

Management commentary for benchmarking datasets

Measure	Comment
CIPFA 2 Households on the housing waiting list	<p>It is noted that the numbers on the housing register have come down from the previous financial year – when comparing these with comparable districts and our neighbouring districts we are staying consistent with trends in relation to increase and decrease of numbers. With the current economic crisis I predict that the Authority will see an increase of numbers on the housing register for 22/23.</p> <p>Whilst this is only a benchmarking it needs to be noted that all local authorities will have different criteria and process in relation to monitoring clients on the housing waiting list. North Norfolk District Council carry out a revolving monthly review on the anniversary of joining the register for all clients and those being in the Housing Register with high levels of need are contacted to check on circumstances as a minimum every 6 months.</p>
CIPFA 3a Time taken to process housing benefit new claims	<p>The data presented illustrates speed of processing times compared to our nearest neighbours for Q2/2022. The data reflects the local position we were in at that time and the impact of reduced resources, significant loss of experienced staff, and high workloads. We are not aware if other councils have experienced similar impacts, or what local solutions and responses each LA has introduced to address such impacts. Such information is not represented in the benchmarking data.</p> <p>I am pleased to confirm our up-to-date position has significantly improved due to a combination of increased resources, and changes to our working practices using a systems thinking approach to claims processing. We continue to develop our best practice so that our processing times in the future will align with top benchmarked LAs.</p>
CIPFA 3b Time taken to process housing benefit change events	
CIPFA 4 Number of affordable homes delivered (gross)	<i>Not provided</i>
CIPFA 5 % of major development planning applications decided in time	<i>Not provided</i>

Measure	Comment
CIPFA 6 % of minor development planning applications decided in time	<i>Not provided</i>
CIPFA 7 % of household waste recycled	<i>Not provided</i>
CIPFA 8 Total expenditure - Central Services per head of population (RSX)	<i>Not provided</i>
CIPFA 9 Rate of births of new enterprises per 10,000 resident population aged 16 and above	<i>Not provided</i>
CIPFA 10 Residual household waste per household (annual)	<i>Not provided</i>