

Priority 1 – Putting the residents and communities centre stage

Key Performance Indicator	Target	2020/21 Performance	Comments
Number of days taken to process Housing Benefit/Council Tax Reduction Scheme new claim and change events	17 days	9 days	Target achieved
Units of Bed & Breakfast in use as temporary accommodation	0 by March 2021	38	Target not achieved. Total on 26 March 2021. Have included all households in B&B at end of Q4. The number reflects the impact of COVID related 'Everyone In', SWEP and core housing duties. We anticipate a continuing downward trend and will begin setting targets for 2021/22
Percentage of homelessness prevented or relieved (HRA3)	50%	70%	Target achieved
Percentage of Home Choice Plus applications assessed and applicant notified of decision within 10 working days	75%	98%	Target achieved
The percentage of Disabled Facilities Grant (DFG) applications which are processed within the average end to end time (referral to completion) of 244 calendar days	210 calendar days (average)	285 days	Target not achieved. Cumulative average time (days). Service continuing recovery from COVID related restrictions/lockdown and delivery of improvement plan

Priority 2 – Nurturing a thriving, innovative and inclusive economy

Key Performance Indicator	Target	2020/21 Performance	Comments
Percentage of 'major' planning applications determined within 13 weeks	60% (national) 85% (local)	93.3%	Target achieved
Percentage of 'major' planning applications determined within 13 weeks	65% (national) 85% (local)	90.4%	Target achieved
Percentage of 'other' applications determined within 8 weeks	80% (national) 85% (local)	84.4%	Target achieved Although performance fell just slightly short of the Local target, the National target was achieved
Percentage of Building Control applications checked within 10 working days	85%	93%	Target achieved
Percentage of Land Charge searches turned around within 10 working days	50%	3.76%	Target not achieved The new KPI for 2021/22 as recently approved by the Cabinet is based on the average turnaround period for returning a search result to the customer, with a target of 15 working days. At the end of April the average turnaround time was 14 days. This figure was achieved despite the continuing surge in search demand, due to the extension of the Stamp Duty exemption period.
Number of businesses referred to the Growth Hub via the Councils actions	120 business engagements & 40 business assists	295 new engagements 229 business assists 84 assisted to grow	Target achieved

Priority 3 – Responding to the climate change emergency

Key Performance Indicator	Target	2020/21 Performance	Comments
Residual household waste per household (kg's) - National ranking & Quartile	<96.2 kg's	100.91 kg's	Target not achieved. The amount of general waste and recycling increased during the COVID-19 lockdown period as a result of residents eating/ drinking more at home. There was also a significant increase in the amount of non-recyclable packaging from home deliveries
Percentage of household waste sent to reuse, recycling and composting	>45%	53.90%	Target achieved

Priority 4 – Working on regional, national and international stages

Key Performance Indicator	Target	2020/21 Performance	Comments
Number of trips (day and staying) made to Stratford District Council area in 2019. (NB. This indicator is reported on a calendar year basis)	6.7 million trips	6,504,000 trips	Target not achieved 6,504,000 trips Off Target Overall trips were down on 2018 due to a 3.5% drop in day visits, however spending was up

Priority 5 – Enhancing the quality of Stratford-on-Avon as a place

Key Performance Indicator	Target	2020/21 Performance	Comments
Number of visits and percentage increase in usage of each SDC Leisure Centre compared to the same period of the previous year	1,000,000 visits	253,151 visits	Target not achieved All five SDC owned leisure centres were closed for long periods throughout the year due to the ongoing pandemic
Success of ASB interventions in reducing the percentage of high risk victims to a lower risk	70%	78%	Target achieved
Percentage of time CCTV Control room is operational	97%	99%	Target achieved

Corporate Health Indicators

Key Performance Indicator	Target	2020/21 Performance	Comments
Number of sick days per FTE (excluding maternity leave and long term sickness)	7.5 days	4.22 days	Target achieved
Number of Corporate Complaints (only the complaints deemed to be justified after investigation into the complaint)	No target – reported for information only	Total received: 101 Justified 3	No target set - reported for information only
Percentage of invoices paid within 28 days (excluding creditors who have their own bespoke payment terms)	99%	97.80%	Target not achieved - Although performance is not quite at target under the circumstances this is a positive result
Return on investments (above benchmark of 3 month LIBID rate)	0.07%	n/a	Not reported

**Performance Framework 2020/21
Key Performance Indicators**

Appendix 2

Key Performance Indicator	Target	2020/21 Performance	Comments
Percentage of NNDR collected	98.2%	91.67%	Target not achieved – This was expected to be below target due to COVID-19 pandemic
Percentage of Council Tax collected	98.2%	97.68%	Target not achieved – This was expected to be below target due to COVID-19 pandemic