

Priority 1 – Putting the residents and communities centre stage

Key Performance Indicator	Target	Q2 2021/22 Performance	Comments
Number of days taken to process Housing Benefit/Council Tax Reduction Scheme new claim and change events	17 days	8 days	On target
Units of Bed & Breakfast in use as temporary accommodation	Target paused	48	Current growth relates to the delayed opening of one facility and the unexpected withdrawal from two HMO's by our current temporary accommodation provider. Work is underway to identify alternative provider/s and alternative facilities.
Percentage of homelessness prevented or relieved (HRA3)	50%	70%	On target Good performance no corrective measures required
Percentage of Home Choice Plus applications assessed and applicant notified of decision within 10 working days	75%	19%	Not on target The team has processed large volumes of application paperwork, and we anticipate catching up with performance targets by the end of the year. The recent introduction of greater 'self-serve' functionality should assist in this.
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)	211 days	On target Improving performance now in target for year to date.

Priority 2 – Nurturing a thriving, innovative and inclusive economy

Key Performance Indicator	Target	2021/22 Performance	Comments
Percentage of 'major' planning applications determined within 13 weeks	60% (national) 85% (local)	92.3%	On target Performance exceeds both local and national targets
Percentage of 'minor' planning applications determined within 8 weeks	65% (national) 85% (local)	88.5%	On target Performance exceeds both local and national targets
Percentage of 'other' applications determined within 8 weeks	80% (national) 85% (local)	70.6%	Not on target Performance has not achieved target, however, has improved compared to previous quarter
Percentage of Building Control applications checked within 10 working days	85%	92%	On target
Land Charges turnaround time	15 working days	12 working days	On target
Number of businesses referred to the Growth Hub via the Councils actions	30 business engagements & 10 business assists	Cumulative results: 58 New Engagements 103 Business Assists 9 Assisted to Grow	On target Quarter 2; 35 new engagements, 42 business assists and 5 assists to grow

Priority 3 – Responding to the climate change emergency

Key Performance Indicator	Target	2021/22 Performance	Comments
Residual household waste per household (kg's) - National ranking & Quartile	<96.25 kg's	95.78 kg's	On target
Percentage of household waste sent to reuse, recycling and composting	>50%	60.30%	On target

Priority 4 – Working on regional, national and international stages

Key Performance Indicator	Target	2021/22 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)	2.6 million	n/a	Reported at Quarter 3.

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

Key Performance Indicator	Target	2021/22 Performance	Comments
Number of visits and percentage increase in usage of each SDC Leisure Centre compared to the same period of the previous year	400,000 visits	374,298	Not on target Q2: (target 200,000) 192,798 visits Southam Leisure Centre was closed during August/September 2021 for refurbishment works.
Success of Anti-Social Behaviour (ASB) high-risk victims in the District, where the risk reduced to a lower level. Through co-	70%	70%	On target

**Performance Framework 2021/22
Key Performance Indicators**

Appendix 2

Key Performance Indicator	Target	2021/22 Performance	Comments
ordinated multi-agency interventions within 6 months			
Percentage of County-Lines high-risk victims in the District, where the risk reduced to a lower level, through coordinated multi-agency interventions within the 6 months	70%	n/a	The case management approach and process for county lines has been reviewed and changed within this quarter. The previous process focussed on a small cohort of up to 12 individuals seeking to put in place bespoke targeted interventions; the revised process is now focussing on over 100 individuals, so a different approach is being deployed. The KPI and target will need to be reviewed.
Percentage of time CCTV Control room is operational	97%	97%	On target

Corporate Health Indicators

Key Performance Indicator	Target	2021/22 Performance	Comments
Number of sick days per FTE (excluding maternity leave and long term sickness)	3.27 days	2.29 days	On target
Number of Corporate Complaints (only the complaints deemed to be justified after investigation into the complaint)	No target – reported for information only	30 complaints received this quarter – 0 ‘justified’	n/a
Percentage of invoices paid within 28 days (excluding creditors who have their own bespoke payment terms)	99%	99%	On target
Return on investments (above benchmark of 3 month LIBID rate)	10% above benchmark of 3 month LIBID	n/a	Not reported

**Performance Framework 2021/22
Key Performance Indicators**

Appendix 2

Key Performance Indicator	Target	2021/22 Performance	Comments
Percentage of NNDR collected	55.98%	46.70%	<p>Not on target</p> <p>Performance below target due to ongoing impact of Covid and lack of recovery action.</p> <p>A realistic approach has been adopted to collection of both business rates and Council tax. We understand the financial predicament homes and businesses are finding themselves in and have taken this into account during the pandemic. Reminders have been issued for outstanding. First Business Rates Court Hearing in December for 646 cases in arrears.</p> <p>Forecast for collection rate is 92.6%. (£2mill not collected)</p>
Percentage of Council Tax collected	60.96%	58.44%	<p>Not on target</p> <p>Performance below target due to ongoing impact of Covid and lack of recovery action.</p> <p>A realistic approach has been adopted to collection of both business rates and Council tax. We understand the financial predicament homes and businesses are finding themselves in and have taken this into account during the pandemic. Reminders have been issued for outstanding. First Council Tax court for January 19th 2022 for approx. 2500 cases in arrears.</p> <p>Council Tax forecast is 97.6%. (£709k shortfall in collection)</p>