

# LG Inform Benchmarking Summary Report - Q3 2022/23



Written by LGA Research from Local Government Association

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## Introduction

The LG Inform service has been running since the summer of 2013 and over that time, the service has grown from a couple of hundred metrics to over 2,000 metrics about local authorities or of relevance to the work of local authorities. The majority of the metrics in LG Inform have been submitted by local authorities to Government who then publish the aggregate data to their schedule which, in some cases, can be months after the data was originally submitted.

The LG Inform Benchmarking Club's ambition is to, where appropriate, start to reduce the sector's reliance on nationally published data either through collecting new data items or providing more timely access to existing data on a provisional basis. Following a successful 12 month pilot where 160 councils participated we are pleased to announce that we will be continuing the benchmarking club over the coming years.

Following a 12 week consultation on which metrics to include in the pilot exercise, over 400 votes were cast by authorities resulting in the following basket of indicators being selected for collection from Q1 2014/15:

- Percentage of household waste sent for reuse, recycling and composting – quarterly
- Kg of residual waste per household – quarterly
- Number of formal complaints received - quarterly (this is to be used as a numerator for the metric 'number of formal complaints received per 10,000 population')

In Q1 2015/16, at the request of councils, we have introduced the following new metrics:

- Number of unique website visitors (excluding authorities own staff) - quarterly (this is to be used as a numerator for the metric 'number of unique website visitors (excluding authorities own staff) as % of population')
- Number of fly tipping and enforcement actions - quarterly

If you have yet to vote on these, or any of the other metrics suggested by the sector, you can do so at the ['new metrics ideas'](#) forum on Knowledge Hub, once we have established there is demand for a certain metric, it will be added to the basket of those that we are collecting.

## Methodology

Each quarter all 333 authorities are sent a unique link to the upload form where they are able to submit data for the current quarter and provide revisions to the previous periods.

As LG Inform is a voluntary benchmarking club and authorities were only required to provide data for metrics that they felt would be useful for in-year benchmarking, some questions have a lower response rate than stated in the table above.

**If there is no data for an authority it is because either they did not submit data within the upload window, it was not applicable or the data provided was not consistent with the sector agreed definitions. In tables, missing or suppressed data are identifiable by either a 'missing' or 'suppressed' label; in charts, it will be the inclusion of a blank column.**

## Quality assurance

Following feedback from the pilot users asked us to change the processes, previously the data was subject to a number of validation checks and once all queries had been resolved this report was then updated which could sometimes lead to a delay in the report being made available to users. The new process is to update the report as soon as possible after the closing date and mark reports as 'provisional' for a period of two weeks to allow authorities to review their data and notify the LGA of any necessary changes. During this time the LGA will conduct its own quality assurance checks on the data and resolve any anomalies with authorities after

which time the report will be marked as 'final' and will remain unchanged until the following quarters data submission.

## Using/interpreting this report

It is important that the results of these questions are not viewed as a simplistic 'league table'. Benchmarking of these results should be seen as part of a wider approach to understanding and responding to local communities. Benchmarking provides context but is only one element of this approach and helps raise lines of enquiry rather than providing answers.

Additionally, data has been provided directly to LG Inform by authorities to enable early sight of this data for benchmarking and planning purposes and in some cases, the data provided are provisional estimates of 'official statistics'. Whilst the data has been through a number of validation checks it is still subject to revision and change.

A number of authorities provided note and commentary to aid other users in interpreting the data provided, these notes can be viewed by hovering over an individual authority value.

## Publishing this data and using outputs in public reports

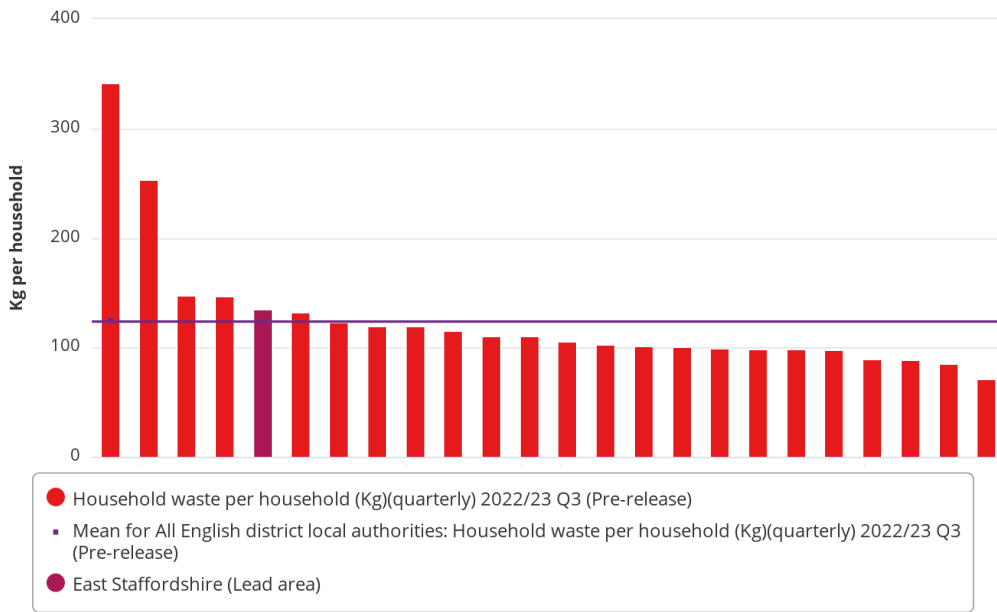
The most recent data is only available to registered local authority users of LG Inform. **Public access to the data will be granted one year after the end of the financial year for which data relates.** Therefore, public access to Q1 2021/22 results will be granted on 30 June 2022 with the exception of the waste metrics which will be published in accordance with WasteDataFlow's publication schedule.

Prior to public access being granted, please do not publically disclose named local authority level results more widely when you are reporting without clear written consent from the data owner or unless it has already been made publicly available by the authority in question, for example on their own website. You can of course use anonymised results in public reports.

During the course of this pilot it has become apparent that there is a need to produce anonymised charts whilst still highlighting the chosen authority, this feature has now been implemented in this [anonymised report](#).

Alternatively we have also produced a rolling four quarters report which only shows your own authority against a comparison group of you choosing using the data submitted over the last four periods [LG Inform Benchmarking Report - rolling four quarters](#)

## Residual household waste per household (quarterly) for All English district local authorities in 2022/23 Q3 (Pre-release)



## Residual household waste per household (quarterly) for East Staffordshire CIPFA nearest neighbours in 2022/23 Q3 (Pre-release)

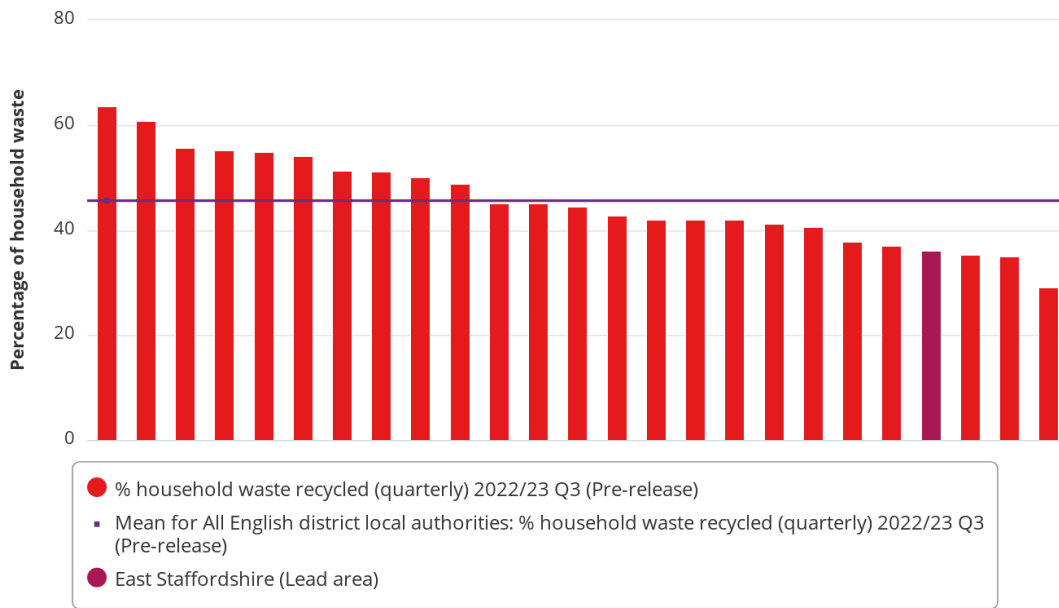


Users interested in Residual household waste per household may also be interested in viewing the latest published statistics for this metric:

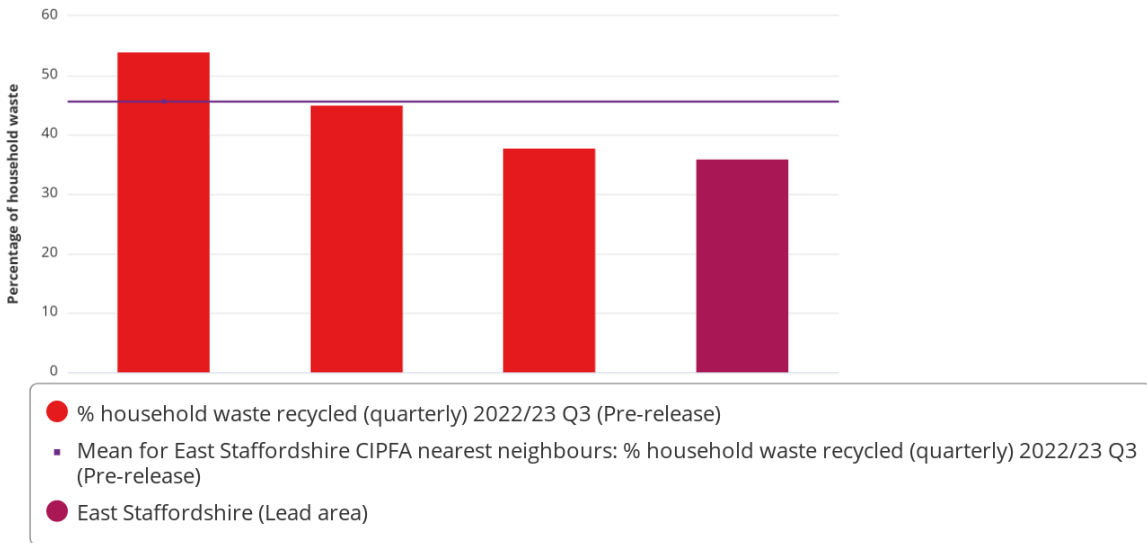
[Residual household waste per household - annual time series](#)

[Residual household waste per household - quarterly time series](#)

**Percentage of household waste sent for reuse, recycling and composting (quarterly) for All English district local authorities in 2022/23 Q3 (Pre-release)**



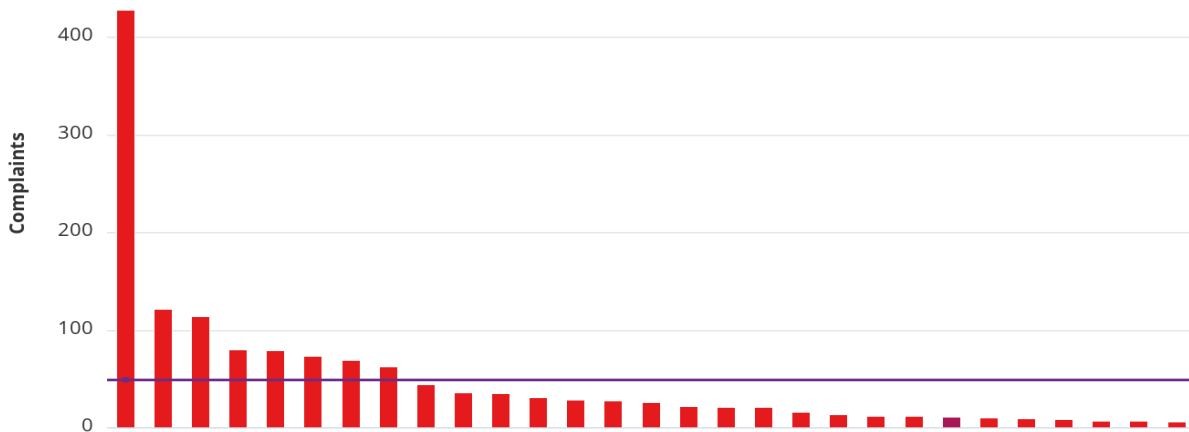
**Percentage of household waste sent for reuse, recycling and composting (quarterly) for East Staffordshire CIPFA nearest neighbours in 2022/23 Q3 (Pre-release)**



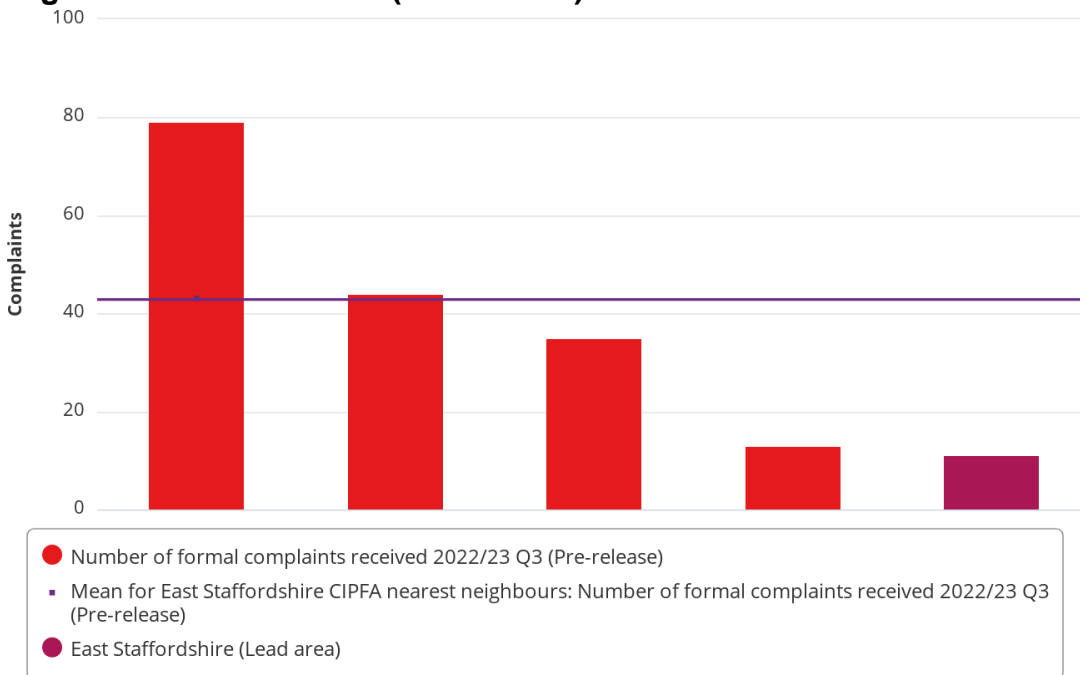
Users interested in Percentage of household waste sent for reuse, recycling and composting may also be interested in viewing the latest published statistics for this metric: [Percentage of household waste sent for reuse, recycling and composting - annual time series](#) , [Percentage of household waste sent for reuse, recycling and composting - quarterly time series](#)

It is important to note that numbers of complaints should not be viewed as a simplistic 'league table' a high number of complaints on its own is not always negative. Benchmarking provides context but is only one element of this approach and helps raise lines of enquiry rather than providing answers.

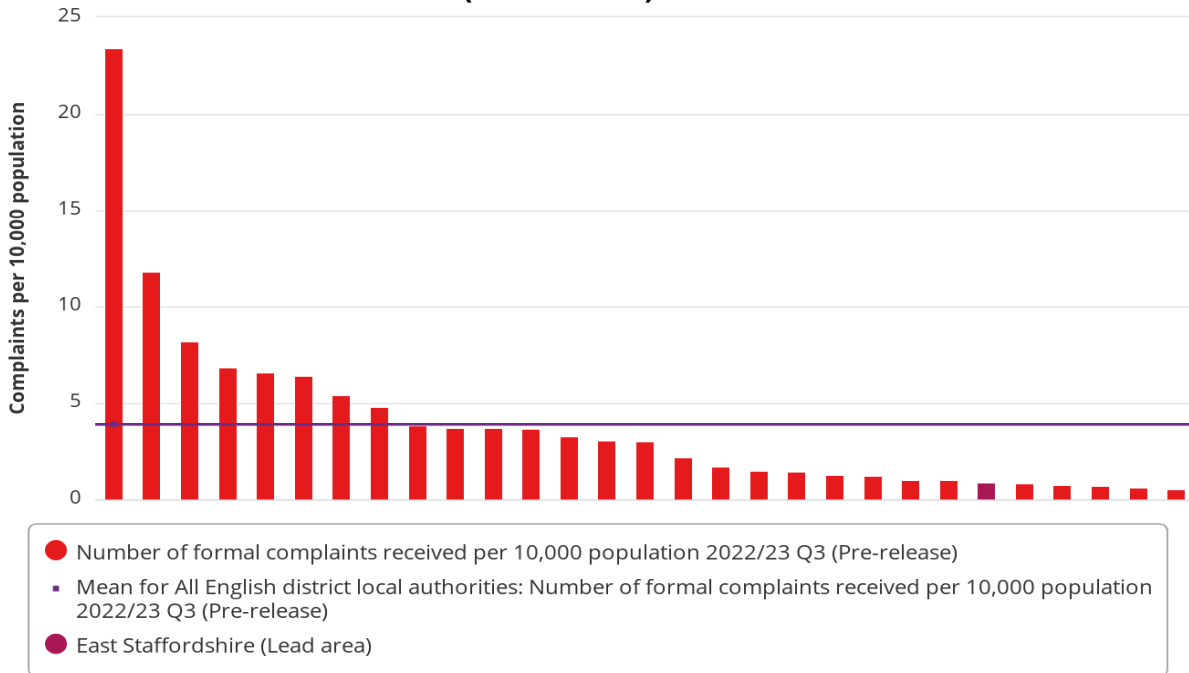
### Number of formal complaints received for All English district local authorities in 2022/23 Q3 (Pre-release)



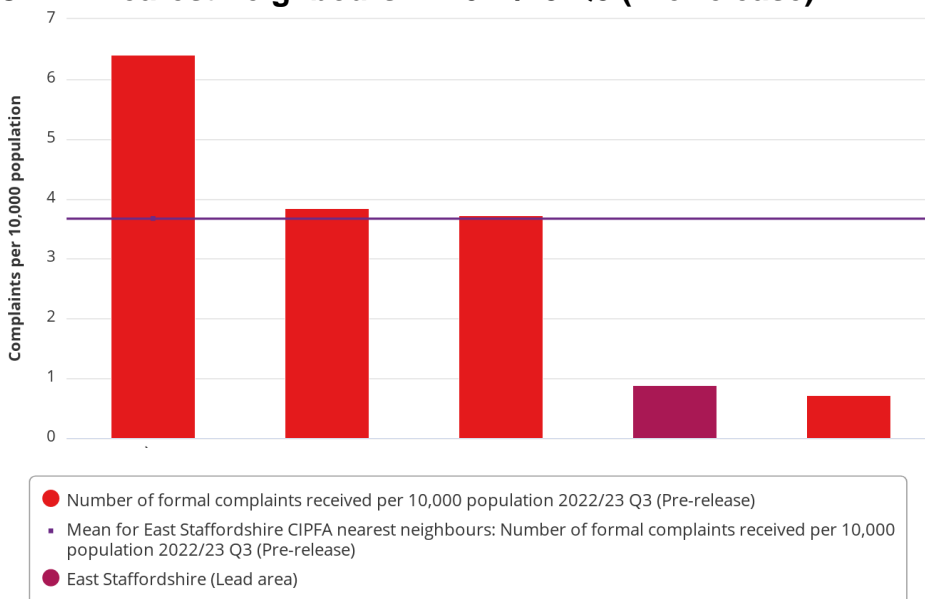
### Number of formal complaints received for East Staffordshire CIPFA nearest neighbours in 2022/23 Q3 (Pre-release)



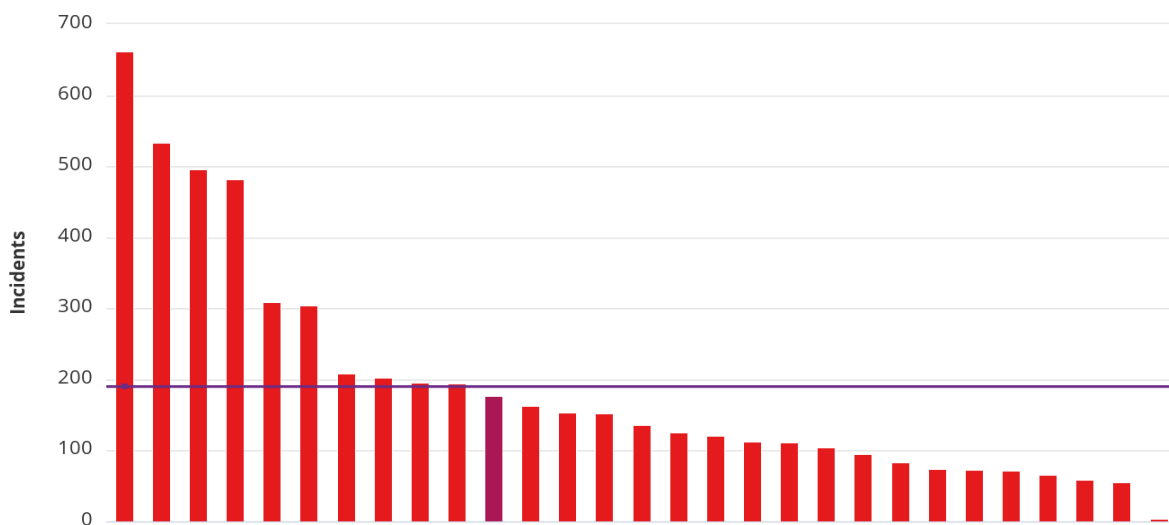
### Number of formal complaints received per 10,000 population for All English district local authorities in 2022/23 Q3 (Pre-release)



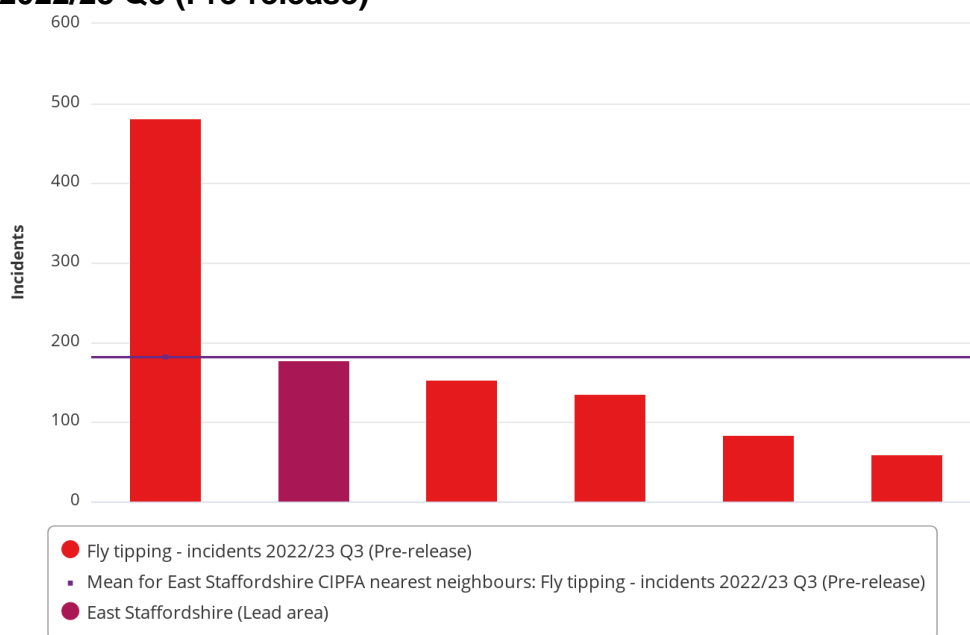
### Number of formal complaints received per 10,000 population for East Staffordshire CIPFA nearest neighbours in 2022/23 Q3 (Pre-release)



## Number of fly tipping incidents for All English district local authorities in 2022/23 Q3 (Pre-release)



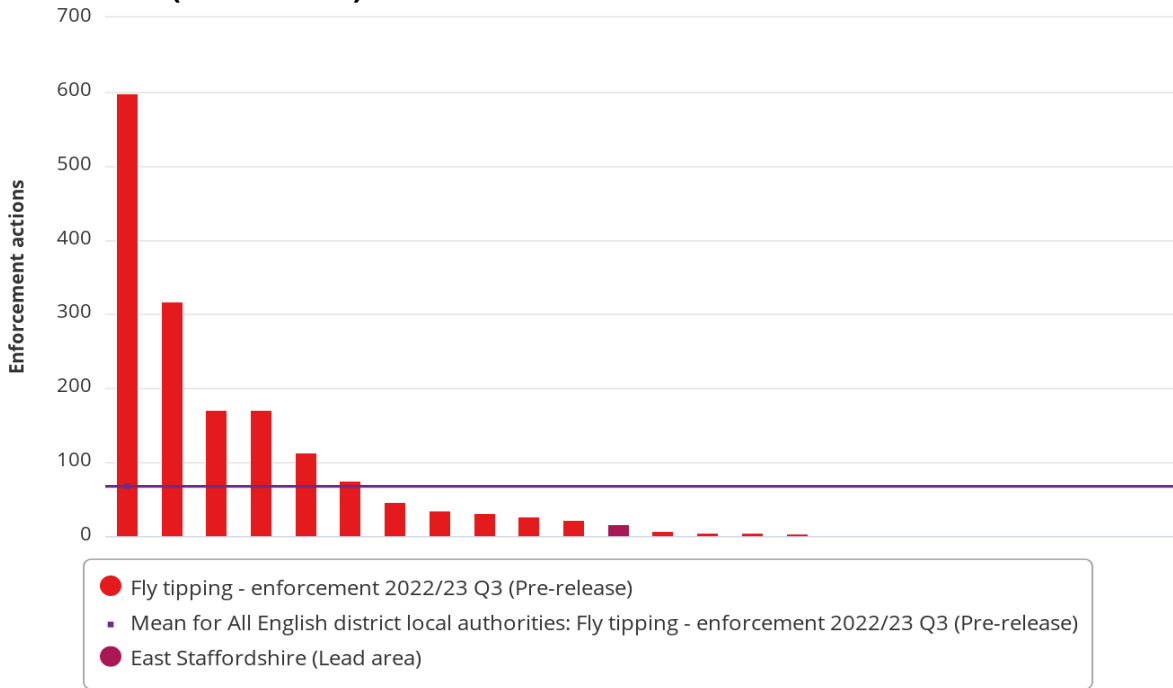
## Number of fly tipping incidents for East Staffordshire CIPFA nearest neighbours in 2022/23 Q3 (Pre-release)



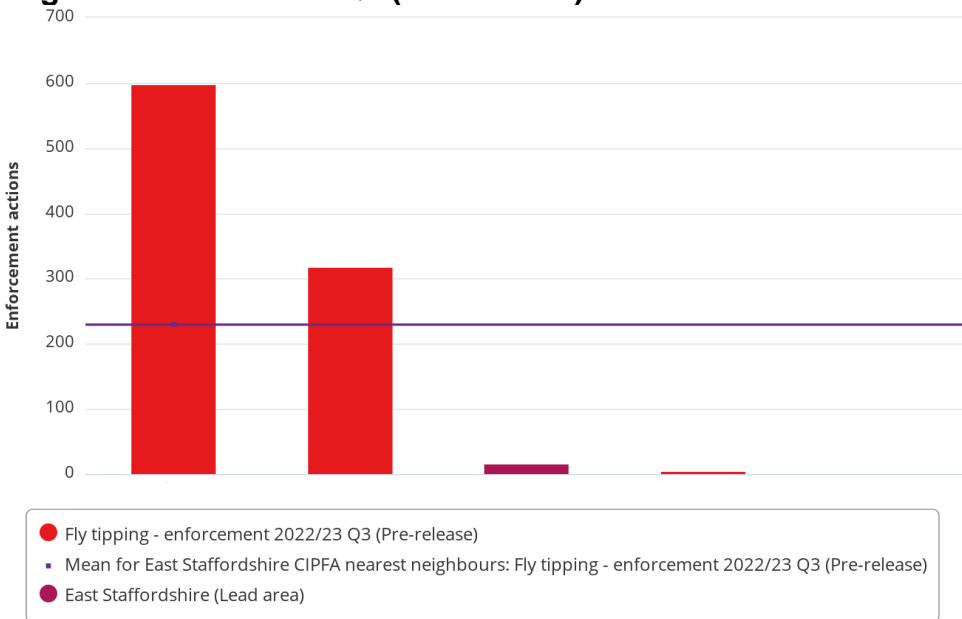
- Fly tipping - incidents 2022/23 Q3 (Pre-release)
- Mean for East Staffordshire CIPFA nearest neighbours: Fly tipping - incidents 2022/23 Q3 (Pre-release)
- East Staffordshire (Lead area)



### Number of fly tipping enforcement actions for All English district local authorities in 2022/23 Q3 (Pre-release)



### Number of fly tipping enforcement actions for East Staffordshire CIPFA nearest neighbours in 2022/23 Q3 (Pre-release)



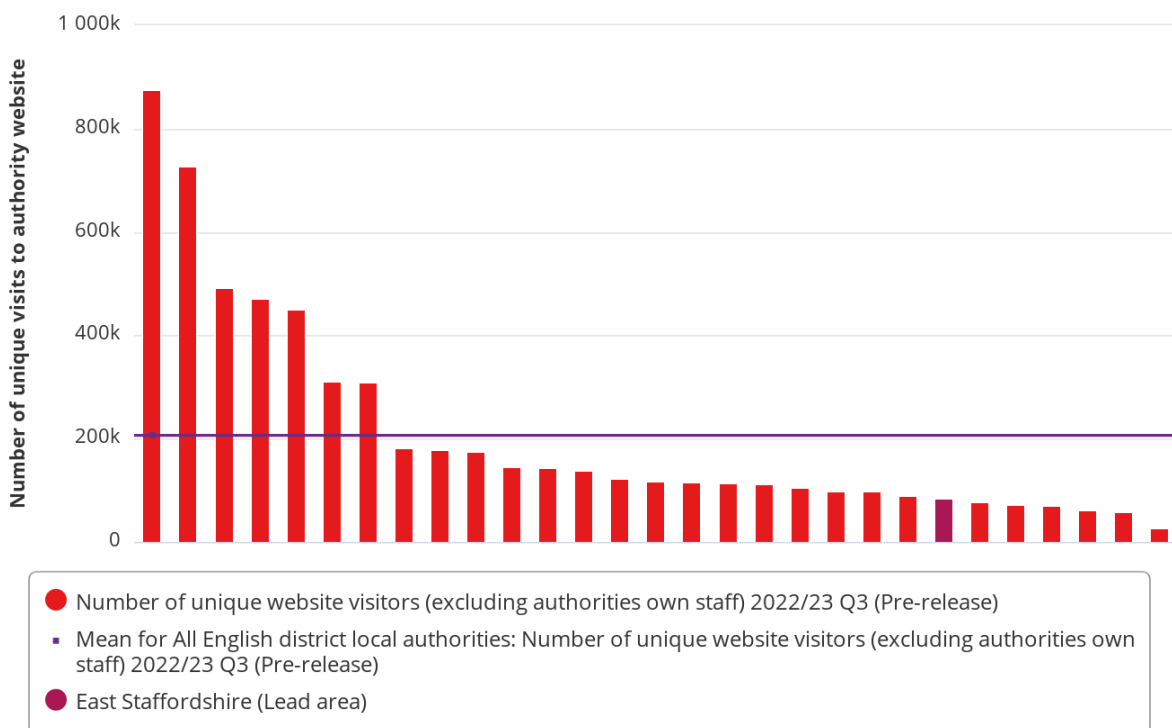
## Number of unique visitors to the authority's website in the period excluding visitors from the authority's own staff

This metric is the number of **unique visitors** to the authority's website in the period, **excluding visitors from the authority's own staff**. Unique visitors are the number of distinct individuals that visit a website in the period regardless of how many times they have visited the site in that period.

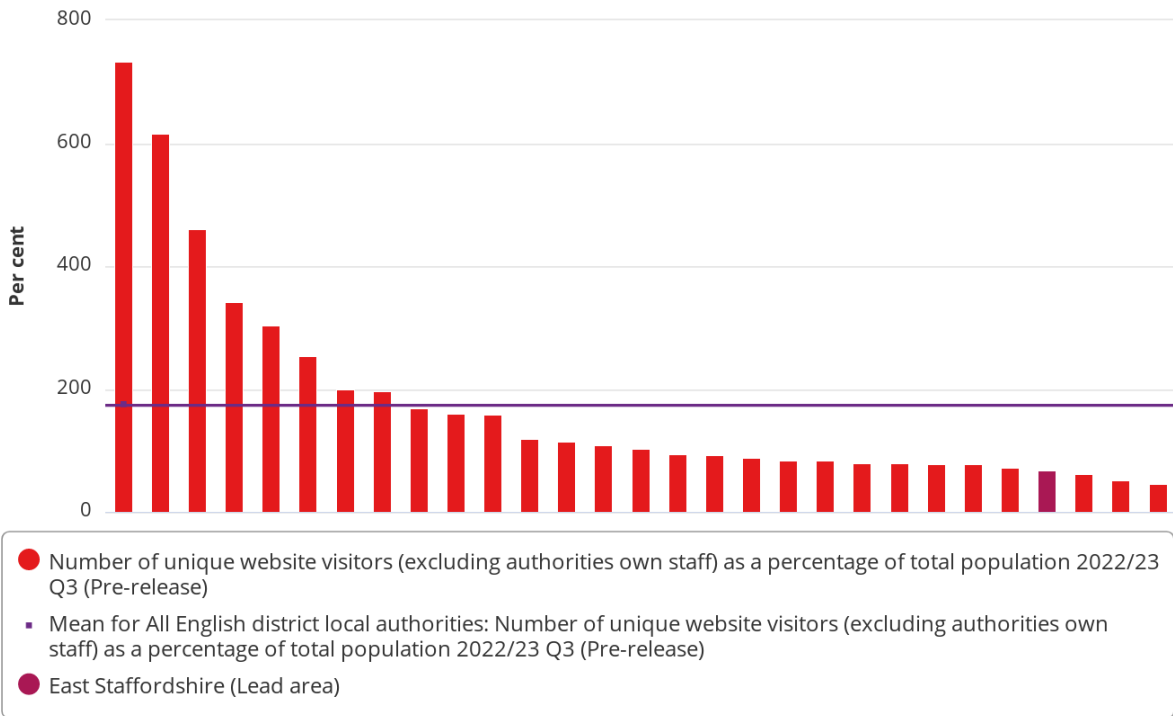
This metric definition should be readily available from most website analytical tools by filtering the data from specific domains or IP addresses used by the authority.

For those authorities using Google Analytics to collect these statistics the correct figure to be submitted is number of 'users' in the period.

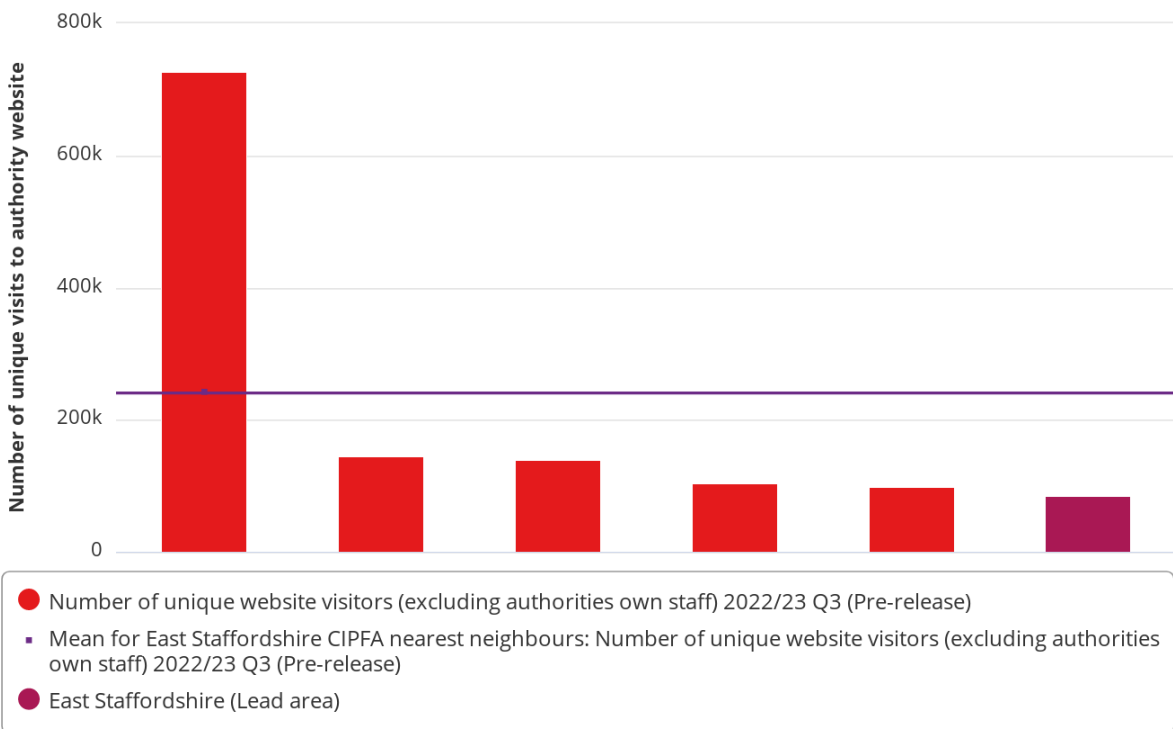
## Number of unique website visitors (excluding authorities own staff) for All English district local authorities in 2022/23 Q3 (Pre-release)



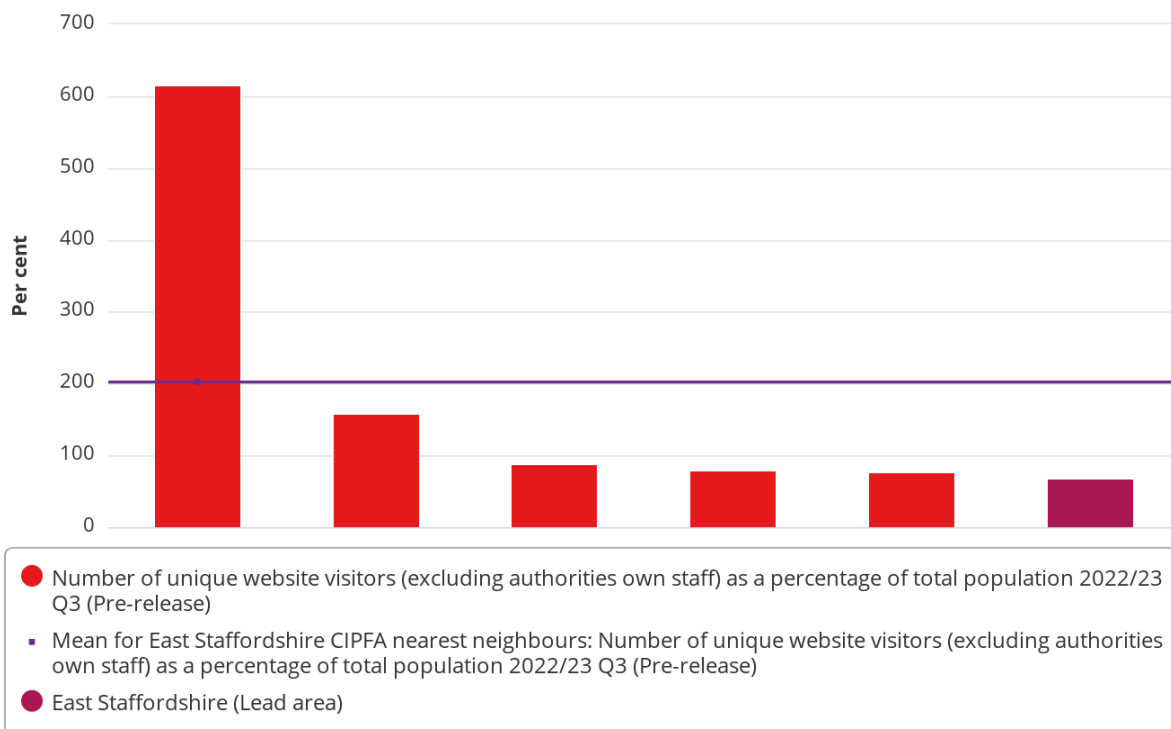
## Number of unique website visitors (excluding authorities own staff) as a percentage of total population for All English district local authorities in 2022/23 Q3 (Pre-release)



## Number of unique website visitors (excluding authorities own staff) for East Staffordshire CIPFA nearest neighbours in 2022/23 Q3 (Pre-release)



## Number of unique website visitors (excluding authorities own staff) as a percentage of total population for East Staffordshire CIPFA nearest neighbours in 2022/23 Q3 (Pre-release)



This report was generated using data from:

- [Department for Environment, Food and Rural Affairs - WasteDataFlows](#)
- Local Government Association - Flycapture
- [Local Government Association - LGI Benchmarking Club](#)
- [Nomis - mid-year population estimates](#)