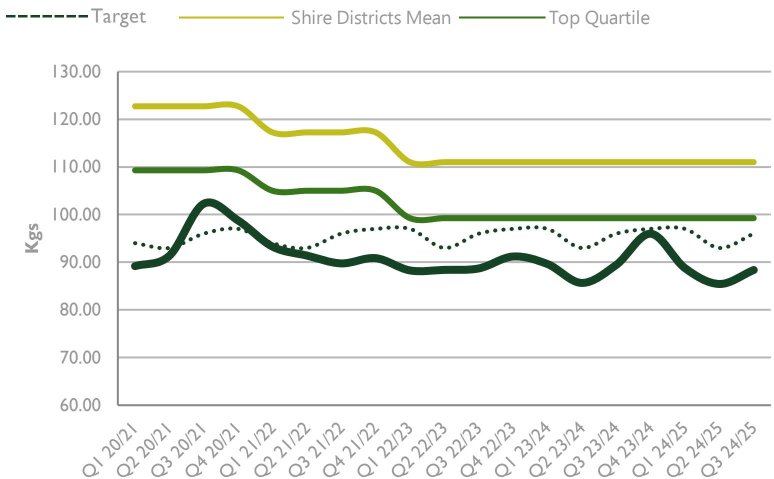
The recycling rates for Q3 stand at 58.09%, which is approximately 1% lower than the same period last year.

Over Halloween, the Council encouraged residents to eat decorated pumpkins rather than discard them. If inedible, residents were advised to compost them instead. The Council also promoted the use of second-hand or DIY costumes to reduce waste. To further support greener practices, residents were reminded of the reduced rates available on compost bins through https://getcomposting.com.

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

Q3 - Lower is Good

Target	96
Actual	88.37

How do we compare?

Residual household waste per household (kg/household) – LG Inform. The latest dataset available in October – December '23 (Q3 2023-24) – **Within this Dataset 6 authorities are missing data**

Q3 23-24 Benchmark	Kg	CIPFA Rank	Quartile
Derbyshire Dales	81.37	1/6	Top
Stratford-on-Avon	88.96	2/6	Top
West Ox	89.13	3/6	Second
Malvern Hills	99.02	4/6	Third
Cotswold	**113.05**	**5/6**	**Bottom**
Lichfield	113.71	6/6	Bottom

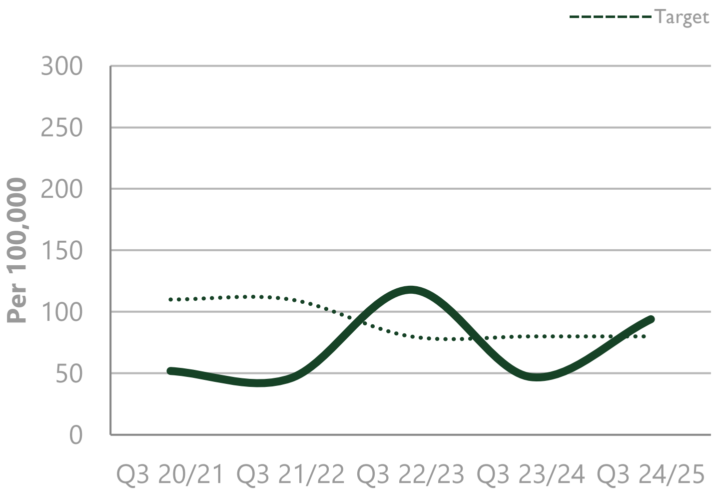
Residual waste follows a cyclical pattern throughout the year, with targets set accordingly. A typical increase is observed in Q3, largely due to the Christmas period.

In Q3, the Council recorded a seasonal rise in household waste tonnage, increasing by 2.93kg from the previous quarter to 88.37kg. However, compared to Q3 2023-2024, this represents a decrease of 1.07kg per household.

Despite this seasonal fluctuation, the Council remains well within the first quartile of all English authorities, maintaining a comfortable margin of approximately 10kg.

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

Q3 - Lower is Good

Target	80
Actual	94

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

During Q3, the Council exceeded its targets despite a notable reduction in missed bin collections. While flooding in the district caused minor delays for crews earlier in the quarter, November marked a significant achievement with the lowest number of missed collections since the reorganisation of collection rounds. This highlights the success of the improvement initiatives introduced last quarter, such as daily huddles to enhance communication and management oversight.
However, December saw a rise in missed bin collections, largely due to the Christmas period, which brought an expected increase in household waste.

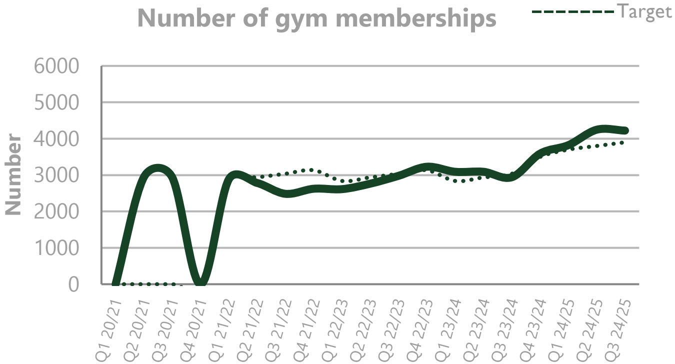
Note: since the implementation of In-Cab technology, the data source for missed collections is Alloy, In-Cab's back office system. This data source is more accurate than the previous data source.

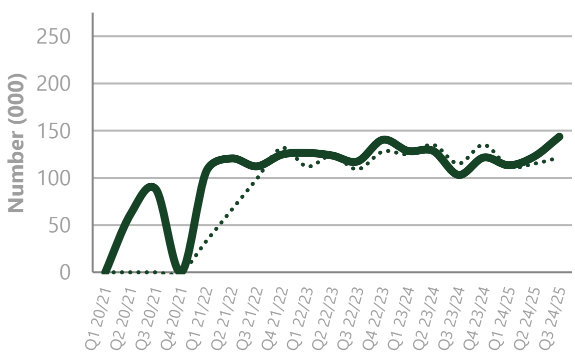
The missed bins target was revised to 80 per 100,000 scheduled collections from 2022-23 Q1 to reflect improvements made over the previous year.

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

COTSWOLD District Council

INDEX





Direction of Travel

Gym Memberships

Against last Quarter	↓
Against last Year	↑

Leisure Visits

Against last Quarter	↑
Against last Year	↑

Higher is Good

Gym Memberships

Target	3,900
Actual	4,223

Leisure Visits

Target	121,000
Actual	143,584

Gym Memberships – Slight decrease since last quarter but improved since last year
Leisure Visits – Improved since last quarter and last year

At the end of Q3, gym memberships experienced a minor seasonal decline, with a loss of 24 members compared to the previous quarter. Such decreases are typical during the winter months, particularly over the Christmas period, when many customers are less likely to actively use their memberships.

In contrast, visits to leisure facilities in the district showed a significant upward trend. Compared to the previous quarter, visits increased by 21,000, and year-over-year visits rose by 40,000. This growth can be attributed, in part, to the recent improvement works at Cirencester Leisure Centre completed over the summer. These upgrades included the installation of new bikes in the indoor cycling studio, enhancing the facility's appeal.

Additionally, the Council secured £208,000 from the Swimming Pool Support Fund to implement energy efficiency improvements at Cirencester Leisure Centre. Planned upgrades include the installation of additional solar PV panels and enhanced triple glazing around the swimming pool area, further improving the facility's sustainability and reducing energy costs.

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.