

NNDC PERFORMANCE BENCHMARKING

Summary: To provide Overview & Scrutiny Committee with benchmarking information so that they are in a position to make recommendations to Cabinet for action based on evidence to improve performance.

Options considered:

1. No action
2. Make recommendations to Cabinet.

Conclusions: Using the benchmarking information comparing NNDC performance to our CIPFA nearest neighbours will provide a valuable insight into the Council's performance in the context of the performance of similar local authorities.

Recommendations: **It is recommended that the Committee;**

- 1. Receive and note the benchmarking information.**
- 2. Make recommendations to Cabinet to investigate specific levels of performance and/ or to take action.**
- 3. Agree the measures that will be reviewed for the next two quarters**

Reasons for Recommendations: Reviewing benchmarking data in this way will ensure the Council maintains acceptable levels of performance across the services delivered by the Council.

LIST OF BACKGROUND PAPERS AS REQUIRED BY LAW

(Papers relied on to write the report, which do not contain exempt information and which are not published elsewhere)

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Cabinet Member(s) Cllr T Adams	Ward(s) affected: All
Contact Officer, telephone number and email: Steve Blatch, Chief Executive Email:- steve.blatch@north-norfolk.gov.uk Tel:- 01263 516232	

1. Introduction

1.1 On 15 June 2022 the Overview & Scrutiny Committee resolved to review benchmarking on a quarterly basis at the same time as the performance reporting, using the CIPFA nearest neighbours comparator group, and chose seven benchmarking measures to review for the next six months.

2. Benchmarked measures

Measure	Quartile compared to CIPFA nearest neighbours
CIPFA 1 Council tax non-collection rate % (Annual figure – data unchanged from previous quarter)	2
CIPFA 2 Households on the housing waiting list (Annual figure – data unchanged from previous quarter)	3
CIPFA 3a Time taken to process housing benefit new claims	2
CIPFA 3b Time taken to process housing benefit change events	4
CIPFA 4 Number of affordable homes delivered (gross)	2
CIPFA 5 % of major development planning applications decided in time	1
CIPFA 6 % of minor development planning applications decided in time	2
CIPFA 7 % of household waste recycled	4

Reports on each of these measures are presented in Appendix A together with management commentary where provided.

3. Changes to measures

It was agreed that the measures that are reviewed would be amended, if necessary, every six months. Please refer to the LG Inform headline report, [Item 10 Managing Performance Quarter 2 2022/23, Appendix B](#) on the recent Cabinet agenda, for potential measures or review the full range of measures on [LG Inform](#).

4. Conclusion

Using the benchmarking information comparing NNDC performance to our CIPFA nearest neighbours will provide a valuable insight into the Council's performance in the context of the performance of similar local authorities.

5. Implications and Risks

Benchmarking assessment is a part of risk mitigation for the Council and should help to reduce the risk of performance levels in delivering services falling below acceptable levels.

6. Financial Implications and Risks

None.

7. Sustainability

No detrimental impact. There could be positive impact if measures relating to environmental issues are chosen for review.

8. Equality and Diversity

No detrimental impact. There could be positive impact if measures relating to equality and diversity issues are chosen for review.

9. Section 17 Crime and Disorder considerations

No detrimental impact. There could be positive impact if measures relating to crime and disorder issues are chosen for review.