

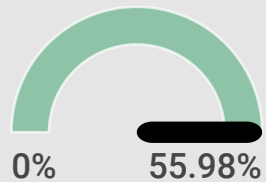
# Stratford-on-Avon KPIs Q2 2019-20



Tasks reported on	Number achieved	On Target	Not achieved
26	✓ 12 (41%)	✓ 14 (48%)	✗ 3 (10%)

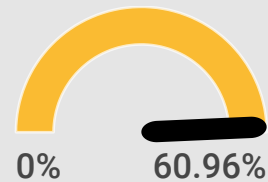
## KO1: A flourishing local economy

% of NNDR collected

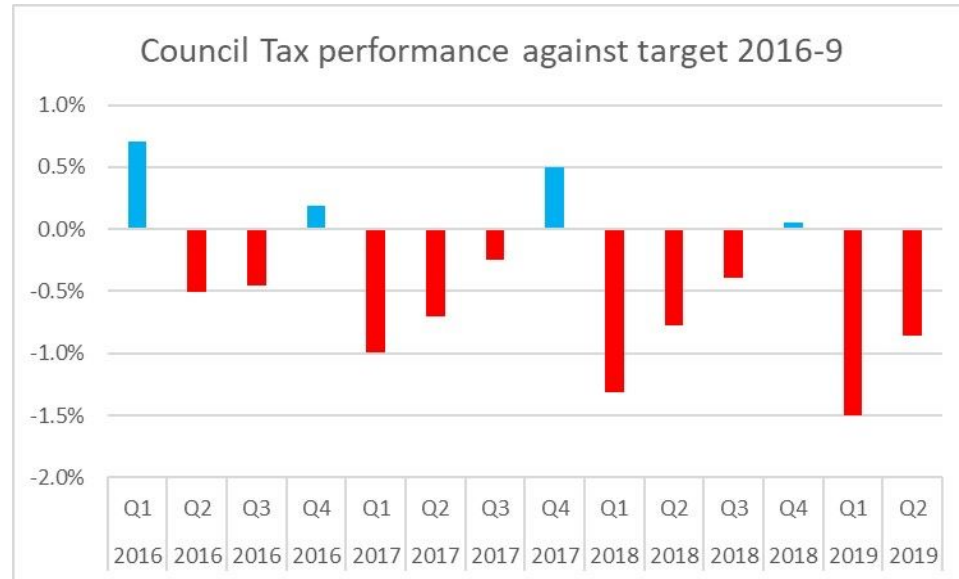


● Current status: Target exceeded

% of Council Tax collected

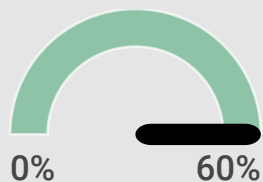


● Current status: Just under target



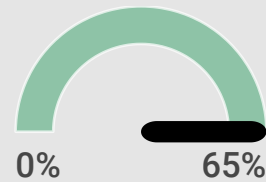
While Council Tax collection has generally been below target in quarters 1-3, by quarter 4 of each year the total has exceeded target since 2016.

% of Major planning applications determined within 13 weeks



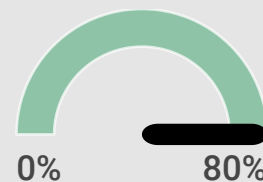
● Current status: Target exceeded

% of Minor planning applications determined within 8 weeks



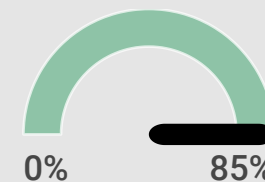
● Current status: Target exceeded

% of Other planning applications determined within 8 weeks



● Current status: Target exceeded

% of Building Control applications checked within 10 days



● Current status: Target exceeded

### % Building Control applications checked within 10 days



### Businesses referred to Growth Hub



57 total engagements

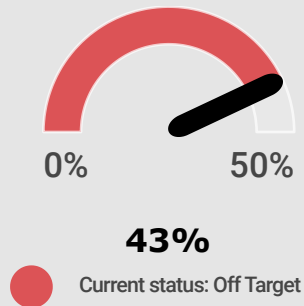
Status: On Target (120)



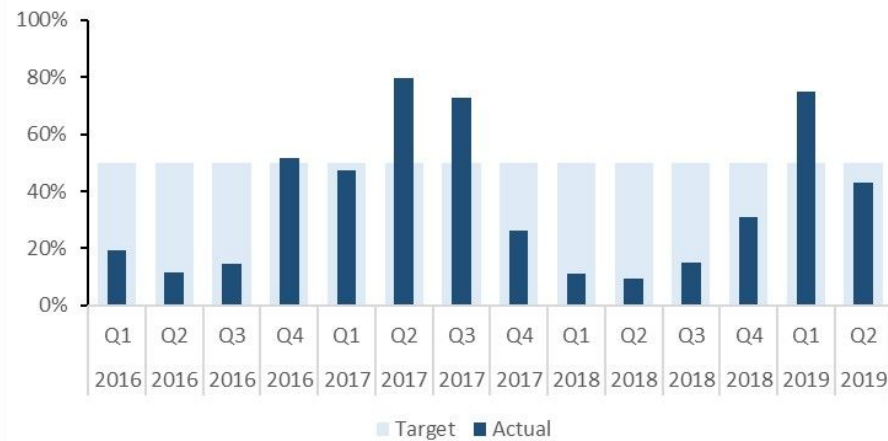
46 total business assists

Status: Target Exceeded (40)

### % of Land Charge searches completed within 10 days



### % Land Charge searches completed within 10 days 2016-9



# KO2: People and their environment



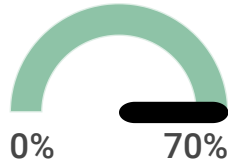
**No of empty properties brought back into use**



**18**

Current status: Target Exceeded

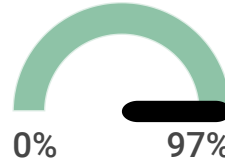
**% high risk victims moved to lower risk**



**82%**

Current status: Target Exceeded

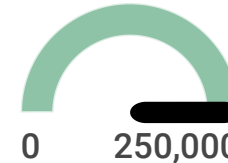
**% Time CCTV room operational**



**99%**

Current status: Target Exceeded

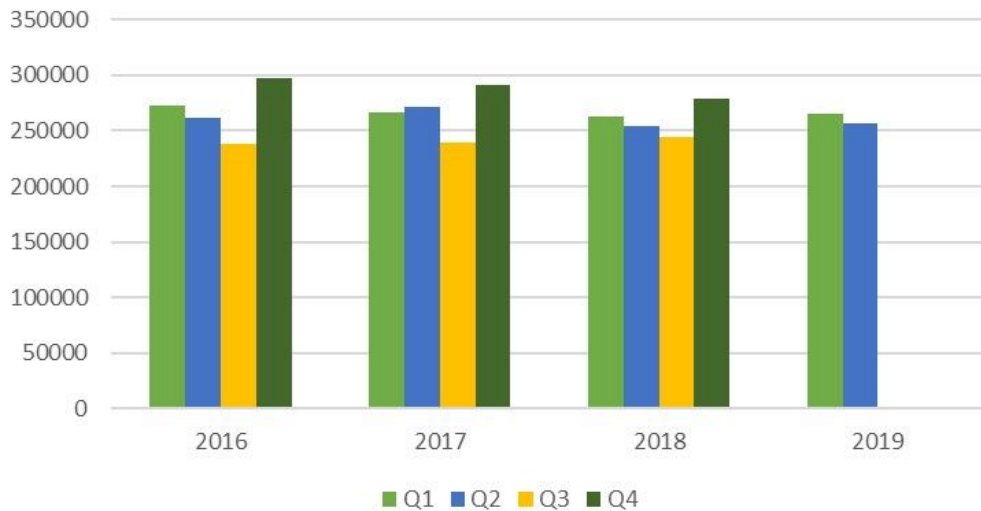
**No of visits to SDC leisure centres (1m visits cumulative total)**



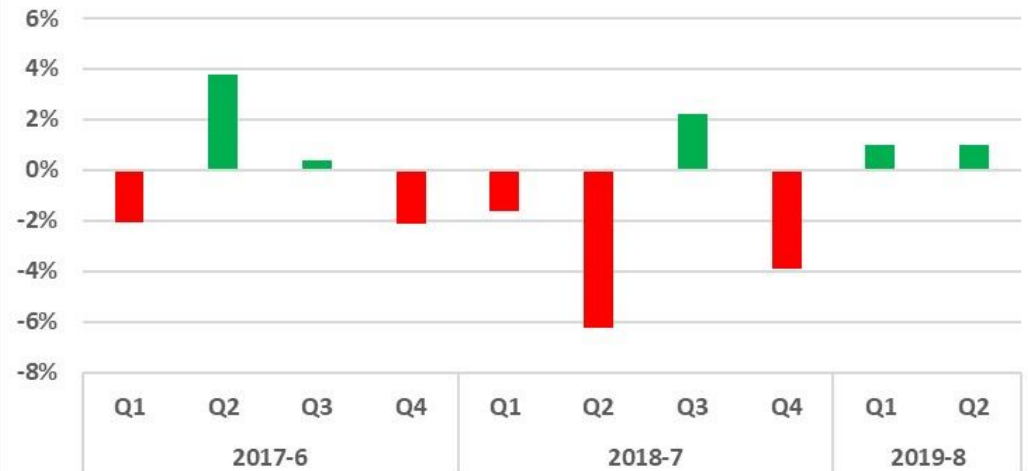
**256,834**

Current status: On Target

Visits to SDC leisure centres by quarter 2016-9

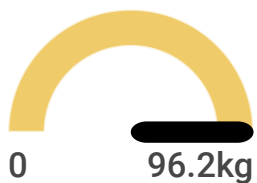


% change in leisure visits comparing quarters year on year 2016-9



The number of leisure centre visits remains on target to meet 1m visits this year. It is following the usual pattern of dropping off since quarter 4 in the previous year. Drop off from Q1 is about average for Q2, with overall visits down 3.14% on Q1. Visits this quarter are up 0.98% overall on Q2 2018.

### Residual household waste per household (kg's)



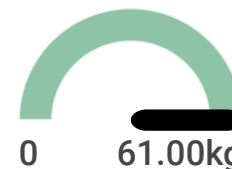
**96.6kg**

Current status: Just over max

### Residual Household Waste performance against maximum target (kg) 2016-9



### % Household waste sent to reuse/recycling/compost



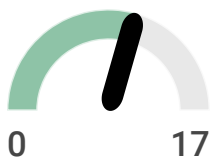
**63.4kg**

Current status: Target exceeded

Residual household waste was 5.7kg higher in Q2 than Q1, and 1.32kg higher than Q2 in 2018/9. The usual trend is for Q2 to be lower.

## KO3: Responsible community leadership

### No of days taken to process new Housing Benefit/CT Red scheme (max target = 17 days)



**11**

Current status: Target exceed...

### Units of B&B used as temporary accommod'n (max = 15)



**10**

Current status: New KPI

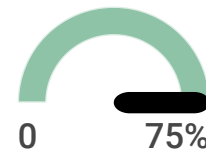
### % Homeless decisions prevented/relieved



**71%**

Current status: Target exceed...

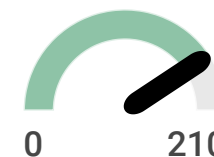
### % Home Choice Plus applications completed within 10 days



**99%**

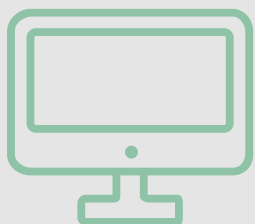
Current status: Target excee...

### No of days taken to complete DFG applications (max= 210 days)



**153**

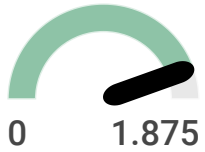
Current status: Target exceed...



CAT terminals: 2 to be installed during 2019/20

# Corporate Health Indicators

**No of sick days per Full Time Employee (max = 1.875)**



**1.67**

Current status: Target exceed...

Performance against target per quarter Sick Days per FTE 2016-9



## Corporate Complaints - Annual Total

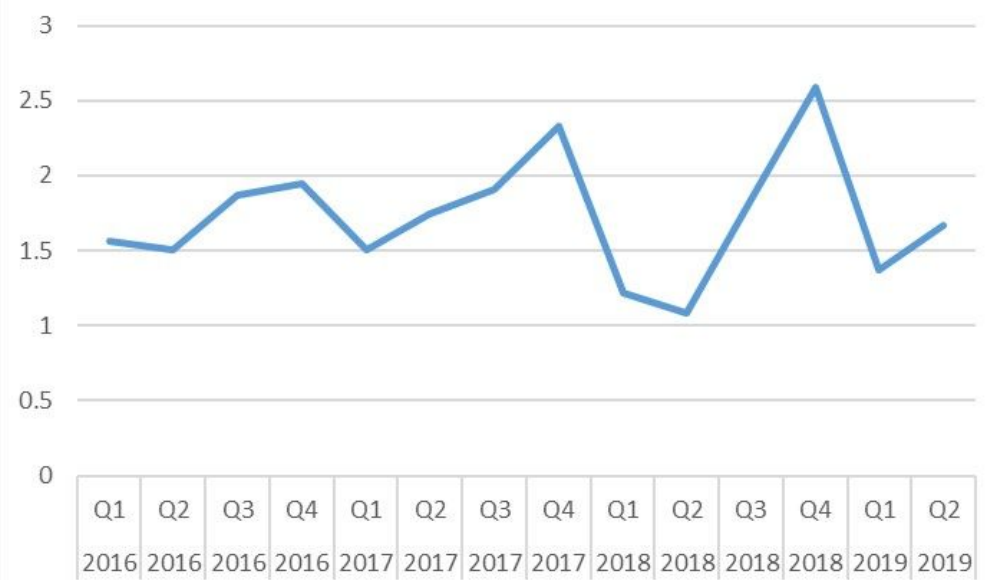


**7**  
complaints received



**1**  
justified

Actual number of sick days taken per FTE 2016-9



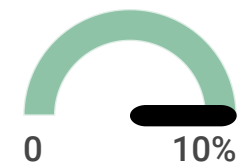
**No of invoices paid within 10 days**



**98.64%**

Current status: Just under target

**Return on investment (higher than LIBID)**



**41%**

Current status: Target exceeded