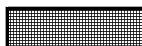




CONFIDENTIAL

Surrey District and Borough Performance Indicator Benchmarking

Quarter 4 - 2023/24

Key

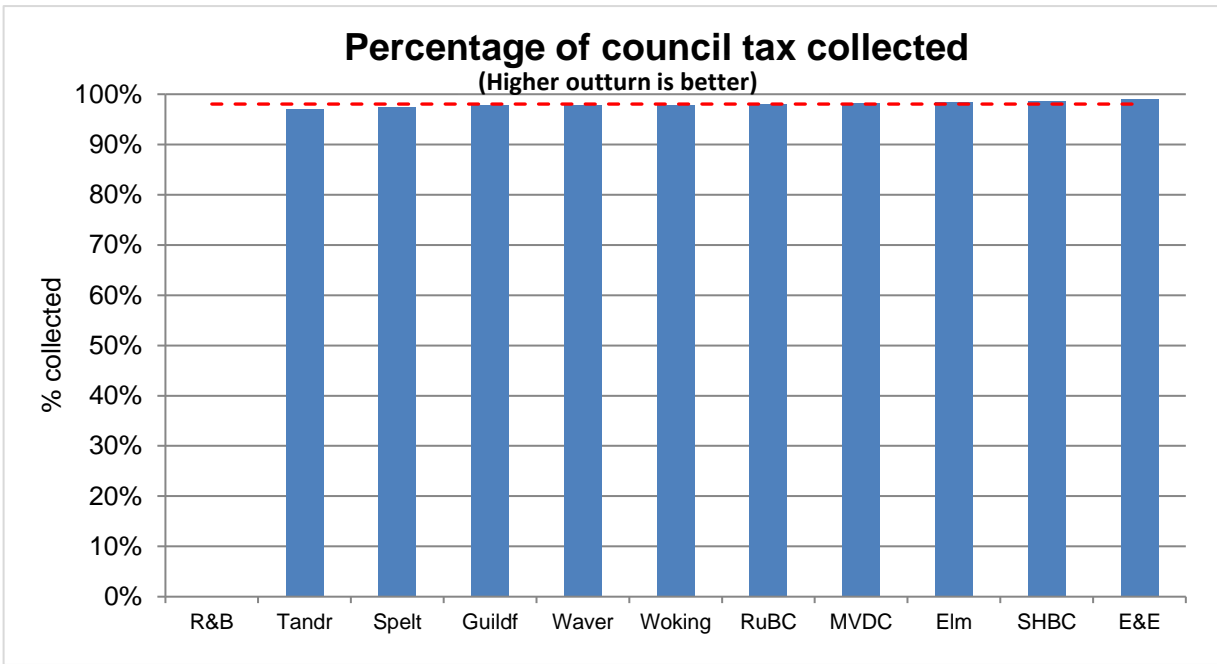
| | |
|---|---|
|  | Does not provide data as defined by indicator at the present time |
|  | Does not report this data |
|  | Unable to provide data this quarter |

Further information: Please contact Sarah Hall (Head of Business Planning, Projects and Performance, Runnymede Borough Council) or Andy Higgins (Project Management Officer, RBC)

Email: sarah.hall@runnymede.gov.uk or andy.higgins@runnymede.gov.uk

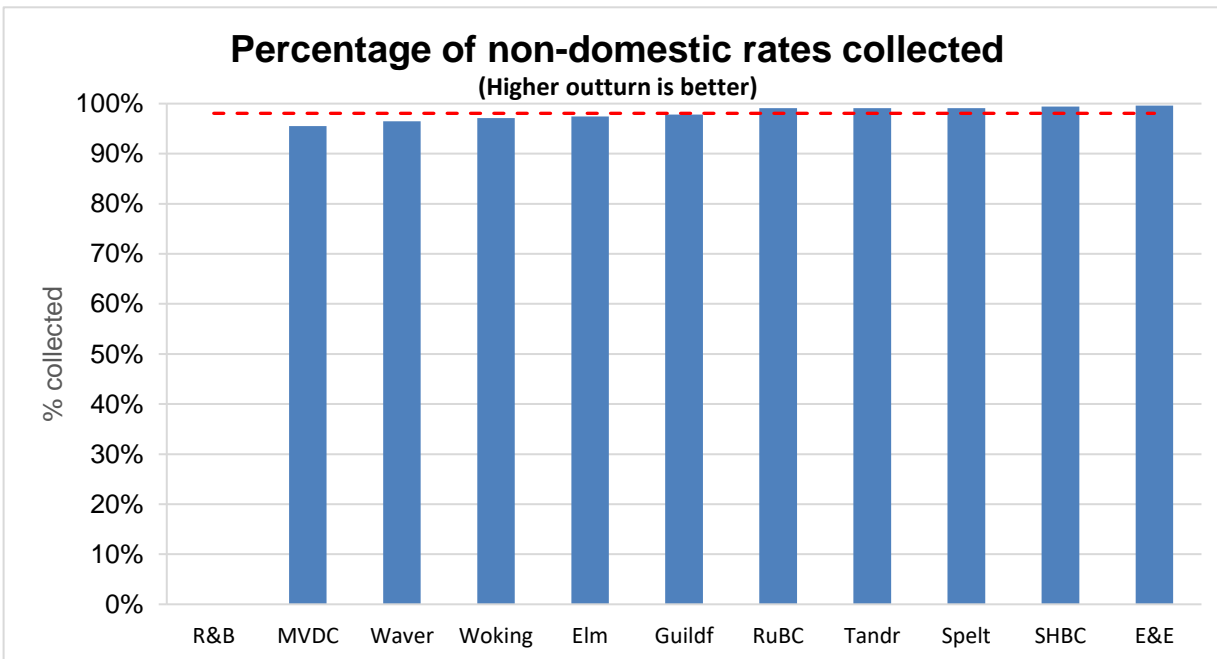
Tel: Sarah - 01932 425691 or Andy - 01932 425699

Report produced: 30 April 2024 - Final v2



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 | 98.4% | 12 month year as standard |
| E&E | 99.0% | |
| Guildf | 97.8% | 10 month year as standard |
| MVDC | 98.3% | 10 month year as standard |
| R&B | 98.0% | 10 month year as standard |
| RuBC | 98.0% | 10 month year as standard |
| Spelt | 97.5% | 10 month year as standard |
| SHBC | 98.6% | 10 month year as standard |
| Tandr | 97.1% | 10 month year as standard |
| Waver | 97.8% | 10 month year as standard |
| Woking | 97.9% | |
| ---- | 98.0% | Average value of returns |

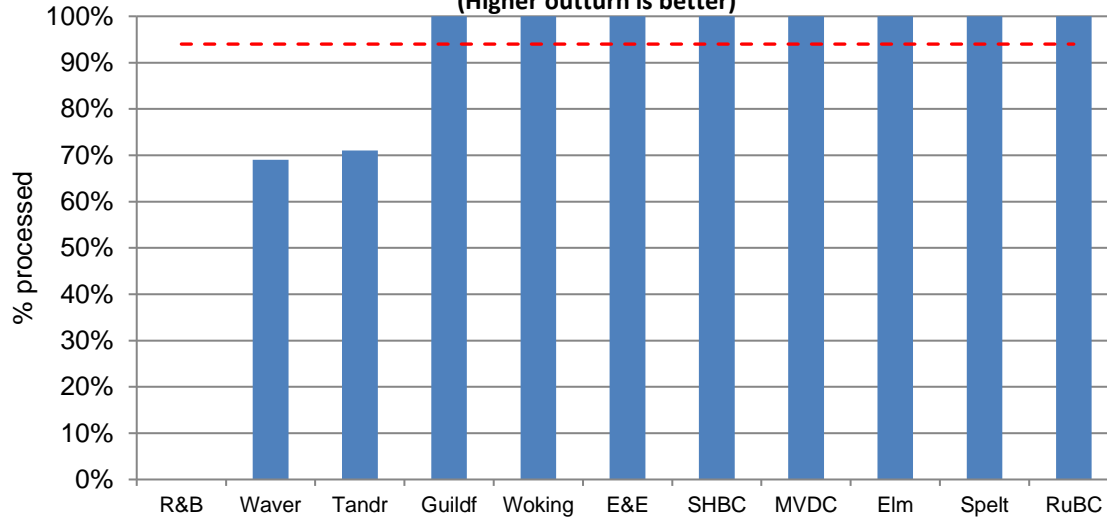


Percentage calculated, as a cumulative year-to-date figure, from the total business rates payments received compared to the total amounts payable in that year.

| | Actual | |
|----------------|--------|---------------------------|
| Elm | 97.4% | 12 month year as standard |
| E&E | 99.6% | |
| Guildf | 97.8% | 10 month year as standard |
| MVDC | 95.5% | 10 month year as standard |
| R&B | 98.0% | 10 month year as standard |
| RuBC | 99.1% | 10 month year as standard |
| Spelt | 99.1% | 10 month year as standard |
| SHBC | 99.4% | 10 month year as standard |
| Tandr | 99.1% | 10 month year as standard |
| Waver | 96.5% | 12 month year as standard |
| Woking | 97.1% | |
| ---- | 98.1% | Average value of returns |

Percentage of decisions on major applications made within 13 weeks

(Higher outturn is better)



Figures for January - March (as per the Combined Development Control (PS1 and PS2) Form) of the percentage of decisions on major applications made within 13 weeks reporting period.

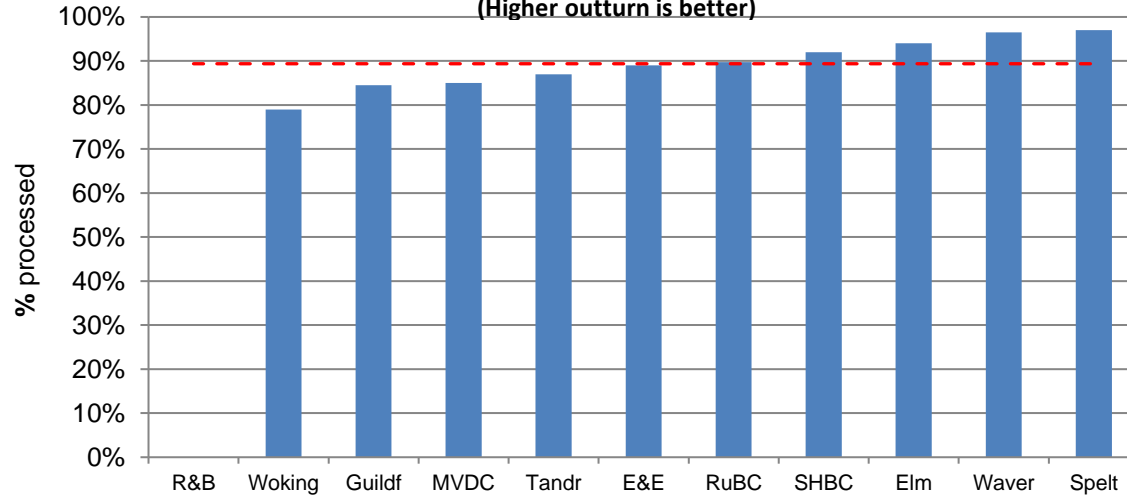
| | Actual |
|--------|--------|
| Elm | 100.0% |
| E&E | 100.0% |
| Guildf | 100.0% |
| MVDC | 100.0% |
| R&B | |
| RuBC | 100.0% |
| Spelt | 100.0% |
| SHBC | 100.0% |
| Tandr | 71.0% |
| Waver | 69.0% |
| Woking | 100.0% |
| ---- | 94.0% |

or within agreed EoT (extensions of time)

Average value of returns

Percentage of decisions on minor applications made within 8 weeks

(Higher outturn is better)



Figures for January - March (as per the Combined Development Control (PS1 and PS2) Form) of the percentage of decisions on minor applications made within 13 weeks reporting period.

| | Actual |
|--------|--------|
| Elm | 94.0% |
| E&E | 89.0% |
| Guildf | 84.5% |
| MVDC | 85.0% |
| R&B | |
| RuBC | 89.7% |
| Spelt | 97.0% |
| SHBC | 92.0% |
| Tandr | 87.0% |
| Waver | 96.5% |
| Woking | 79.0% |
| ---- | 89.4% |

or within agreed EoT (extensions of time)

Average value of returns

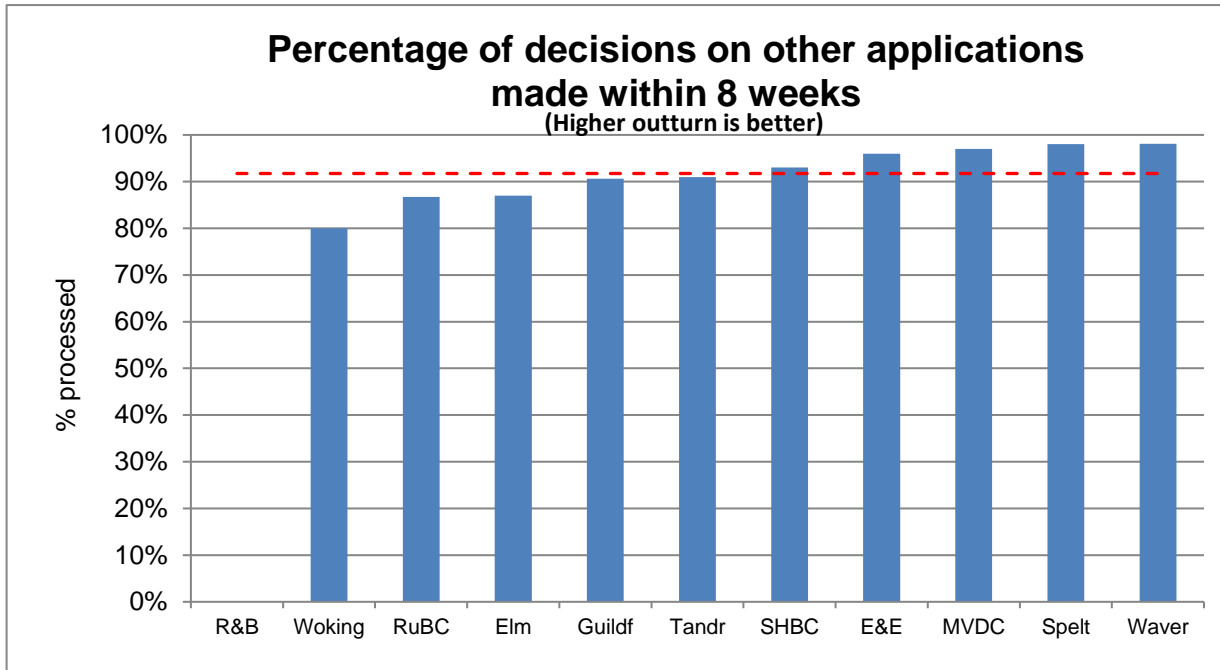
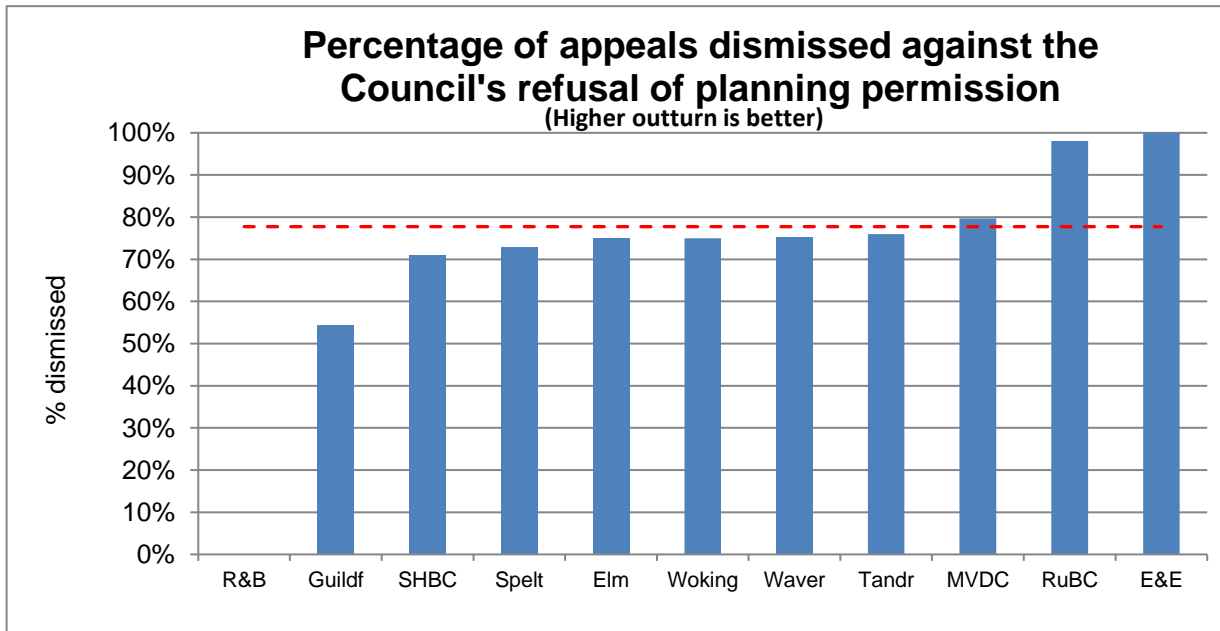


Figure for January - March (as per the Combined Development Control (PS1 and PS2) Form) of the percentage of decisions on other applications made within 13 weeks reporting period.

| | Actual | |
|----------------|--------|--|
| Elm | 87.0% | |
| E&E | 96.0% | |
| Guildf | 90.6% | |
| MVDC | 97.0% | |
| R&B | | |
| RuBC | 86.7% | |
| Spelt | 98.0% | |
| SHBC | 93.0% | or within agreed EoT (extensions of time) |
| Tandr | 91.0% | |
| Waver | 98.1% | |
| Woking | 80.0% | |
| ----- | 91.7% | Average value of returns |

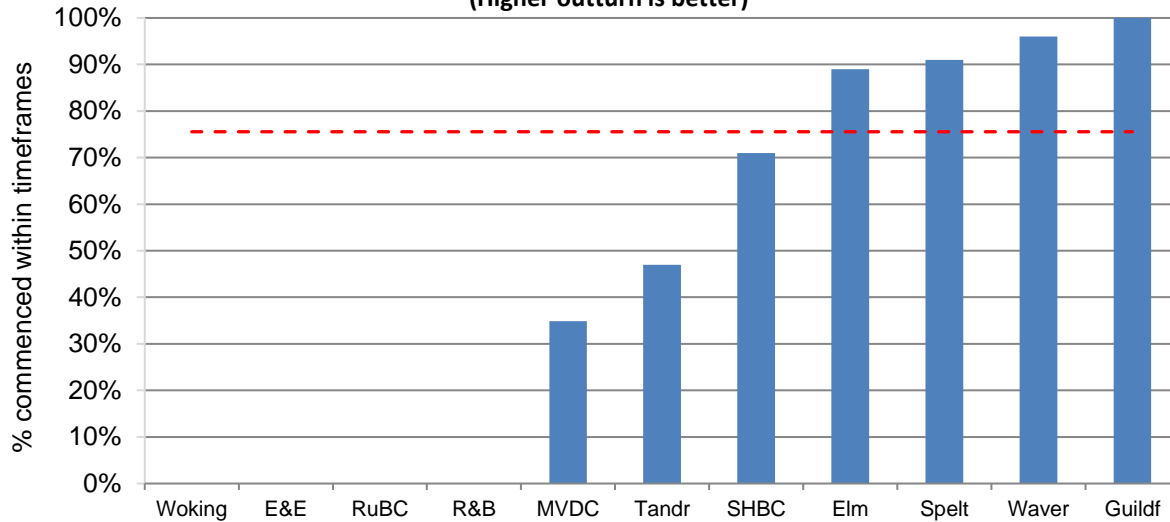


Percentage of appeals dismissed against the Council's refusal of planning permission, calculated as a cumulative year to date figure.

| | Actual | |
|----------------|--------|---|
| Elm | 75.0% | planning appeals dismissed / planning appeals |
| E&E | 100.0% | planning appeals dismissed / planning appeals |
| Guildf | 54.4% | planning appeals dismissed / planning appeals |
| MVDC | 79.7% | planning appeals dismissed / planning appeals |
| R&B | | |
| RuBC | 98.1% | planning appeals dismissed / planning application decisions |
| Spelt | 73.0% | planning appeals dismissed / planning appeals |
| SHBC | 71.0% | planning appeals dismissed / planning appeals |
| Tandr | 76.0% | planning appeals dismissed / planning appeals |
| Waver | 75.2% | planning appeals dismissed / planning appeals |
| Woking | 75.0% | planning appeals dismissed / planning appeals |
| ----- | 77.7% | Average value of returns |

Percentage of planning enforcement investigations commenced within timeframes

(Higher outturn is better)



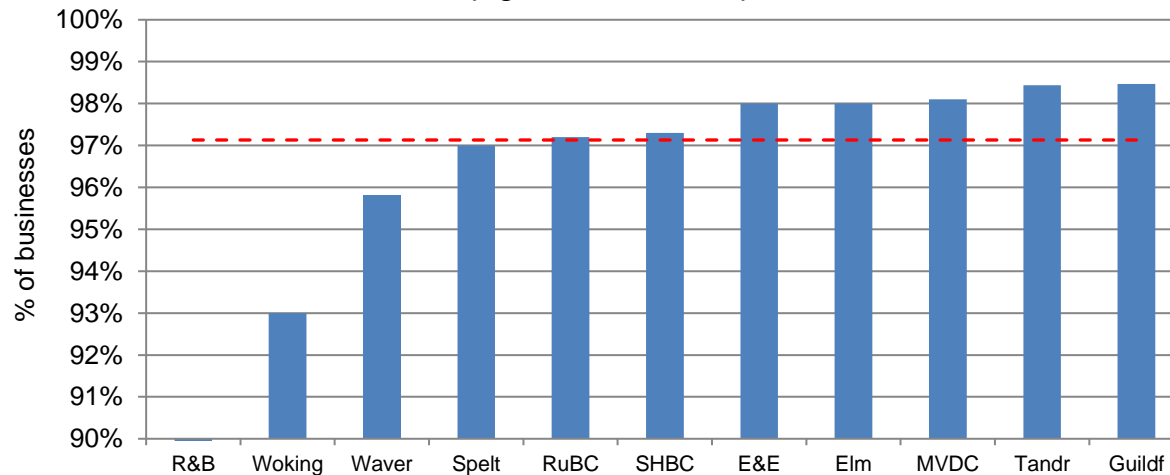
Cumulative year to date figure of the number of planning enforcement investigations commenced within a specified timeframe that accords with each Council's adopted Enforcement Plan Priorities

| | Actual |
|--------|--------|
| Elm | 89.0% |
| E&E | |
| Guildf | 100.0% |
| MVDC | 34.9% |
| R&B | |
| RuBC | |
| Spelt | 91.0% |
| SHBC | 71.0% |
| Tandr | 47.0% |
| Waver | 96.0% |
| Woking | |
| ----- | 75.6% |

Average value of returns

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

(Higher outturn is better)

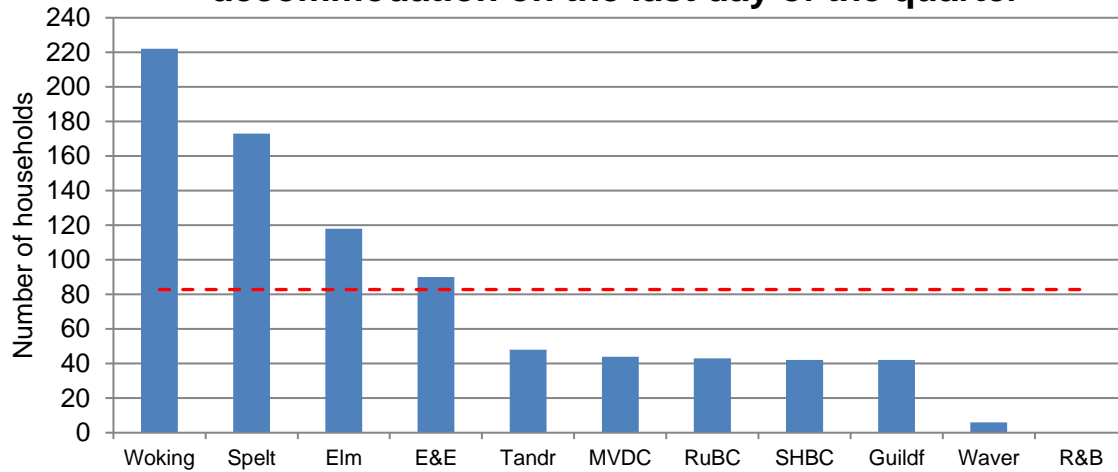


Percentage of establishments with a rating of 3 (generally satisfactory) or better under the Food Hygiene Rating Scheme.

| | Actual |
|--------|--------|
| Elm | 98.0% |
| E&E | 98.0% |
| Guildf | 98.5% |
| MVDC | 98.1% |
| R&B | |
| RuBC | 97.2% |
| Spelt | 97.0% |
| SHBC | 97.3% |
| Tandr | 98.4% |
| Waver | 95.8% |
| Woking | 93.0% |
| ----- | 97.1% |

Average value of returns

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

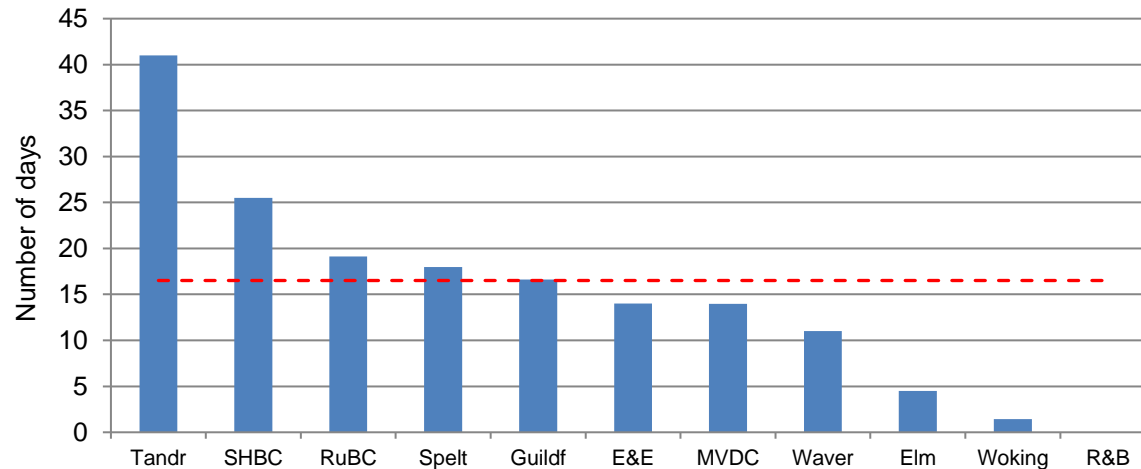


Number of all households in temporary accommodation at the end of the quarter. These are households in accommodation arranged by local authorities pending enquiries or after being accepted as homeless under the 1996 Act and as amended by the HRA 2017.

| | Actual |
|--------|--------|
| Elm | 118 |
| E&E | 90 |
| Guildf | 42 |
| MVDC | 44 |
| R&B | |
| RuBC | 43 |
| Spelt | 173 |
| SHBC | 42 |
| Tandr | 48 |
| Waver | 6 |
| Woking | 222 |
| ---- | 83 |

Average value of returns

Average number of days taken to assess new housing benefit claims (Lower outturn is better)



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 | 4.5 |
| E&E | 14.0 |
| Guildf | 16.6 |
| MVDC | 14.0 |
| R&B | |
| RuBC | 19.1 |
| Spelt | 18.0 |
| SHBC | 25.5 |
| Tandr | 41.0 |
| Waver | 11.0 |
| Woking | 1.4 |
| ---- | 16.5 |

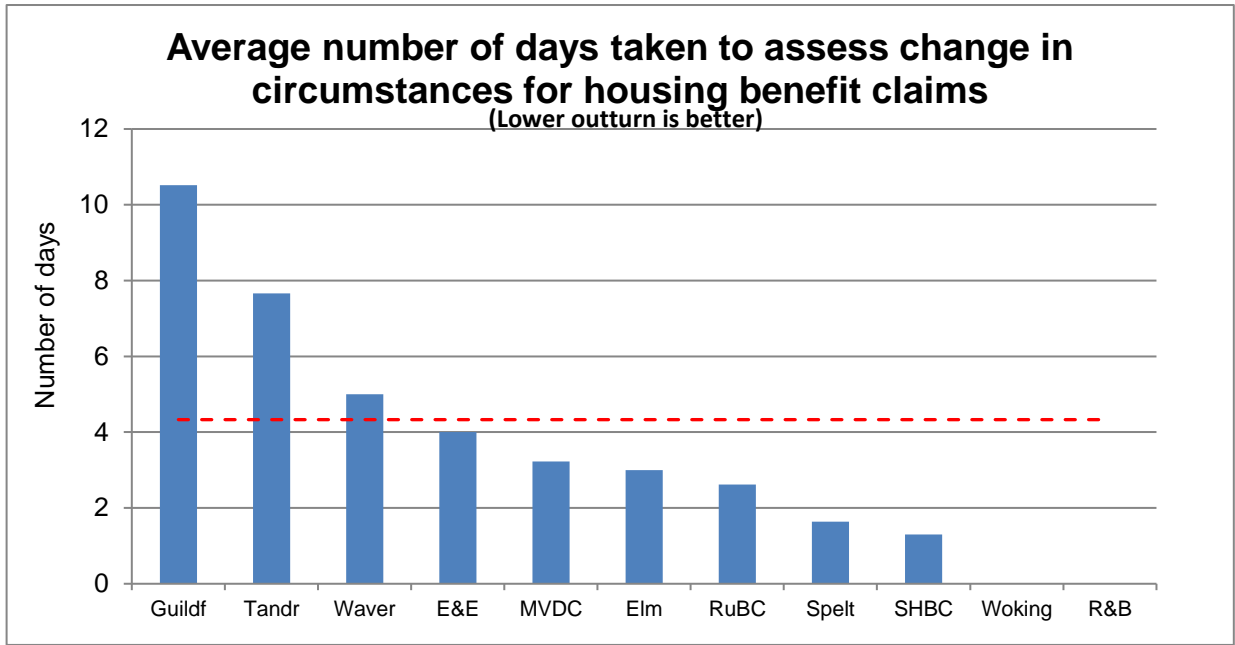
HB & CT benefit

HB & CT benefit

Due to clearance of older cases before EOY

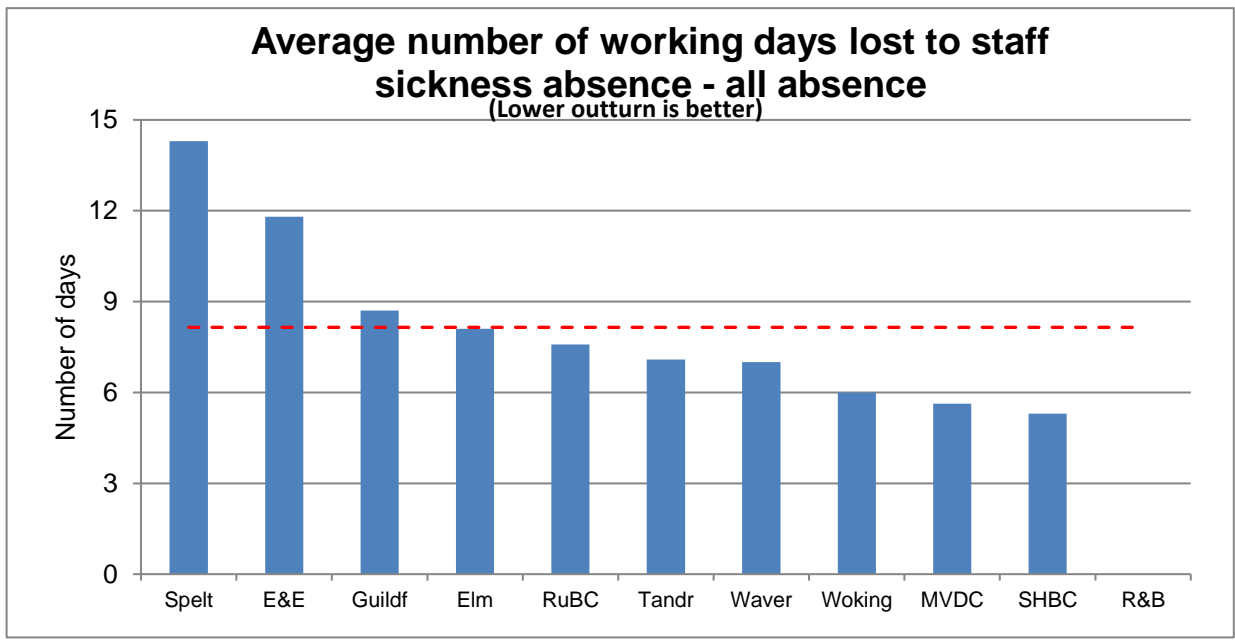
HB & CT benefit

Average value of returns



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 | 3.0 | HB & CT benefit |
| E&E | 4.0 | |
| Guildf | 10.5 | |
| MVDC | 3.2 | |
| R&B | | |
| RuBC | 2.6 | |
| Spelt | 1.6 | HB & CT benefit |
| SHBC | 1.3 | |
| Tandr | 7.7 | |
| Waver | 5.0 | |
| Woking | | HB & CT benefit |
| ---- | 4.3 | Average value of returns |

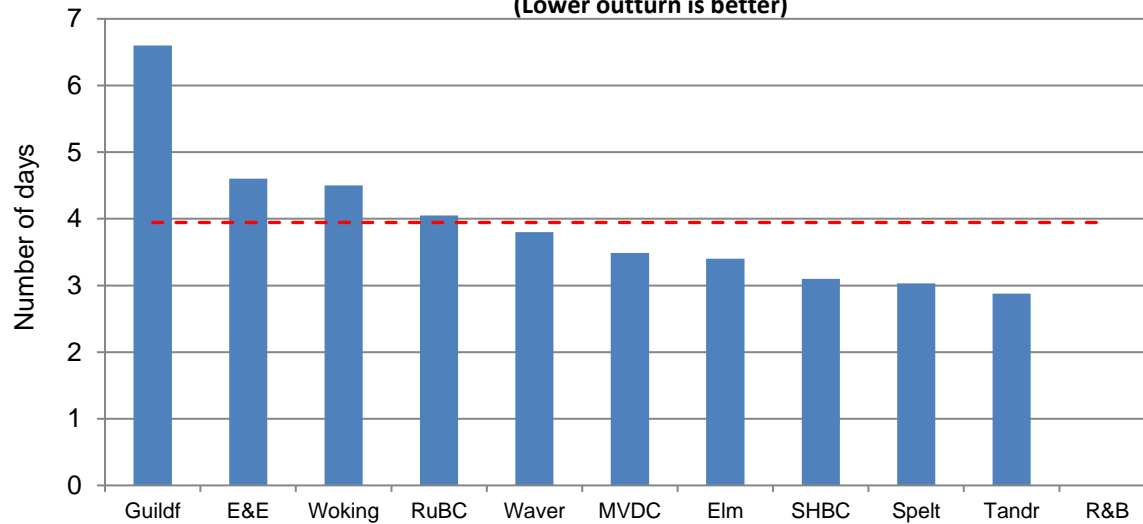


Rolling year-to-date number of working days/shifts lost due to sickness absence. This is calculated by the number of long and short term sickness absence days divided by the number of FTE staff.

| | Actual | |
|----------------|--------|--------------------------|
| Elm | 8.1 | |
| E&E | 11.8 | |
| Guildf | 8.7 | |
| MVDC | 5.6 | |
| R&B | | |
| RuBC | 7.6 | |
| Spelt | 14.3 | |
| SHBC | 5.3 | |
| Tandr | 7.1 | |
| Waver | 7.0 | |
| Woking | 6.0 | |
| ---- | 8.2 | Average value of returns |

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

(Lower outturn is better)

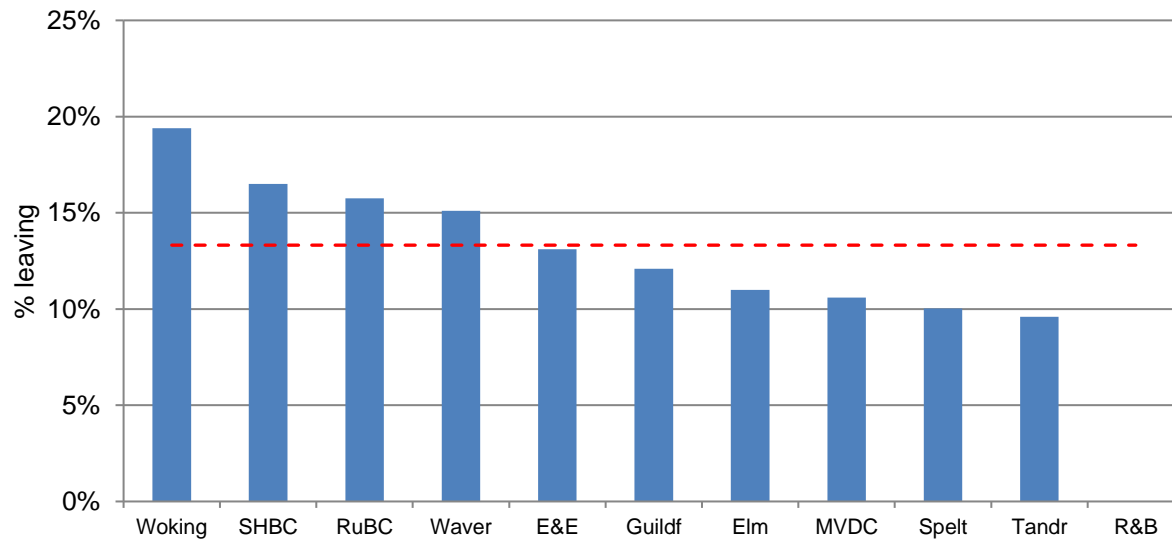


Rolling year-to-date number of working days/shifts lost due to short term sickness absence (20 days or less). This is calculated by the number of short term sickness absence days divided by the number of FTE staff.

| | Actual |
|--------|--------|
| Elm | 3.4 |
| E&E | 4.6 |
| Guildf | 6.6 |
| MVDC | 3.5 |
| R&B | 3.4 |
| RuBC | 4.1 |
| Spelt | 3.0 |
| SHBC | 3.1 |
| Tandr | 2.9 |
| Waver | 3.8 |
| Woking | 4.5 |
| ---- | 3.9 |

Average value of returns

Percentage of staff turnover



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

| | Actual |
|--------|--------|
| Elm | 11.0% |
| E&E | 13.1% |
| Guildf | 12.1% |
| MVDC | 10.6% |
| R&B | 11.0% |
| RuBC | 15.8% |
| Spelt | 10.0% |
| SHBC | 16.5% |
| Tandr | 9.6% |
| Waver | 15.1% |
| Woking | 19.4% |
| ---- | 13.3% |

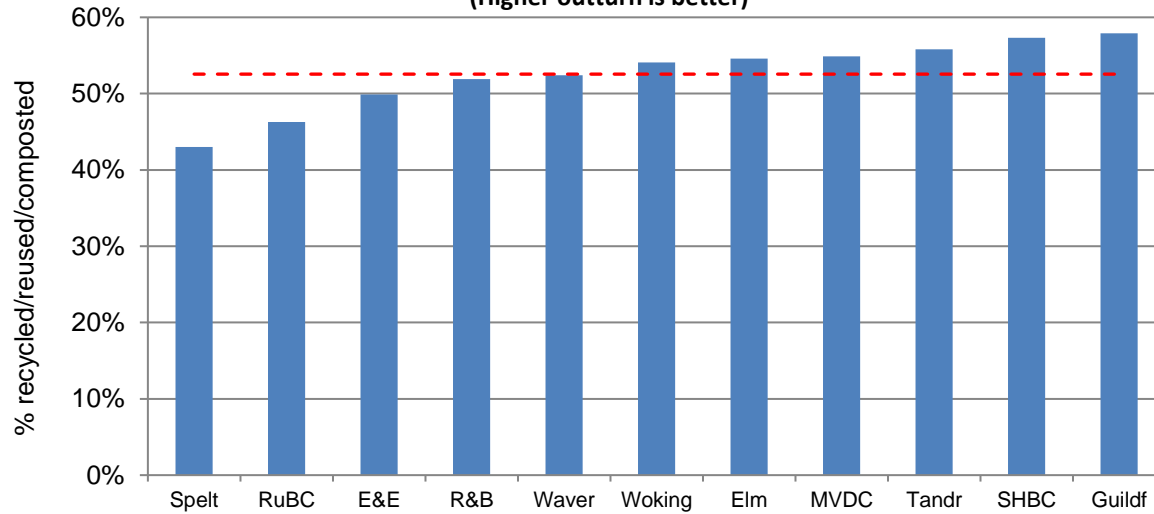
voluntary only

voluntary only

voluntary only

Average value of returns

Recycling rate - percentage of household waste recycled, reused and composted (Higher outturn is better)

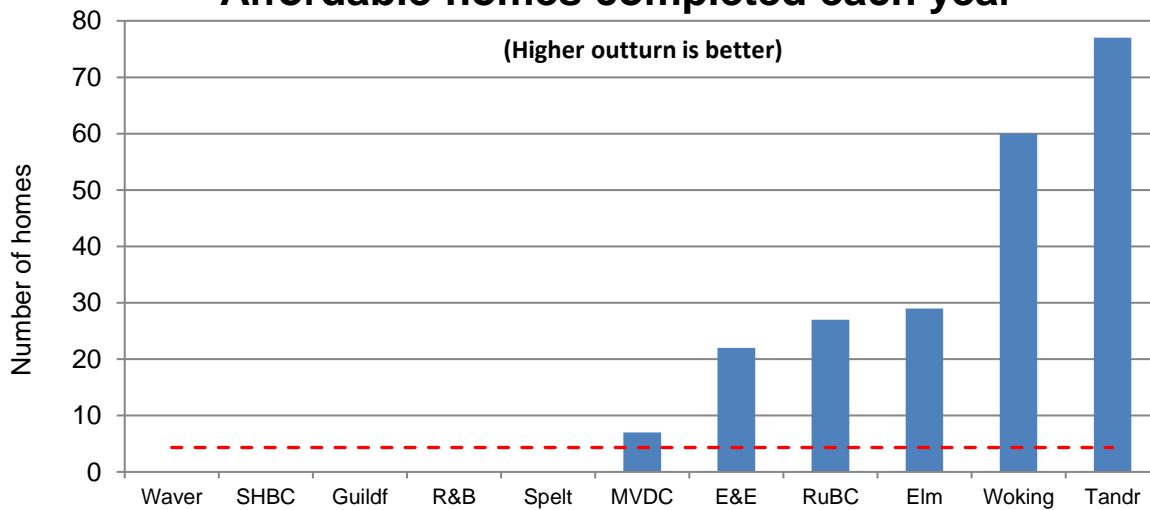


Rolling 12-month figure, calculated by comparing the amount of waste sent for recycling, reuse and composting against the total waste collected. Figures are for Q4 2023/24, provided by JWS for Surrey Environment Partnership.

| | Actual |
|--------|--------|
| Elm | 54.6% |
| E&E | 49.9% |
| Guildf | 57.9% |
| MVDC | 54.9% |
| R&B | 51.9% |
| RuBC | 46.3% |
| Spelt | 43.0% |
| SHBC | 57.3% |
| Tandr | 55.8% |
| Waver | 52.4% |
| Woking | 54.1% |
| ----- | 52.6% |

Average value of returns

Affordable homes completed each year (Higher outturn is better)



A count of the number of affordable homes provided in the year. This figure is only provided at the end of the year and includes all affordable housing completions provided by Councils, Housing associations and those providers that do not fit into the first two categories.

| | Actual |
|--------|--------|
| Elm | 29 |
| E&E | 22 |
| Guildf | 0 |
| MVDC | 7 |
| R&B | 0 |
| RuBC | 27 |
| Spelt | 0 |
| SHBC | 0 |
| Tandr | 77 |
| Waver | 0 |
| Woking | 60 |
| ----- | 28 |

Average value of returns