




CONFIDENTIAL

Surrey District and Borough Performance Indicator Benchmarking

Quarter 3 - 2021/22

Key

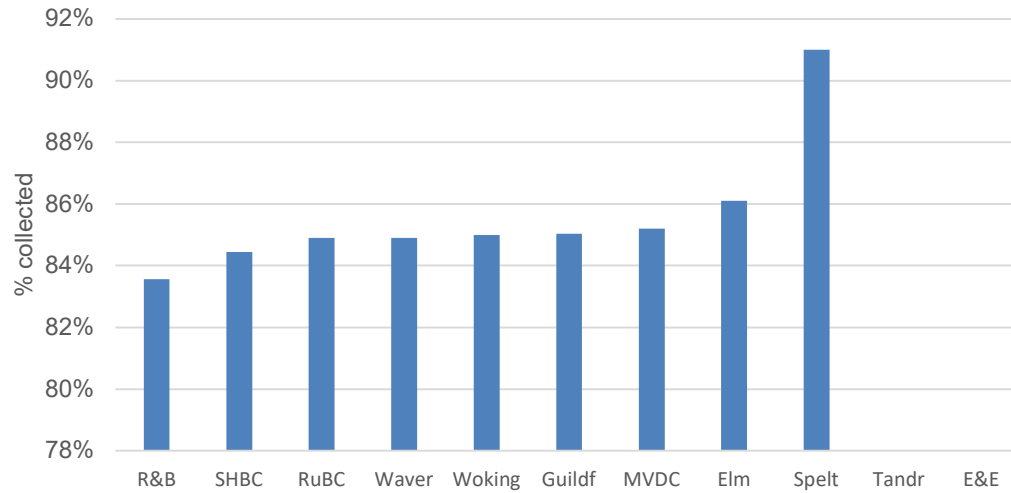
	Does not provide data as defined by indicator at the present time
	Does not report this data
	Unable to provide data this quarter

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Date report produced: 18 February 2022

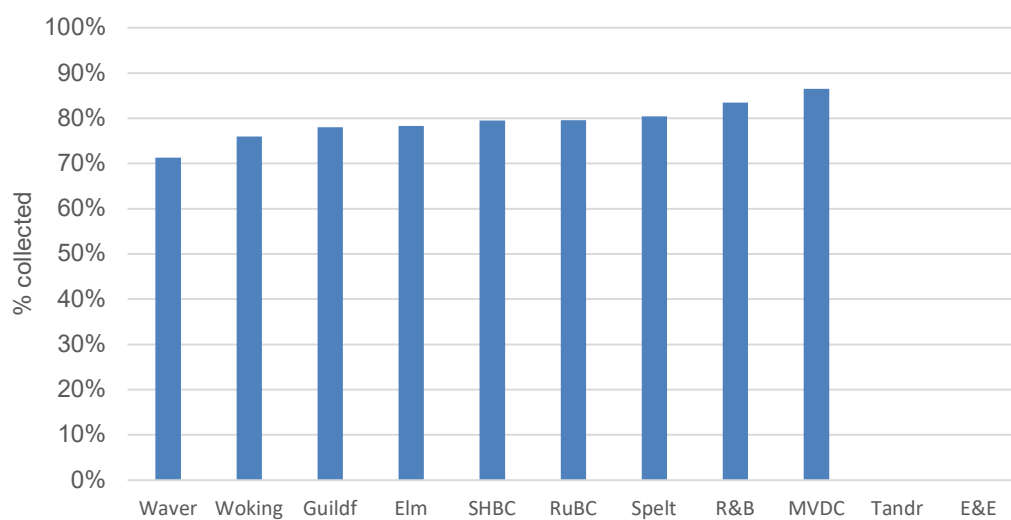
Percentage of council tax collected



Percentage calculated, as a cumulative year-to-date figure, from the total council tax payments received compared to the total amounts payable in that year.

	Actual
Elm	86.1%
E&E	85.0%
Guildf	85.0%
MVDC	85.2%
R&B	83.6%
RuBC	84.9%
Spelt	91.0%
SHBC	84.4%
Tandr	85.0%
Waver	84.9%
Woking	85.0%

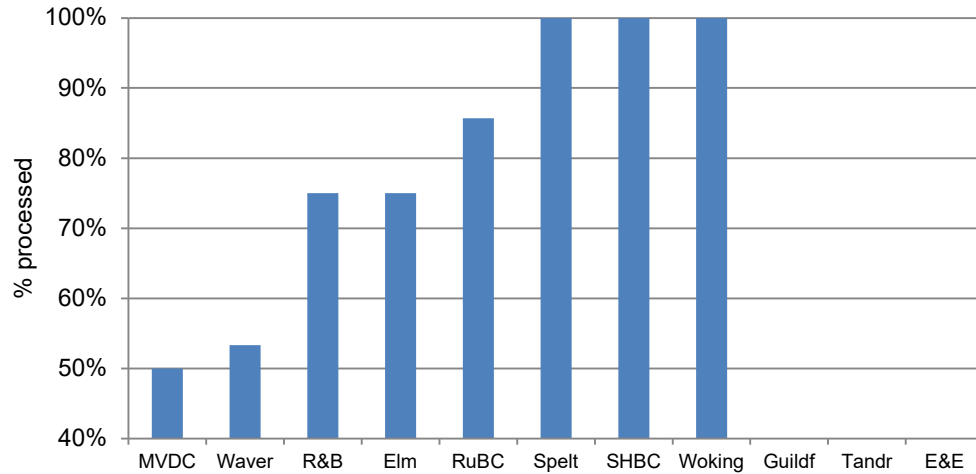
Percentage of non-domestic rates collected



Percentage calculated, as a cumulative year-to-date figure, from the total business rates payments received compared to the total amounts payable in that year.

	Actual
Elm	78.3%
E&E	85.0%
Guildf	78.0%
MVDC	86.5%
R&B	83.5%
RuBC	79.6%
Spelt	80.4%
SHBC	79.5%
Tandr	85.0%
Waver	71.3%
Woking	76.0%

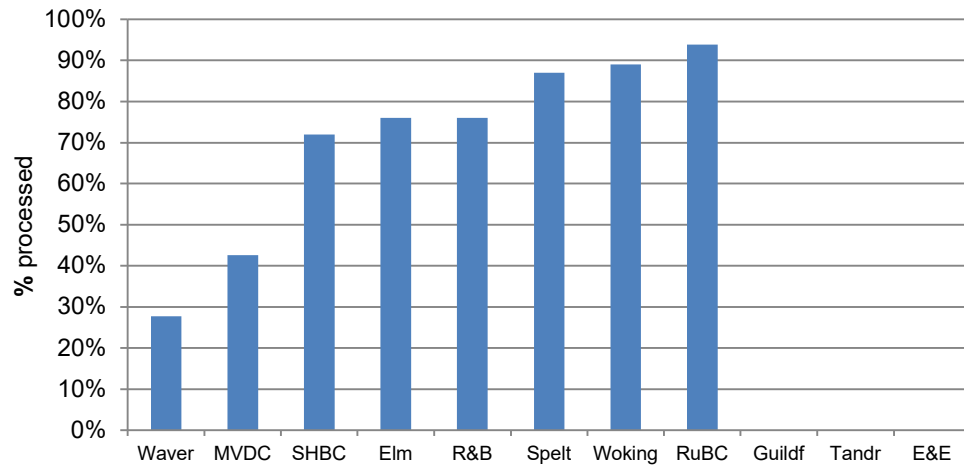
Percentage of decisions on major applications made within 13 weeks



Figures for July -September 2021 (as per the Combined Development Control (PS1 and PS2) Form) of the percentage of decisions on major applications made within 13 weeks.

	Actual
Elm	75.0%
E&E	
Guildf	
MVDC	50.0%
R&B	75.0%
RuBC	85.7%
Spelt	100.0%
SHBC	100.0%
Tandr	
Waver	53.3%
Woking	100.0%

Percentage of decisions on minor applications made within 8 weeks



Figures for July -September 2021 (as per the Combined Development Control (PS1 and PS2) Form) of the percentage of decisions on minor applications made within 13 weeks.

	Actual
Elm	76.0%
E&E	
Guildf	
MVDC	42.6%
R&B	76.0%
RuBC	93.8%
Spelt	87.0%
SHBC	72.0%
Tandr	
Waver	27.7%
Woking	89.0%

Percentage of decisions on other applications made within 8 weeks

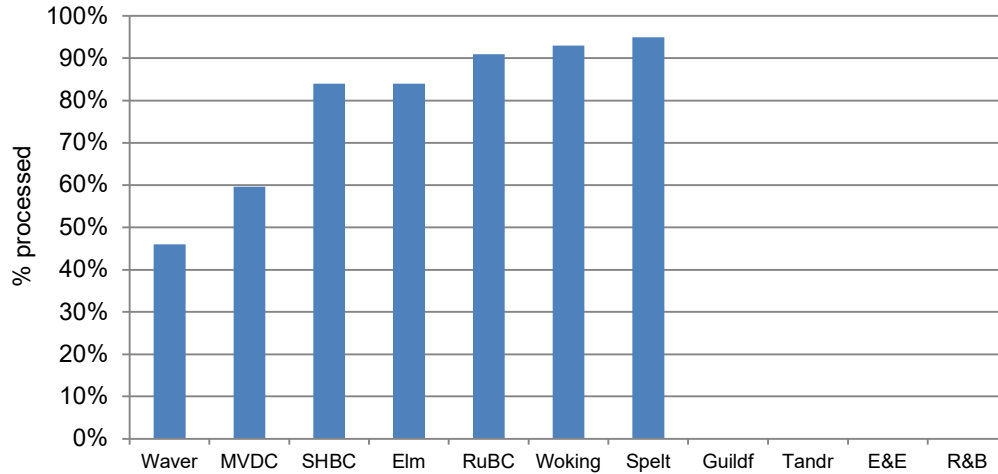
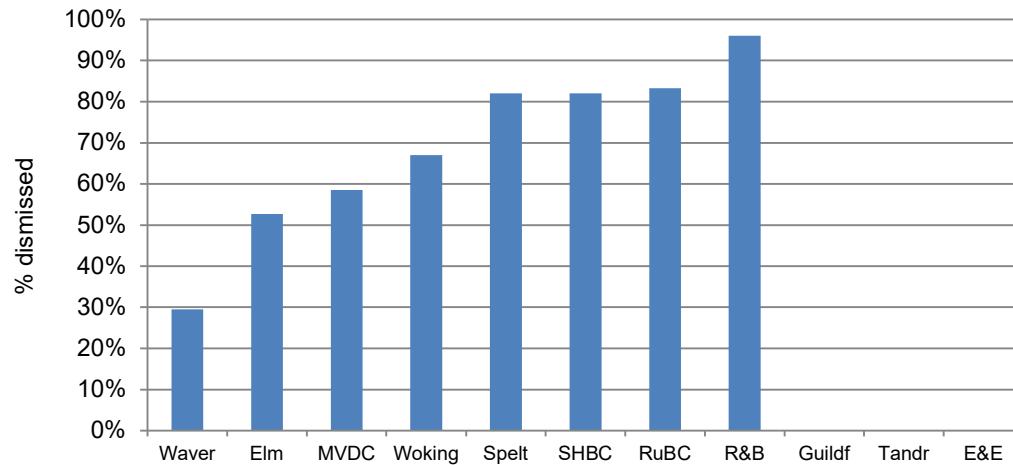


Figure for July - September 2021 (as per the Combined Development Control (PS1 and PS2) Form) of the percentage of decisions on other applications made within 13 weeks.

	Actual
Elm	84.0%
E&E	
Guildf	
MVDC	59.6%
R&B	
RuBC	90.9%
Spelt	95.0%
SHBC	84.0%
Tandr	
Waver	46.0%
Woking	93.0%

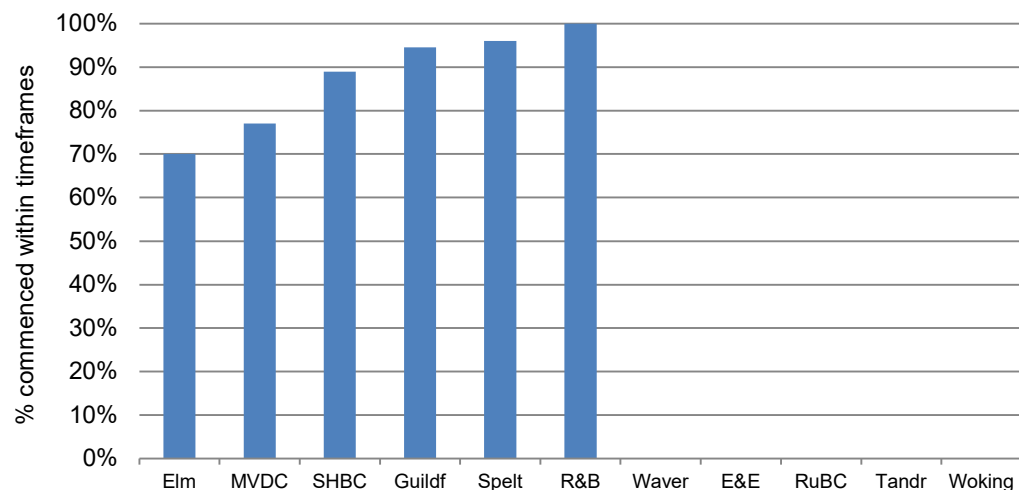
Percentage of appeals dismissed against the Council's refusal of planning permission



Percentage of appeals dismissed against the Council's refusal of planning permission, calculated as a cumulative year to date figure.

	Actual
Elm	52.7%
E&E	
Guildf	
MVDC	58.5%
R&B	96.0%
RuBC	83.3%
Spelt	82.0%
SHBC	82.0%
Tandr	
Waver	29.5%
Woking	67.0%

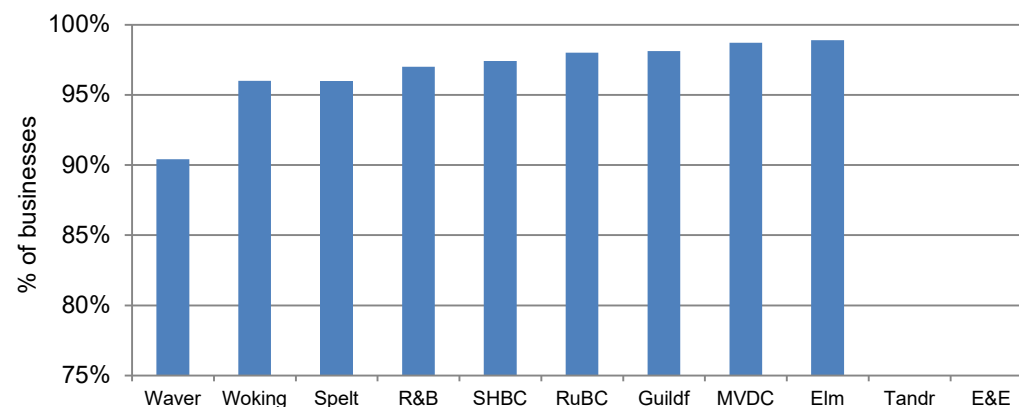
Percentage of planning enforcement investigations commenced within timeframes



Cumulative year to date figure of the number of planning enforcement investigations commenced within a specified timeframe that accords with each Council's adopted Enforcement Plan Priorities

	Actual
Elm	70.0%
E&E	
Guildf	94.6%
MVDC	77.0%
R&B	100.0%
RuBC	
Spelt	96.0%
SHBC	89.0%
Tandr	
Waver	
Woking	

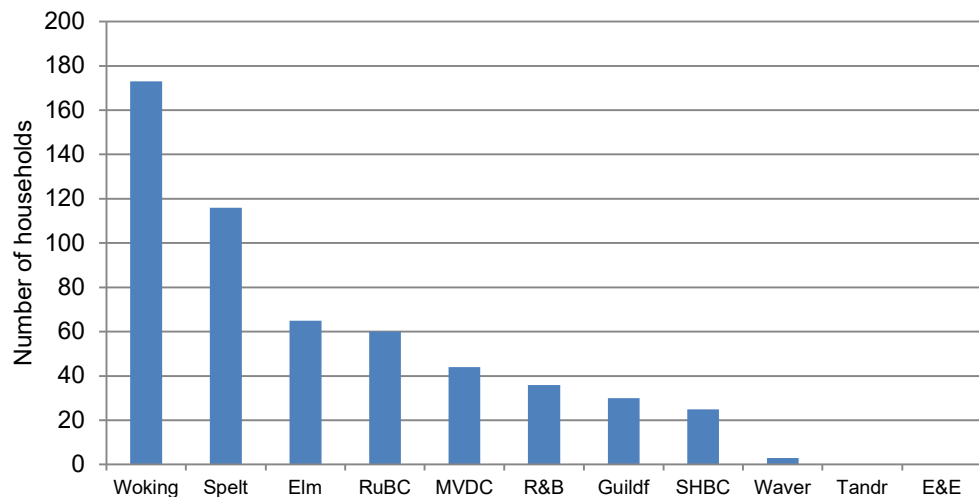
Percentage of food businesses with a 'Scores on the door' of 3 or over



Percentage of establishments with a rating of 3 (generally satisfactory) or better under the Food Hygiene Rating Scheme.

	Actual
Elm	98.9%
E&E	
Guildf	98.1%
MVDC	98.7%
R&B	97.0%
RuBC	98.0%
Spelt	96.0%
SHBC	97.4%
Tandr	
Waver	90.4%
Woking	96.0%

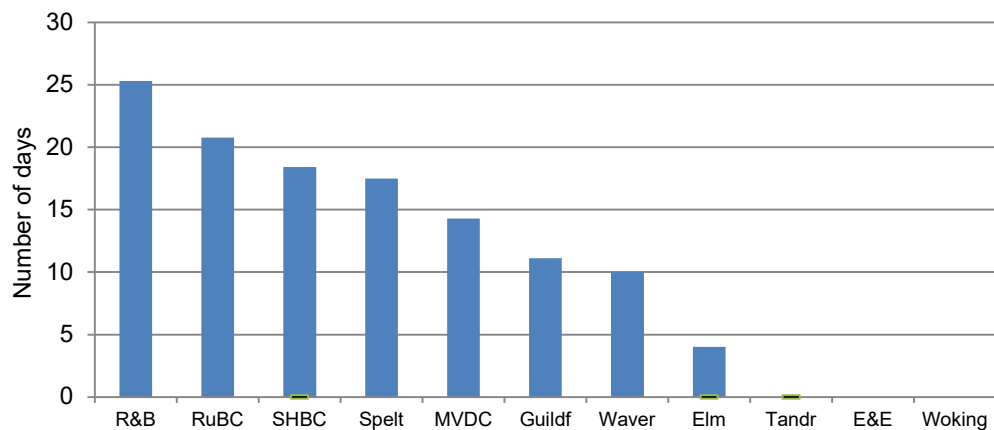
Number of households living in temporary accommodation on the last day of the quarter



Number of all households in temporary accommodation at the end of the quarter. These are households in accommodation arranged by local authorities pending enquiries or after being accepted as homeless under the 1996 Act and as amended by the HRA 2017.

	Actual
Elm	65
E&E	
Guildf	30
MVDC	44
R&B	36
RuBC	60
Spelt	116
SHBC	25
Tandr	
Waver	3
Woking	173

Average number of days taken to assess new housing benefit claims

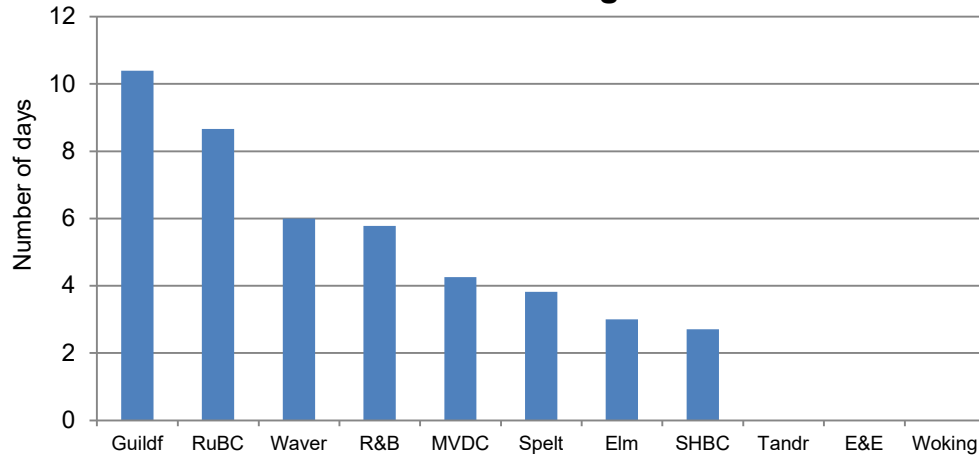


Cumulative year to date figure of the total number of days taken to process new housing benefit claims divided by the number of new claims.

	Actual
Elm	4.00
E&E	
Guildf	11.10
MVDC	14.28
R&B	25.31
RuBC	20.75
Spelt	17.49
SHBC	18.41
Tandr	
Waver	10
Woking	

HB & CT benefit

Average number of days taken to assess change in circumstances for housing benefit claims

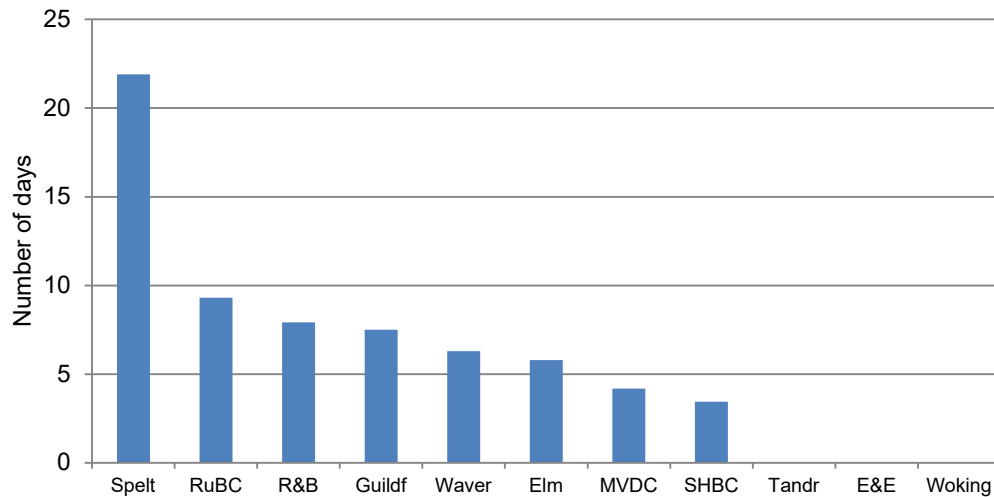


Cumulative year to date figure of the total number of days taken to assess change in circumstances requests for housing benefit divided by the number of change in circumstances requests.

	Actual
Elm	3.00
E&E	
Guildf	10.40
MVDC	4.26
R&B	5.78
RuBC	8.66
Spelt	3.82
SHBC	2.70
Tandr	
Waver	6
Woking	

HB & CT benefit

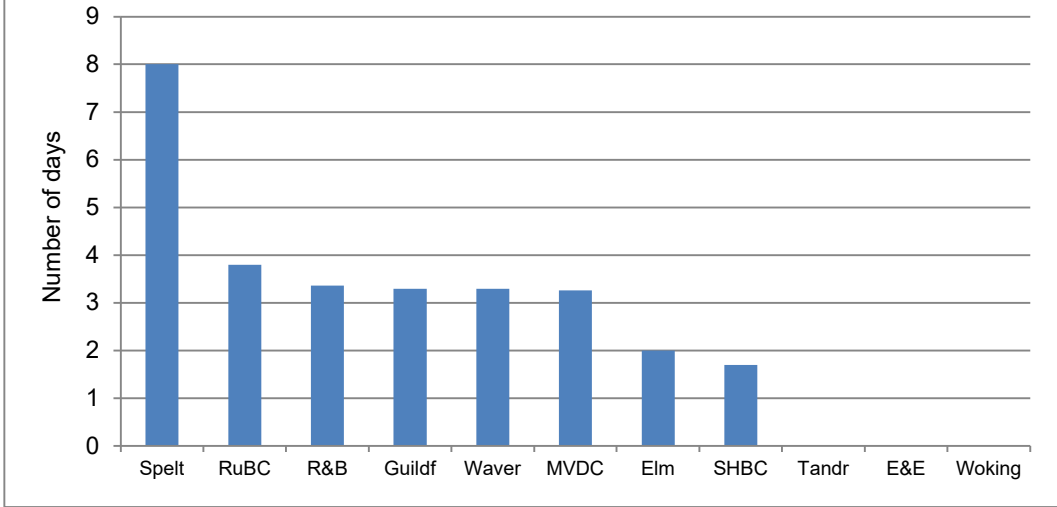
Average number of working days lost to staff sickness absence - all absence



Rolling year-to-date number of working days/shifts lost due to sickness absence. This is calculated by the number of long and short term sickness absence days divided by the number of FTE staff.

	Actual
Elm	5.8
E&E	
Guildf	7.50
MVDC	4.18
R&B	7.92
RuBC	9.30
Spelt	21.90
SHBC	3.43
Tandr	
Waver	6.3
Woking	

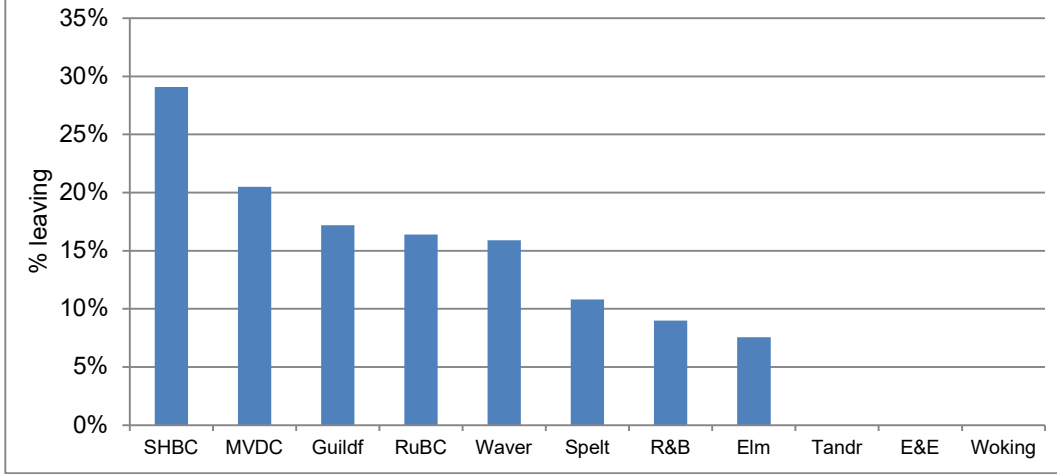
Average number of working days lost to staff sickness absence – short term absence



Rolling year-to-date number of working days/shifts lost due to short term sickness absence (20 days or less). This is calculated by the number of short term sickness absence days divided by the number of FTE staff.

	Actual
Elm	2.0
E&E	
Guildf	3.30
MVDC	3.26
R&B	3.36
RuBC	3.80
Spelt	8.00
SHBC	1.70
Tandr	
Waver	3.3
Woking	

Percentage of staff turnover



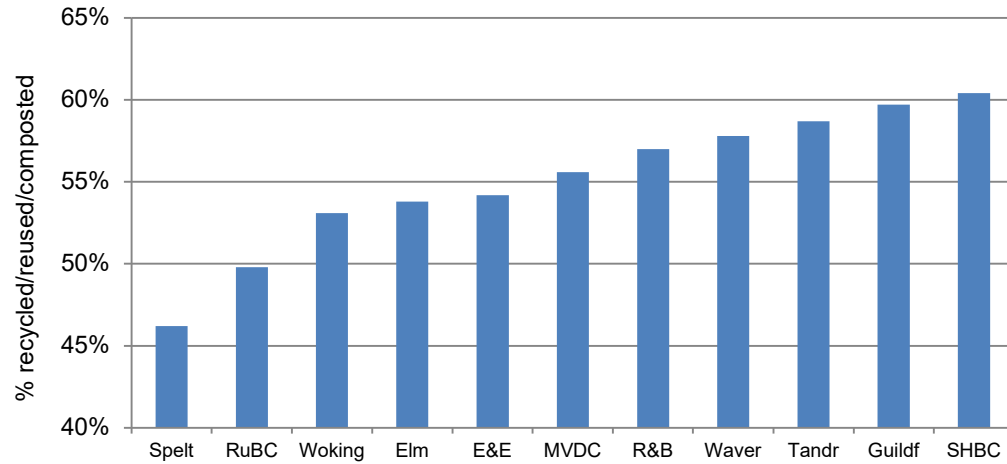
Rolling year-to-date figure calculated from the total number of staff leaving (voluntarily and non-voluntary) as a percentage of total staff in post.

	Actual
Elm	7.6%
E&E	
Guildf	17.2%
MVDC	20.5%
R&B	9.0%
RuBC	16.4%
Spelt	10.8%
SHBC	22.0%
Tandr	
Waver	15.9%
Woking	

Vol only

Including TUPE staff

Recycling rate - percentage of household waste recycled, reused and composted



Rolling 12-month figure, calculated by comparing the amount of waste sent for recycling, reuse and composting against the total waste collected. Figures are for Q1 2021/22, provided by JWS for Surrey Environment Partnership.

	Actual
Elm	53.8%
E&E	54.2%
Guildf	59.7%
MVDC	55.6%
R&B	57.0%
RuBC	49.8%
Spelt	46.2%
SHBC	60.4%
Tandr	58.7%
Waver	57.8%
Woking	53.1%