



Colchester
City Council

KPI Benchmarking

Charlotte Holl - PMO

November 2023

This report presents KPI benchmarking data for Colchester, compared to Colchester CIPFA nearest neighbours, for the following KPIs. Data currently available is indicated next to each KPI. The grey line indicates the median.

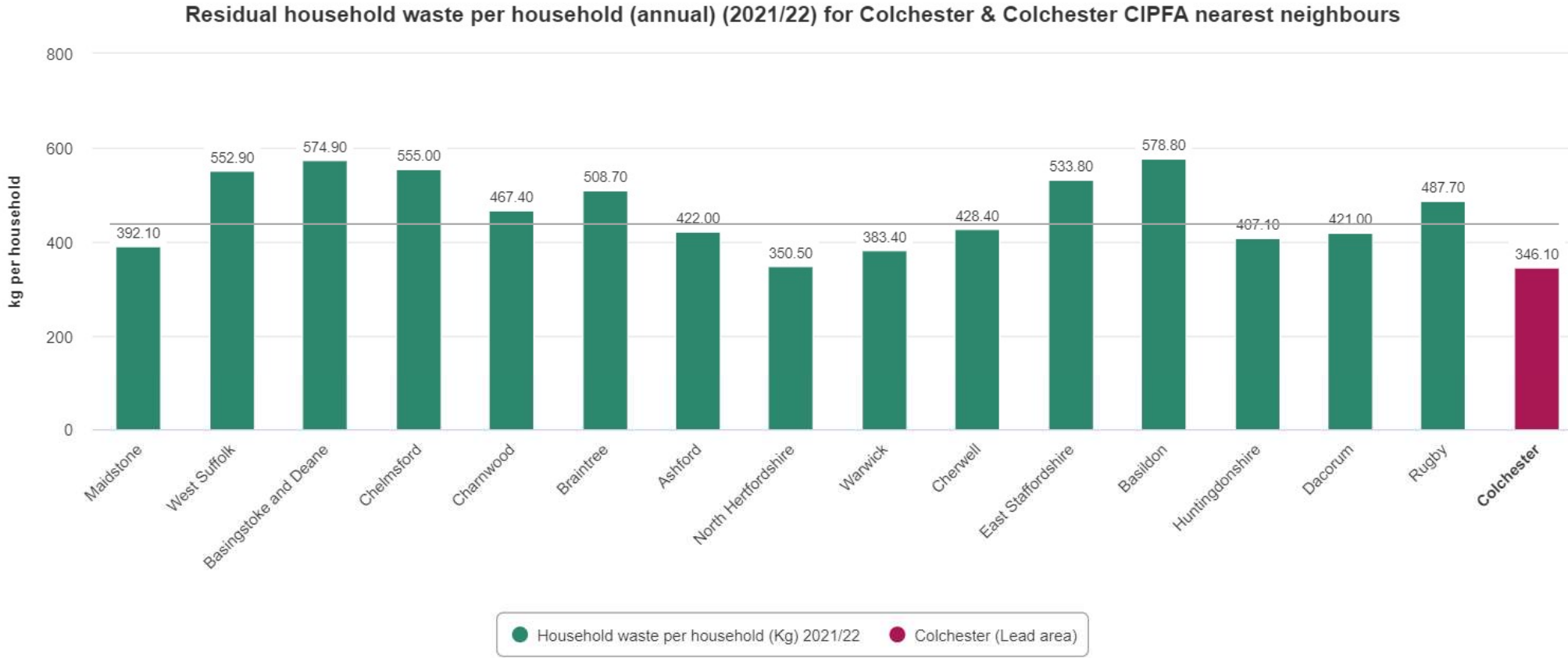
Data for 2021/22 has been provided where there are gaps in data for 2022/23 or data for 2022/23 is not yet available.

- Waste – residual (2021/22 annual data)
- Waste - recycled (2021/22 annual data)
- Housing Benefit (2021/22 and 2022/23 annual data)
- Council Tax collections (2021/22 annual data)
- NNDR collections (2021/22 annual data)

Collated annual data is not yet available for the Homelessness and Sickness KPIs. Comparative data is not yet available on LG Inform for Repairs and Local Council Tax Scheme.

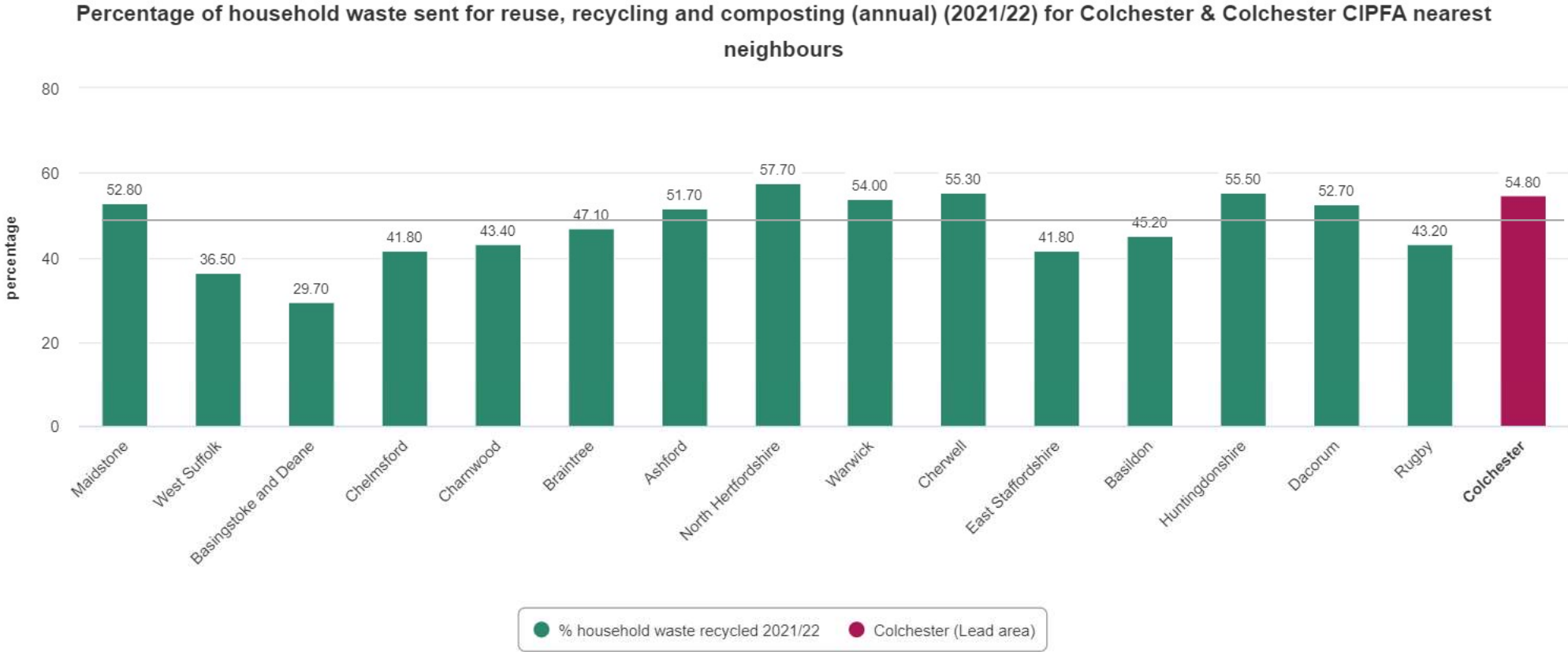
Source: LG Inform, November 2023

Waste – residual per household (2021/22)



Source: Department for Environment, Food and Rural Affairs, Local authority collected waste management, [Residual household waste per household \(annual\)](#), **Data updated:** 24 Mar 2023

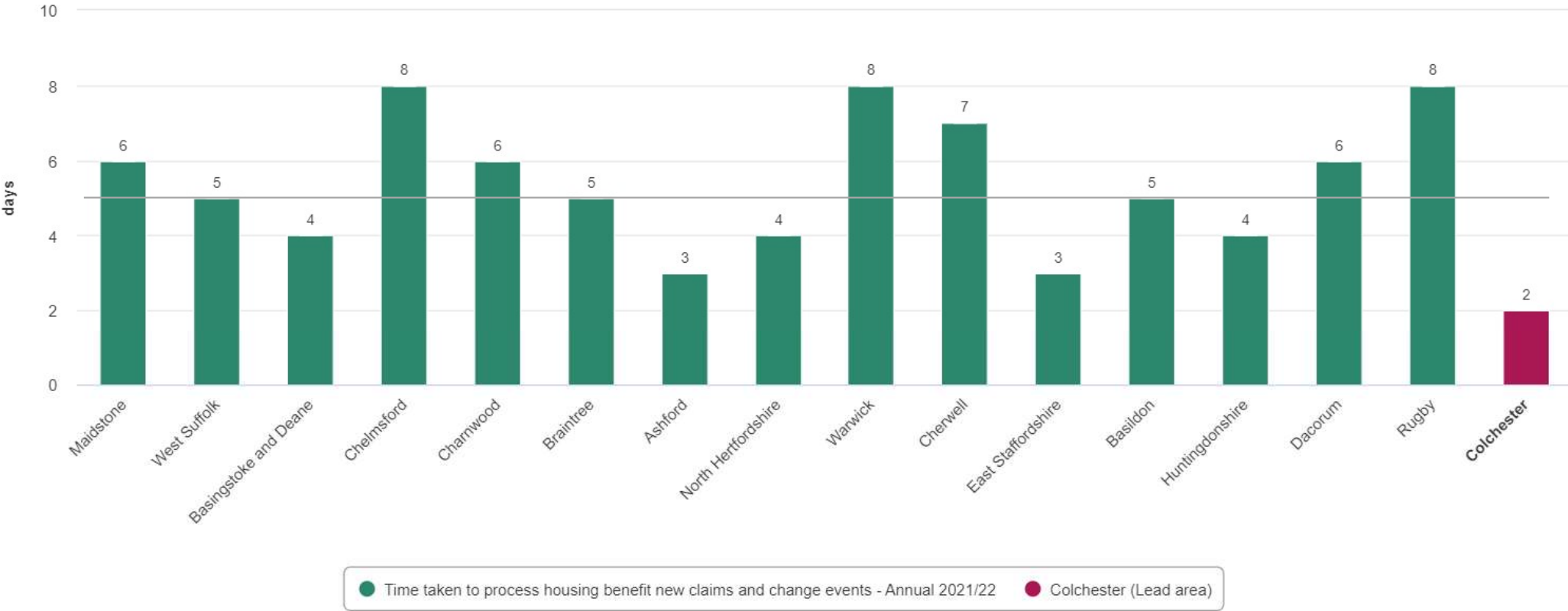
Waste - percentage of waste recycled, composted, reused (2021/22)



Source: Department for Environment, Food and Rural Affairs, Local authority collected waste management, [Percentage of household waste sent for reuse, recycling and composting \(annual\)](#), Data updated: 24 Mar 2023

Housing Benefit (2021/22)

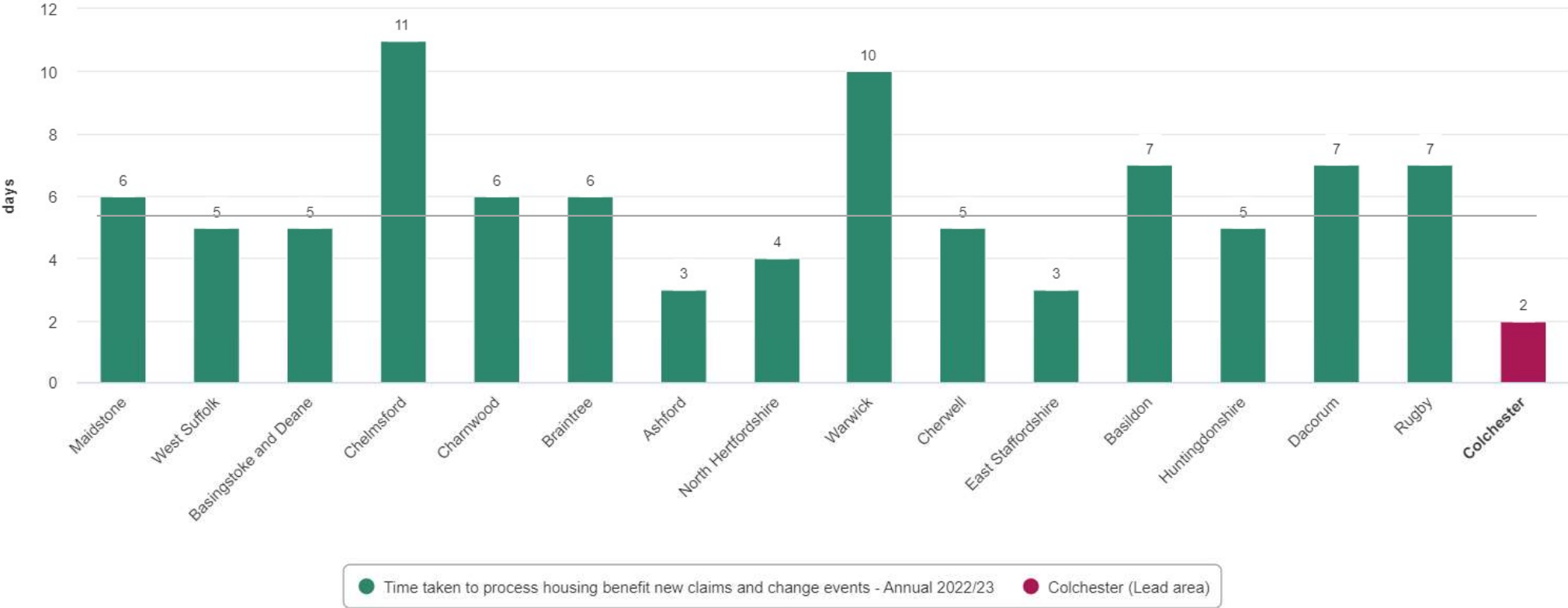
Time taken to process housing benefit new claims and change events - Annual (2021/22) for Colchester & Colchester CIPFA nearest neighbours



Source: Department for Work and Pensions, Housing Benefit: statistics on speed of processing (SoP), [Time taken to process housing benefit new claims and change events - Annual](#) , Data updated: 01 Aug 2023

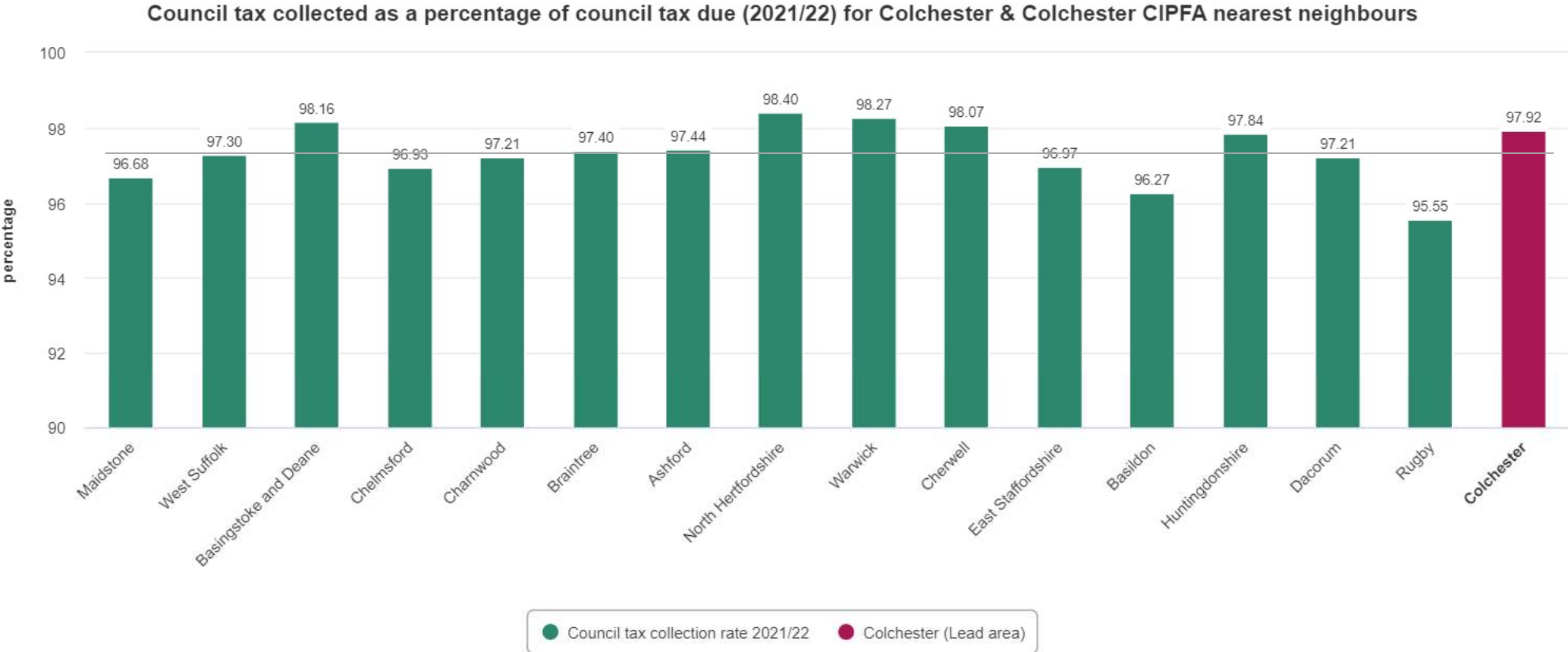
Housing Benefit (2022/23)

Time taken to process housing benefit new claims and change events - Annual (2022/23) for Colchester & Colchester CIPFA nearest neighbours



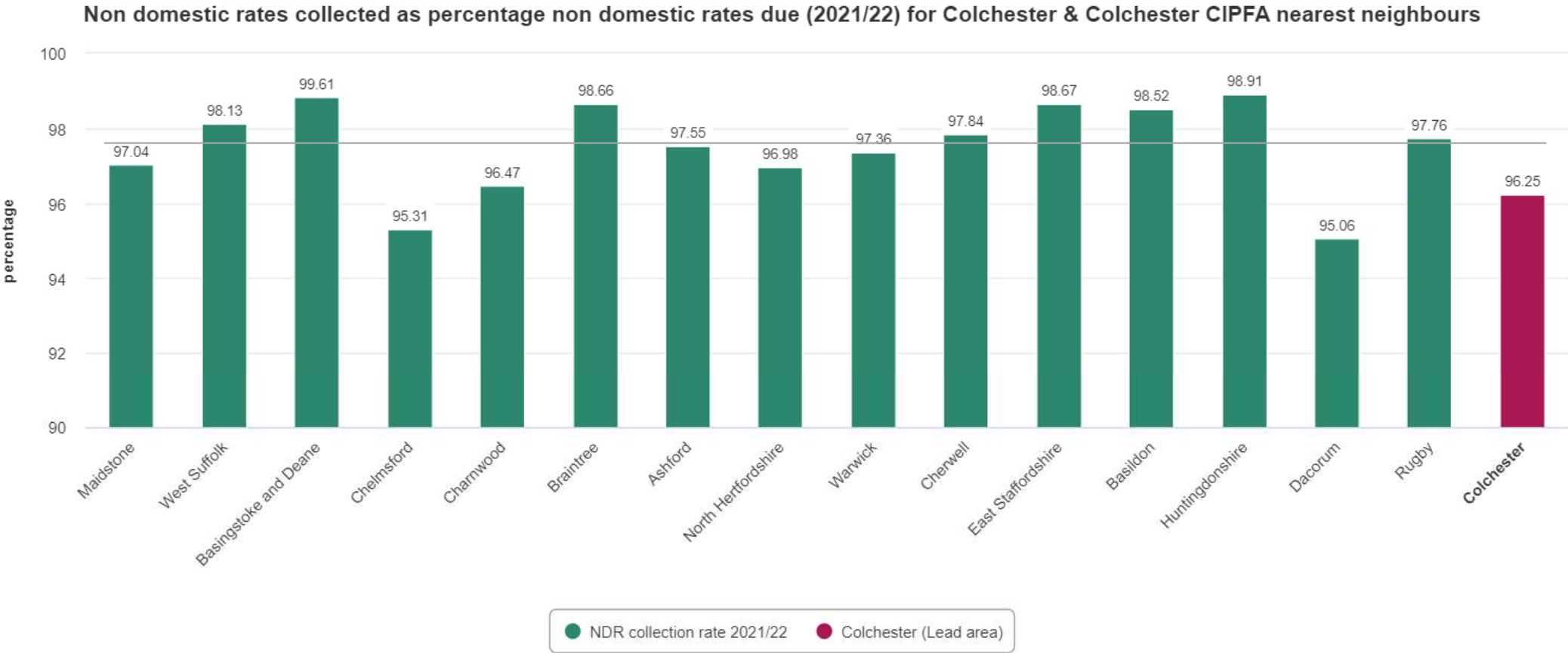
Source: Department for Work and Pensions, Housing Benefit: statistics on speed of processing (SoP), [Time taken to process housing benefit new claims and change events - Annual](#), Data updated: 01 Aug 2023

Council Tax collections (2021/22)



Source: Department for Levelling Up, Housing & Communities, Council tax collection rates, [Council tax collected as a percentage of council tax due](#), **Data updated:** 22 Jun 2023

NNDR collections (2021/22)



Source: Department for Levelling Up, Housing & Communities, Council tax collection rates, [Non domestic rates collected as percentage non domestic rates due](#) , **Data updated:** 22 Jun 2023