

## Rother District Council

<b>Report to:</b>	Overview and Scrutiny Committee
<b>Date:</b>	18 March 2024
<b>Title:</b>	Performance Report: Third Quarter 2023/24 (October – December 2023)
<b>Report of:</b>	Anna Evett, Corporate Programme, Risk and Improvement Manager
<b>Ward(s):</b>	N/A
<b>Purpose of Report:</b>	To monitor the delivery of the Council's Key Performance Indicators
<b>Officer</b>	
<b>Recommendation(s):</b>	It be <b>RESOLVED</b> : That the Overview and Scrutiny Committee consider these findings and recommend any actions to Cabinet, as necessary.

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### Background and Introduction

1. In January 2023, this Committee selected a set of measurements in order to shift performance monitoring back towards corporate operations and service delivery. It is important that Members remain assured that the various departments of the Council providing core services are functioning effectively, have sufficient resources, and delivering within expected parameters.
2. As a result, this Committee recommended to Cabinet the selection of 26 Key Performance Indicators (KPIs), broken down into eight service areas as listed below:
  - Corporate Core
  - Customer Services
  - Environmental Health
  - Estates
  - Housing
  - Neighbourhood Services
  - Planning Development Management
  - Revenues and Benefits
3. In addition, Members will receive an annual report on the state of the district. This report will be wide ranging and will seek to ensure that Members are kept informed of changes to the profile, demographic, and housing and economic landscape of the district.
4. Please note that the recommendation made by this committee to amend the targets to 80% for P1 (percentage of major development applications determined in 13 weeks or agreed extension) and P2 (percentage of minor development applications determined in 8 weeks or agreed extension) was approved by Cabinet on the 11 December 2023.

## Reporting by Exception

5. In order to focus on priorities, the narrative concerning performance against target will be by exception. This means a commentary from a Service Manager will be included when the performance is significantly above or below the target.

### **Exception: Corporate Core KPI CC1 % of Freedom of Information Requests (FOIs) answered in 20 working days.**

6. This measurement is the percentage of Freedom of Information Requests answered in 20 working days. The current target is 95% and the Quarter 3 performance is 89%.
7. 18% more requests were received in Quarter 3 (Q3) 2023 compared with Quarter 2 2022 and this has increased the response time.
8. The average response percentage is lowered by 13 FOIs that took 20 or more days to respond to due to their complexity. Whilst this indicator is under target, the additional time requested to deal with these is in accordance with section 10(3) of the Freedom of Information Act.
9. Out of the 151 requests received in Q3, there have been several customers who have made multiple requests which adds to the time to respond often because of increased complexity and legal involvement. See Appendix A for more information.
10. We are increasing our resilience in this area by training two additional officers to assist when needed, and we are looking at longer term options for data governance.

### **Exception: Telephone call answered by Customer Services (sum of received and abandoned calls)**

11. This measurement is the number of telephone calls answered by customer services (sum of answered and abandoned calls) with the aim to reduce them against the baseline year, to monitor the channel shift towards the digital service.
12. 26% more calls were received in Q3 2023 in comparison to Q3 2022 with a slight increase in performance in terms of more calls answered and less call abandonments.
13. This indicates an improvement in performance but not a reduction in calls presented. However, KPI C5 (total number of customer contacts to the Council) shows an increase in digital contact at 55.83% versus traditional contact at 44.17%.

### **Exception: Revenues and Benefits - RB1 - Percentage of council tax owed for the year that has been collected and RB2 - Percentage of business rates owed for the year that have been collected.**

14. Current performance is slightly down on the profiled rate but better than the corresponding period last year for Council Tax collection. The Business Rates collection is challenging, resulting in collection being down compared to the

same period in 2022/23. However, with the number of different reliefs available to businesses over the past few years it is difficult to compare collection year on year.

## **Performance Board**

15. A Senior Leadership Team led Performance Board was established in July as part of the new Governance arrangements. This sits alongside the (officer led) Risk and Programme Boards to improve performance management, risk management and accountability in the Council. This brings together Heads of Service and relevant Service Managers to discuss performance and service risks collectively and individually across the Council. The individual sessions allow for a detailed look at any issues impacting performance and the collective sessions allow for any cross-cutting issues to be identified.

## **Office of Local Government's Local Authority Data Explorer**

16. The Government has created a new Office of Local Government (Oflog) as part of the Department of Levelling Up, Housing and Communities. This new body is tasked with understanding and supporting Local Government performance. The intention is to improve data transparency in order to increase accountability.
17. Oflog, as it is commonly called, is in the process of creating the Local Authority Data Explorer. It is a dashboard or [online tool](#) with sets of key measurements selected by Oflog. However, more than half of the current set of measurements do not apply to district councils.
18. The sections for waste management and finance have measurements relevant to district councils. For Members' interest, we have supplied the published data for Rother District Council in Appendix B. Currently, what has been published is limited to the annual figures for 2021/22.
19. Oflog has pledged to add more service areas and expand existing areas 'as the metrics are developed'. Members may wish to consider if they want to monitor the data explorer's development and monitor the data it reports. Options might be reporting to this Committee or through the Members' Bulletin.
20. If Members (or residents) are interested in seeing published Local Government figures as well as a lot of contextual data, there are other publicly available sources. The Local Government Association provides the [LGInform](#) website. In addition, East Sussex County Council has a data observatory called East Sussex in Figures. These websites have both Local Government performance and many demographic, economic and environmental statistics relevant to providing services in wards, parishes, districts and county levels.

## **Conclusion**

21. This report sets our performance against the agreed KPIs for the first, second and third quarters of 2023/24. It includes an update in the Government's approach to council performance.
22. Members are requested to consider the Council's performance and to pass recommendations for action to Cabinet for consideration, as necessary.




<b>Other Implications</b>	<b>Applies?</b>	<b>Other Implications</b>	<b>Applies?</b>
Human Rights	No	Equalities and Diversity	No
Crime and Disorder	No	External Consultation	No
Environmental	No	Access to Information	No
Risk Management	No	Exempt from publication	No



Chief Executive:	Lorna Ford
Report Contact Officer:	Anna Evett
e-mail address:	<a href="mailto:anna.evett@rother.gov.uk">anna.evett@rother.gov.uk</a>
Appendices:	A – Summary KPI Table B – Additional charts to support Customer Service KPI data C – OfLog Dashboard
Relevant previous Minutes:	<a href="#">Cabinet minutes 5th February 2024 Min ref CB23/65</a> <a href="#">Overview and Scrutiny Committee mins 22nd January 2024 ref OSC 23/44</a> <a href="#">Cabinet 11th December 2023 ref CB23/52</a> <a href="#">Overview and Scrutiny Committee 5th June 2023, 4th Quarter Performance 2022/23</a>
Background Papers:	None
Reference Documents:	None






**Summary of All KPIs**

A summary of the KPI performance is set out in the table below. Performance is compared to the previous quarter result and to the same quarter the previous year. Results that can be prepared monthly are included with the quarter's result.






KPI Indicator	Status	Target	Q1	Q2	Q3	Commentary																						
<b>Corporate Core</b>																												
CC1 - % of freedom of information requested answered in 20 working days	▲	95%	87%	96%	89%	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Q3 2023:</th> <th style="width: 50%;">Q3 2022</th> </tr> </thead> <tbody> <tr> <td>FOI answered within 20 days: 89%</td> <td>FOI answered within 20 days: 94%</td> </tr> <tr> <td>FOI received: 97</td> <td>FOI received: 73</td> </tr> <tr> <td>EIR received: 22</td> <td>EIR received: 27</td> </tr> <tr> <td>SAR received: 1</td> <td>SAR received: 2</td> </tr> <tr> <td>Total: 120</td> <td>Total: 102</td> </tr> <tr> <td>11 days average response time</td> <td>10 Days average response time</td> </tr> </tbody> </table> <p>We received 18% more requests in Q3 2023 in comparison to Q2 2022 which has increased our response time. In addition to this our average response percentage is lowered by 13 FOIs that have taken over 20 or more days to respond to due to their complexity. Whilst this indicator is under target the additional time requested to deal with these is in accordance with section 10(3) of the Freedom of Information Act.                      FOI=Freedom of Information                      EIR= Environmental Information request                      SAR= Subject access request</p> <p>Out of the 151 requests received in Q3, there have been several customers who have made multiple requests which adds to the time to respond often because of increased complexity and legal involvement. The table below shows the number of multiple requests and the number of customers who have made them.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Number of multiple requests by an individual</th> <th style="width: 50%;">Number of Customer making these requests</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>7</td> </tr> <tr> <td>3</td> <td>3</td> </tr> <tr> <td>4</td> <td>2</td> </tr> </tbody> </table>	Q3 2023:	Q3 2022	FOI answered within 20 days: 89%	FOI answered within 20 days: 94%	FOI received: 97	FOI received: 73	EIR received: 22	EIR received: 27	SAR received: 1	SAR received: 2	Total: 120	Total: 102	11 days average response time	10 Days average response time	Number of multiple requests by an individual	Number of Customer making these requests	2	7	3	3	4	2
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<b>Customer Services</b>																
<p>C1 - Telephone calls answered by customer services (= sum of answered AND abandoned calls)</p> <p><i>Aim: channel shift towards digital</i></p>		Reduce (baseline year)	11,606	13,181	10,669	<table border="1" style="width: 100%;"> <thead> <tr> <th>Q3 2023:</th> <th>Q3 2022:</th> </tr> </thead> <tbody> <tr> <td>Total Calls: 10,669</td> <td>Total Calls: 8,428</td> </tr> <tr> <td>Calls Answered: 7,087 (68%)</td> <td>Calls Answered: 5,592 (66%)</td> </tr> <tr> <td>Calls Abandoned: 3,582 (32%)</td> <td>Calls Abandoned: 2,836 (34%)</td> </tr> <tr> <td>Average Abandonment time: 05:41</td> <td>Average Abandonment time: 07:30</td> </tr> </tbody> </table> <p>26% more calls were received in Q3 2023 in comparison to Q3 2022 with a slight increase in performance in terms of more calls answered and less call abandonments.</p> <p>Peak call abandonments occur on Mondays and Wednesday when the contact centre opens. Generally Monday is the busiest day of the week due to the weekend closure. Staffing levels are weighted based on these contact trends to ensure a good level of service.</p>	Q3 2023:	Q3 2022:	Total Calls: 10,669	Total Calls: 8,428	Calls Answered: 7,087 (68%)	Calls Answered: 5,592 (66%)	Calls Abandoned: 3,582 (32%)	Calls Abandoned: 2,836 (34%)	Average Abandonment time: 05:41	Average Abandonment time: 07:30
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C2 - Percentage of enquiries that are resolved on the first contact with customer services		85%	87.53%	85.82%	86.36%	<p>Our first contact resolution rates are performing as expected and meeting target.</p> <p>Areas with the highest non-resolution rates at point of contact are:</p> <ul style="list-style-type: none"> <li>• Housing</li> <li>• Business Rates (NNDR)*</li> <li>• Planning</li> <li>• Licensing</li> </ul> <p>*Business Rates is not an area Customer Services covers therefore any calls must be transferred direct to department to deal with. This lowers first contact resolution rates.</p>										
C3 - Average call waiting time for the contact centre		Reduce (baseline year)	00:11:57	00:06:33	05:58	<table border="1" style="width: 100%;"> <thead> <tr> <th>Q3 2023:</th> <th>Q3 2022:</th> </tr> </thead> <tbody> <tr> <td>Average Wait time: 05:58</td> <td>Average wait time: 07:47</td> </tr> <tr> <td>Longest Wait time: 55:38</td> <td>Longest wait time: 59:24</td> </tr> </tbody> </table> <p>The average call 'wait to be answered' time for Q3 has improved in comparison to Q3 2022. There are still calls that do have to wait a significant amount of time to be answered with the longest being 55 minutes and 38 seconds. This highlights the importance of our channel shift to digital to help enable those customers to self-service and free up the availability of our Customer Services team to assist those who are unable to use a digital channel.</p>	Q3 2023:	Q3 2022:	Average Wait time: 05:58	Average wait time: 07:47	Longest Wait time: 55:38	Longest wait time: 59:24				
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KPI Indicator	Status	Target	Q1	Q2	Q3	Commentary														
						Customers will also have a much better experience as a result of lower wait times. (MM:SS = minutes: seconds)														
C4 - Customers who say they were satisfied when surveyed (annual measurement)		85%	Not due	Not due	No data	No available data to provide this KPI indicator yet.														
C5 - Total number of customer contacts to the Council  <i>Aim: channel shift towards digital</i>		Monitor (baseline year)	25,349	23,969	20,751	<table border="1" data-bbox="1169 419 2074 699"> <thead> <tr> <th colspan="2">Q3 Channel Breakdown</th> </tr> <tr> <th>Digital Channels</th> <th>Traditional Channels</th> </tr> </thead> <tbody> <tr> <td>Self Service: 6,743</td> <td>Phone Calls: 7,087</td> </tr> <tr> <td>Emails: 1,469</td> <td>Face to Face: 2,077</td> </tr> <tr> <td>Contact Us: 1,194</td> <td>-</td> </tr> <tr> <td>Aiimee (Chat bot): 2,181</td> <td>-</td> </tr> <tr> <td>Total: 11,587</td> <td>Total: 9,164</td> </tr> </tbody> </table> <p>55.83% Digital contact VS 44.17% Traditional Contact (Channel Shift Target 65% Digital).</p> <p>Our chat bot (Aiimee) is really starting to assist customers following its update on 13 December 2023, which includes better metrics. We are monitoring its performance closely and it is anticipated to help reduce phone contact as its usage grows. Customer expectation of a 24/7 service continues to grow and our chat bot is helping to support this. An example of its usage is during the Christmas office closure (23.12.2023 to 31.12.2023) when it provided assistance to 157 customers. This also resulted in fewer emails over this period and a reduction in staff (and associated costs) who would normally provided resilience cover. <b>Please see Appendix B for further details.</b></p>	Q3 Channel Breakdown		Digital Channels	Traditional Channels	Self Service: 6,743	Phone Calls: 7,087	Emails: 1,469	Face to Face: 2,077	Contact Us: 1,194	-	Aiimee (Chat bot): 2,181	-	Total: 11,587	Total: 9,164
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<b>Estates</b>																				
E1 - Income from all assets		£2,375,310 (original figure of £2,429,510 reduced by £54,200 as Amherst Rd reclassified)	£2,408,642	£2,459,032	£2,502,095	Q3 sees an increase in income of £43,000 compared to the end of Q2; The tenant at 35 Beeching Road, Skinners Sheds, vacated the site on 28 February 2024. New 12-month occupation licences have been granted to three separate organisations, equating to an annual income of £31,200 as temporary use. This will limit the income losses whilst a new development proposal is worked up.														

KPI Indicator	Status	Target	Q1	Q2	Q3	Commentary
		as not investment property)				
<b>Environmental Health</b>						
E1 - % of scheduled food inspections that were carried out		90%	81%	79%	92%	Slightly above target at Q3.
E2 - % of service requests completed in the required timescale		90%	88.2%	71.04%	93%	Slightly above target at Q3.
<b>Housing</b>						
H1 - Number of households either prevented (P) from homelessness or relieved (R) from homelessness		30 (quarter) 120 (year)	52: 26 P 26 R	49: 26 P 23 R	61: 36 P 25 R	The rise in the number of homelessness approaches continues to create challenges for the Housing Service. The investment in prevention work continues to have a positive effect and we have seen a significant rise in the number of preventions compared to the same quarter last year, there has been an increase of 96% from 31 to 61. There has also been an increase on Q2 2023/24, up by 24% from 49 to 61.
H2 - Average cost of placing household in temporary accommodation (TA)		£1,200	£766	£1,154	£1,112	The average cost of TA per unit has reduced from £1,154 in the last quarter. The continued expansion of the TA Investment Strategy supports a reduction in the average cost per unit of TA, in the face of rising inflationary pressures. A recent internal review of the relative costs of RDC owned TA compared to private sector TA has confirmed that it costs the Council £7,000 less annually on average to use its own TA to than it does to use TA in the private sector.
H3 - Average weeks a household was in temporary accommodation before placement		Currently no target but 15 from 24/25	23	16	20	The Council is limited in its ability to affect the various factors that increase homelessness and the number of households in Temporary Accommodation (TA). It continues to be recommended that the Council focus on its homelessness prevention and relief measure as the key indicator of performance for the Housing Service (see H1). At the time of writing, the number of households in TA is 159. The reason for the increase in the number of weeks in TA this quarter is due to a number of larger sized households that had been in TA for an extended period of time due to the difficulty in securing 3 or 4 bedroom sized properties. In October, the Council was able to secure an increased number of this size of property due to some new build properties and private rented sector opportunities being identified. Therefore, several households with relatively long stays in TA secured permanent accommodation, increasing the average for the quarter.






KPI Indicator	Status	Target	Q1	Q2	Q3	Commentary
<b>Neighbourhood Services</b>						
N1 - Missed bins per 100,000 collections		62	24	30	27	This represents a high level of performance particularly as December is always a challenging month with the impact of Christmas and increased tonnages and collection schedule changes.
N2 - Percentage of public land found with unacceptable levels of litter when surveyed		2.5%	n/a	1%	2.3%	Please note these are Tranche 2 results (Aug – Nov 2023) (2 of 3) NI 195 inspections are completed tri-annually. Tranche 3 is not available (Dec – March 2024).  This score falls just inside the target. It is noted there is a need for increased focus on street cleansing to improve on future scores.
N3 - Percentage of public land found with unacceptable levels of detritus when surveyed		7%	n/a	8%	5.5%	Please note this is a Tranche 2 results (Aug – Nov 2023) (2 of 3) NI 195 inspections are done tri-annually. Tranche 3 is not available (Dec – March 2024).  This score is positive given that part of the tranche is during leaf fall and natural build-up of detritus.
N4 - Fly tips recorded each month, cleared from public land (number)		69	62	57	61	This is a good result. Fly tipping can be more prevalent when we head into the winter months with longer hours of darkness.
N5 - Fly tip fines issued (number)		Monitor	17	7	0	No fly tip fines issued in Q3. NES experienced staff recruitment issues during this period which resulted in being unable to respond to fly tip reports in a timely manner. This meant RDC staff dealt directly with fly tips, investigated those that may contain evidence and passed evidence to NES as appropriate. NES are now up to full strength and training more staff to investigate fly tips, but presently most fly tips are of the type without evidence which makes training more difficult.
<b>Planning Development Management</b>						

KPI Indicator	Status	Target	Q1	Q2	Q3	Commentary
P1 - Percentage of major development applications determined in 13 weeks or agreed extension		80%	100%	100%	82%	Meeting this target. However, it is anticipated that performance will increase with experience of officers. There is also a team leader position that is expected to be filled which will take this figure on an upward trend in the new financial year.
P2 - Percentage of minor development applications determined in 8 weeks or agreed extension		80%	81%	92%	94%	On the minors and others (normally combined under government target) these targets are being exceeded. Overall, the Service is exceeding its set target (this combines minors and others). It should be noted that as application numbers increase it will be important to keep a watchful eye on this. The team is currently working with dated software (Ocella) but funds for a replacement have been approved; this will be key in ensuring the targets continue to be exceeded. There are other products being considered that will help improve productivity and quality of work/decisions.
P3 – Major development planning appeals allowed by the Planning Inspector		10%	Nil	Nil	0	The service is doing well, and this can be attributed to the good quality of the Local Planning Authority's decisions.
P4 - Minor development planning appeals allowed by the Planning Inspector		30%	18%	23%	12.5%	The service is doing well, and this figure can be attributed to the good quality of the Local Planning Authority's decisions.
P5 - Total number of PS1 and PS2 planning applications (live cases)		349	284	294	243	This figure shows the number of applications on hand (at start of December 2023). This figure is expected to rise as we go into the busy periods.
<b>Revenues and Benefits</b>						

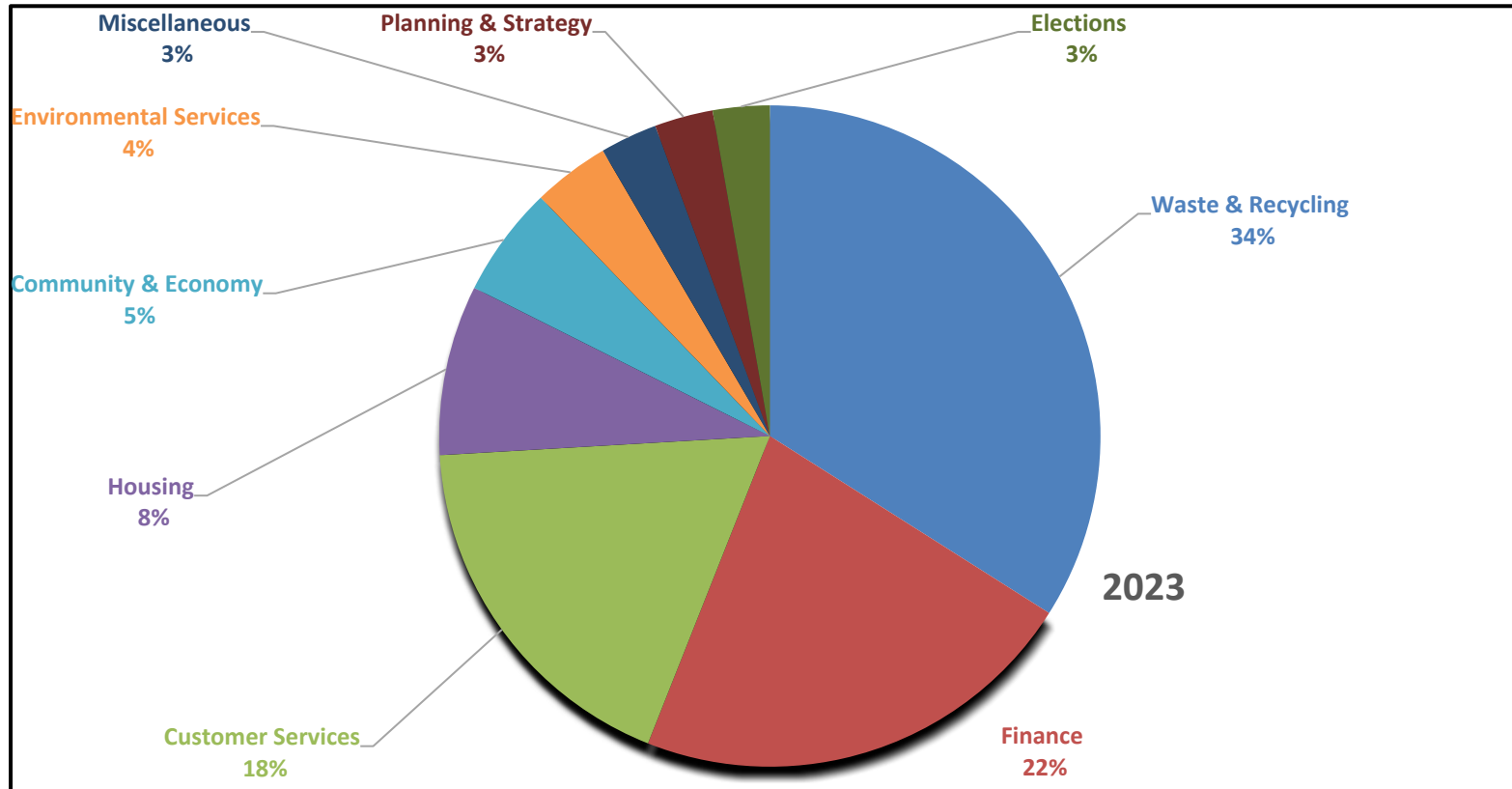
KPI Indicator	Status	Target	Q1	Q2	Q3	Commentary
RB1 - Percentage of council tax owed for the year that has been collected		Yr: 98.3%	30.02% (quarterly target 29.81)	57.1% (quarterly target 57.13)	84.20% (quarterly target 81.13)	Collection is slightly up on the same period for last year, although collection remains challenging and will continue to be closely monitored.  (Quarterly target is the corresponding quarter from 22/23)
RB2 - Percentage of business rates owed for the year that have been collected		Yr: 98.3%	29.38% (quarterly target 29.71)	58.62% (quarterly target 59.17)	83.31% (quarterly target 84.57%)	The Business Rates collection is also challenging resulting in collection being down compared to the same period in 2022/23. However, with the number of different reliefs available to businesses over the past few years it is difficult to compare collection year on year.  (Quarterly target is the corresponding quarter from 22/23)
RB3 - Average calendar days to process a new housing benefit claim		20	20.29	19.06	17.49	Current performance is just within target; however, the team continues to be short 2.5 FTE posts due to difficulties recruiting and delays in the setting up of a resilience contract. Therefore, remaining on target will be challenging and the impact of the vacant posts will likely be seen in future performance.
RB4 - Average calendar days to process a change to an existing housing benefit claim		14	9.18	16.65	13.65	Current performance within target.

**Key:**

Status	Symbol
Performance on target or better than target	
Performance not on target but improving towards target.	
Performance not on target and getting worse	
Not applicable, such as not measured at this frequency	N/A

**ADDITIONAL CHARTS TO SUPPORT CUSTOMER SERVICES KPI DATA.**

Percentage of contact by department in 2023

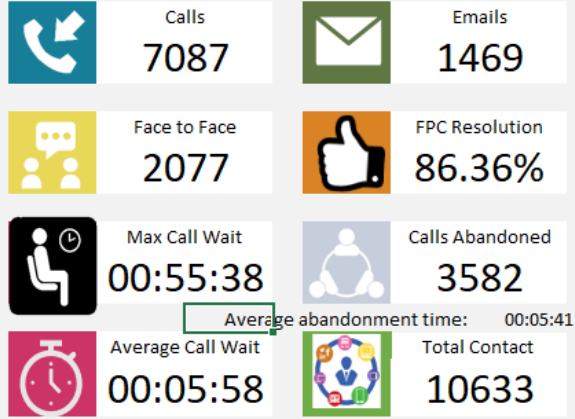


*Figure 1NB - Finance covers both Council Tax and Housing Benefits combined.*

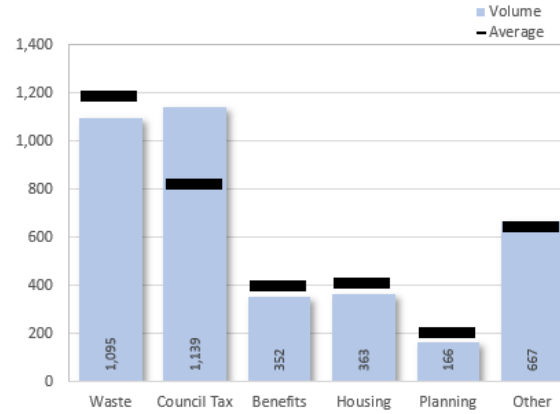


# Rother DC Contact Centre Dashboard (01 Oct 2023 - 31 Dec 2023)

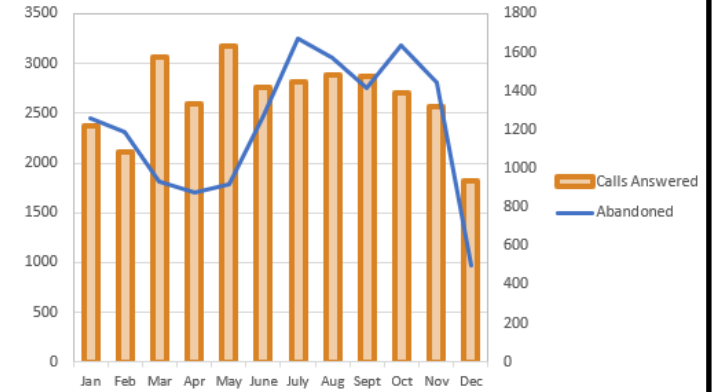
## Contact Summary Q3 -Oct to Dec 2023



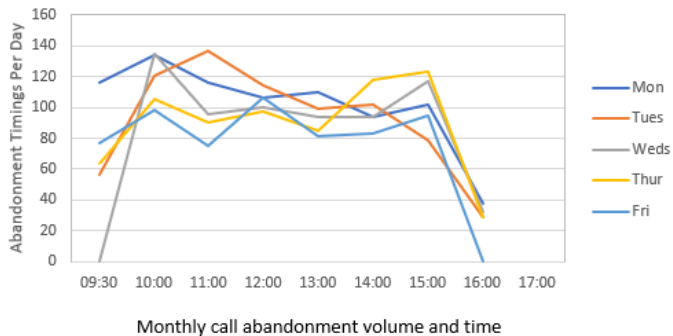
## Q3 Average Contact Vs Yearly Average



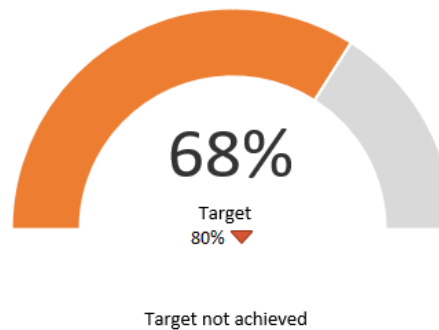
## Calls Answered vs Abandonments



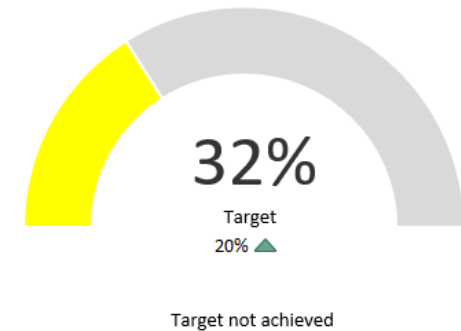
## Abandonment Timings Per Day



## Calls Answered %



## Abandon %



## Customer Services performance details for 2023

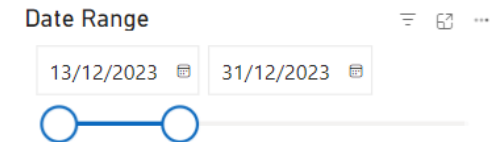
Month	Calls received	Calls Answered	Percentage answered Vs calls received	Calls Abandoned	Abandoned Percentage %	Average time to answer	Average abandon time	max wait time	Telephone calls by Area						Total
									Benefits	Council Tax	Elections (from April 2023)	Housing	Other	Waste	
Jan-23	3635	2377	65%	1258	35%	00:08:58	0:07:05	00:52:06	380	340	66	394	791	406	2377
Feb-23	3307	2116	64%	1191	36%	00:08:25	0:07:42	00:59:46	314	282	49	365	727	379	2116
Mar-23	3995	3059	77%	936	23%	00:15:26	0:06:14	00:50:46	467	478	147	445	1104	418	3059
Apr-23	3472	2597	75%	875	25%	00:25:07	0:04:43	00:37:47	346	380	120	363	999	389	2597
May-23	4100	3179	78%	921	22%	00:04:38	0:04:32	00:51:47	344	469	89	267	962	1048	3179
Jun-23	4034	2759	68%	1275	32%	00:06:07	0:04:49	00:42:06	309	334	22	321	922	851	2759
Jul-23	4491	2818	63%	1673	37%	00:07:22	0:05:47	00:58:40	224	717	15	352	851	659	2818
Aug-23	4457	2884	65%	1573	35%	00:06:29	0:04:54	01:03:22	242	820	82	333	836	571	2884
Sep-23	4285	2867	67%	1418	33%	00:06:12	0:04:42	00:46:47	265	786	156	391	794	475	2867
Oct-23	4338	2700	62%	1638	38%	00:07:34	0:05:52	00:55:38	266	749	110	396	787	392	2700
Nov-23	4007	2563	64%	1444	36%	00:06:27	0:05:13	00:52:33	258	698	54	352	765	436	2563
Dec-23	2324	1824	78%	500	22%	00:03:52	0:05:57	00:44:31	184	489	44	240	550	317	1824
Average	3870	2645	69%	1,225	32%	00:08:53	0:05:38	0:51:19	300	545	80	352	841	528	2645
Total	46445	31743		14702					3599	6542	954	4219	10088	6341	31743

## Chat bot performance information 13.12.2023 to 31.12.2023

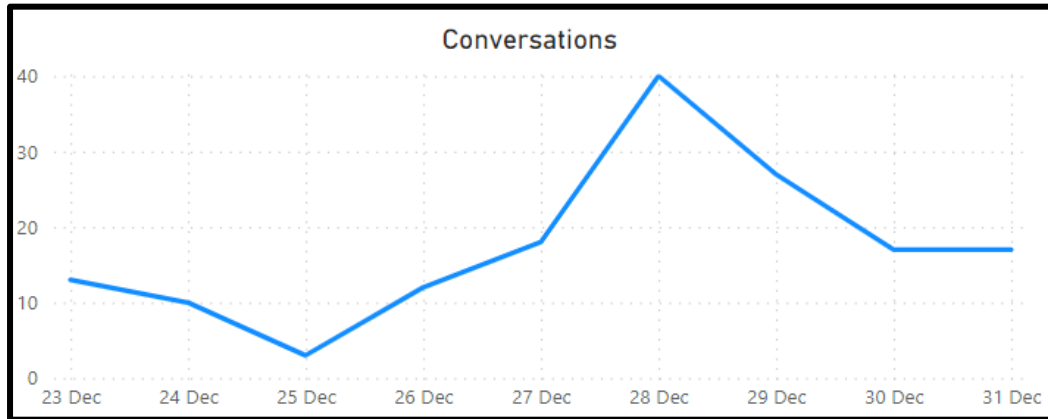


Conversations  
**270**

Messages  
**570**



**Volume and date of chatbot conversations over the period 23/12/23 to 31/12/23 (office closure).**



**Chat bot performance information 23.12.2023 to 31.12.2023 (office closure)**



Conversations <b>157</b>	Messages <b>230</b>
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Date Range

23/12/2023 31/12/2023



Waste Management							
Indicator (click for source data)	Financial year	Rother	Wealden	Hastings	Eastbourne	Median of Rother's CIPFA Nearest Neighbours	England median
Household waste recycling rate	2021-22	46.5%	48.9%	31.2%	38.9%	46.3%	41.9%
	2021-22	469.8 kg per household	452.5 kg per household	505.1 kg per household	432.7 kg per household	438.7 kg per household	501.1 kg per household
Residual household waste	2021-22	2.8%	3.8%	4.2%	5.3%	2.4%	5.5%
Corporate & Finance							
Indicator (click for source data)	Financial year	Rother	Wealden	Hastings	Eastbourne	Median of Rother's CIPFA Nearest Neighbours	England median (Districts)
Non-ringfenced reserves as percentage of net revenue expenditure	2021-22	67.0%	257.6%	431.2%	165.1%	164.6%	146.4%
Non-ringfenced reserves as percentage of service spend	2021-22	70.3%	295.7%	123.3%	95.2%	157.2%	131.0%
Total core spending power per dwelling	2021-22	£233.88	£249.79	£284.38	£261.23	£231.35	£242.19
Level of band D council tax rates	2021-22	£207.10	£197.44	£276.17	£256.74	£192.44	£192.56
Council tax revenue per dwelling	2021-22	£1783.07	£2070.99	£1269.40	£1521.62	£1681.70	£1556.44
Debt servicing as percentage of core spending power	2021-22	5.7%	3.7%	27.7%	31.6%	4.0%	10.2%
Total debt as percentage of core spending power	2021-22	218.6%	465.8%	537.1%	1336.0%	127.5%	457.5%
Number of upheld complaints	2021-22	5.4 per 100,000 population	0.0 per 100,000 population	3.3 per 100,000 population	3.0 per 100,000 population	1.1 per 100,000 population	1.1 per 100,000 population
Council tax collection rates (in year)	2021-22	98.0%	96.7%	95.0%	96.3%	97.9%	97.4%
Nondomestic rates collection rates (in year)	2021-22	97.0%	93.9%	94.8%	96.4%	97.3%	97.4%



\* CIPFA refers to the Chartered Institute of Public Finance and Accountancy, the professional body for people working in public finance.

CIPFA creates groups of similar local authorities termed 'nearest neighbours', based on a range of criteria, to help local authorities make reasonable comparisons. Relevant factors include being a borough or district council, similar population size, rural against urban and so on. Geographic location is not a factor and most of the authorities are from other regions in the country. The term neighbour does not refer to other authorities in Kent and Sussex, but how similar the district is to Rother. **But, as the detail is available for our neighbours, this information has now been included in the table just to add context and for interest purposes only.**

Median is the figure that appears at the halfway point or the middle of any sequential list of figures. It is often a similar number to the average, but the figure is not calculated the same way. Using median removes the risk of an average being distorted by outliers in the data, especially extreme outliers. A good example is where using the average income for an area can be raised by just a few people having a multi-million income and disguising a more accurate portrait of the general population. Using median means a more accurate representation that half of the residents earn less and half of the residents earn more. For example, in Rother in 2021 the average gross annual earnings for all residents was £30,171 but the median gross annual earnings were £22,401.