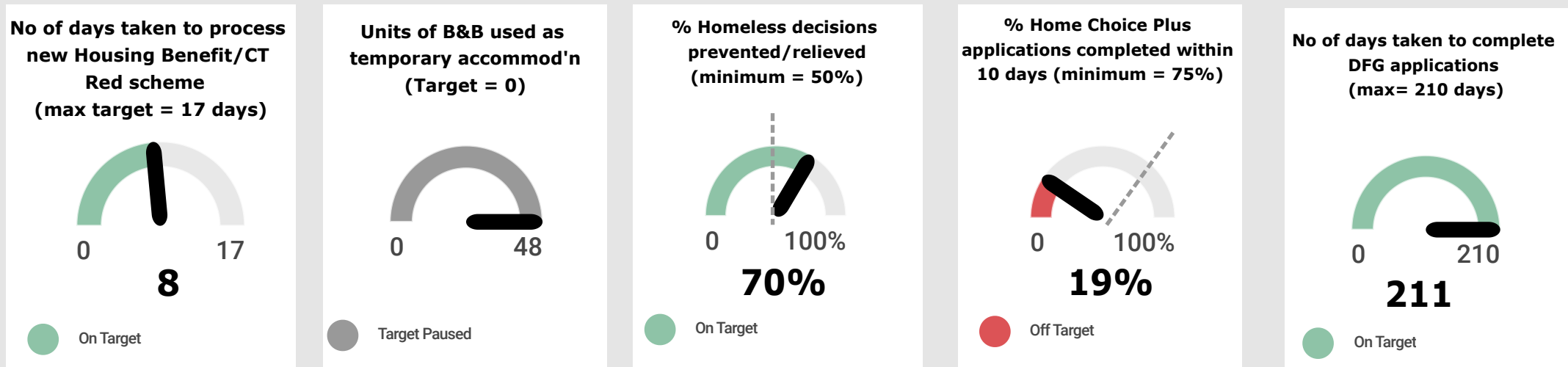


Indicators	On Target	Off Target	No Data /No target
23	✓ 14	✗ 5	4

## Key Objective 1: Putting the residents and communities centre stage



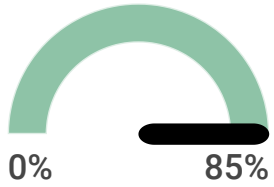
Bed & Breakfast usage growth = due to delayed opening of one facility and withdrawal of temporary accommodation provider from 2 HMOs

Steps taken to assist Home Choice Plus administration:  
greater self-serve functionality introduced

# Key Objective 2: Nurturing a thriving, innovative and flourishing local economy



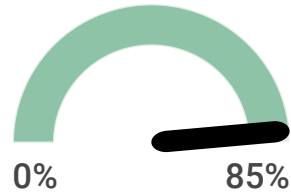
**% of Major planning applications determined within 13 weeks**



**92.3%**

● On Target

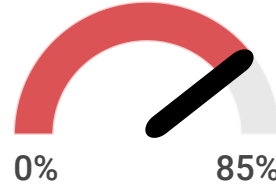
**% of Minor planning applications determined within 8 weeks**



**88.5%**

● On Target

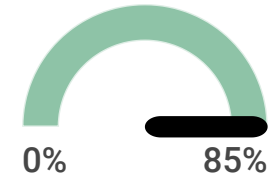
**% of Other planning applications determined within 8 weeks**



**70.6%**

● Off Target

**% of Building Control applications checked within 10 days**



**92%**

● On Target

**No. days taken to complete Land Charge Searches**



**12**

● On Target

**Businesses referred to Growth Hub**



58 engagements

Status: On Target



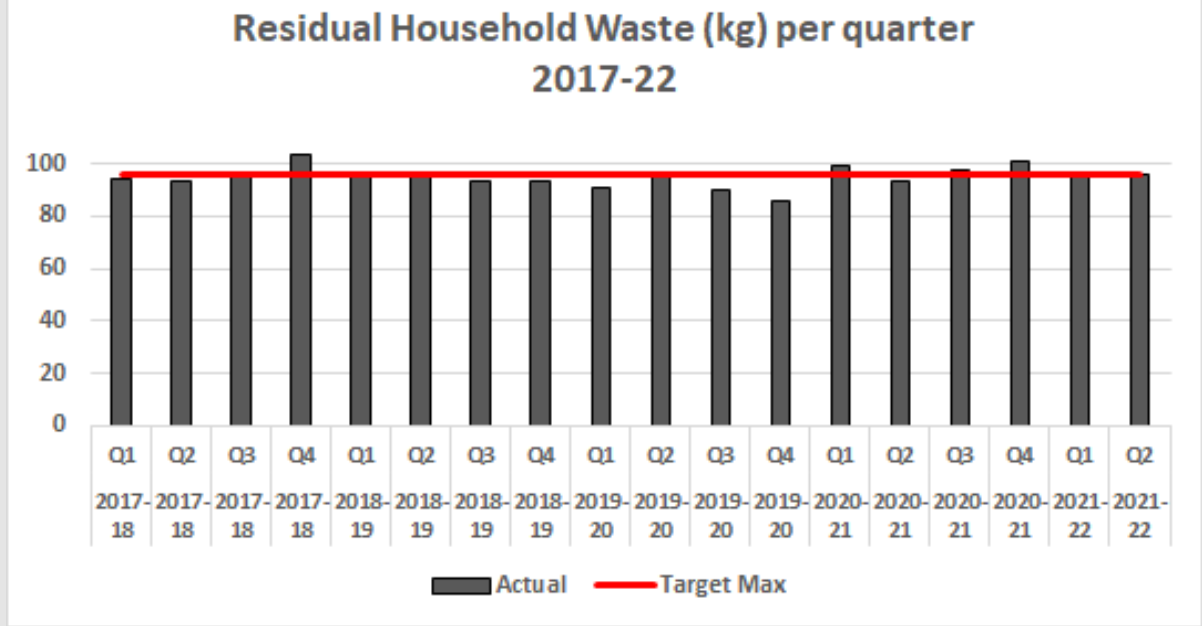
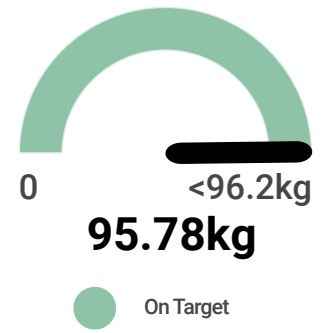
103 assists

Status: On Target

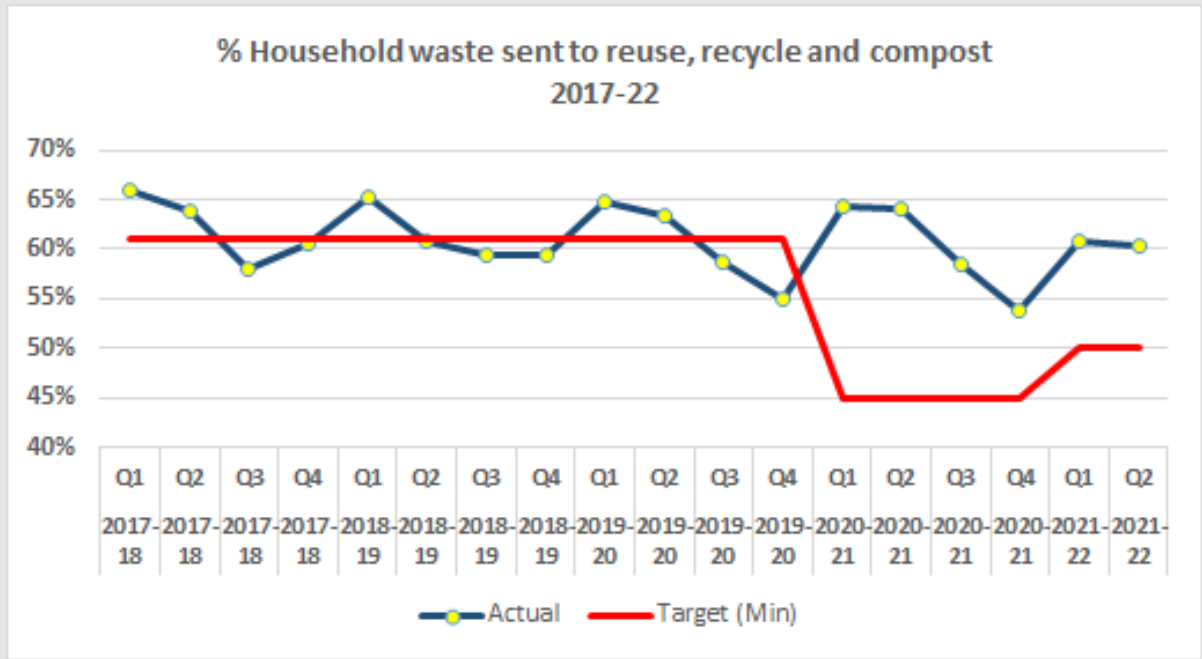
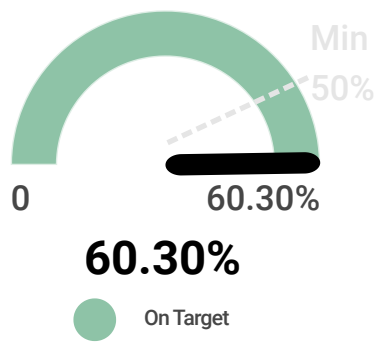
**Venture House hot-desking/networking space still closed and under review.**

# Key Objective 3: responding to the climate change emergency

**Residual household waste per household (kg's)**  
max = 96.2kg

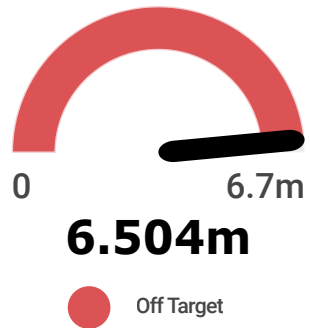


**% Household waste sent to reuse/recycling/compost**



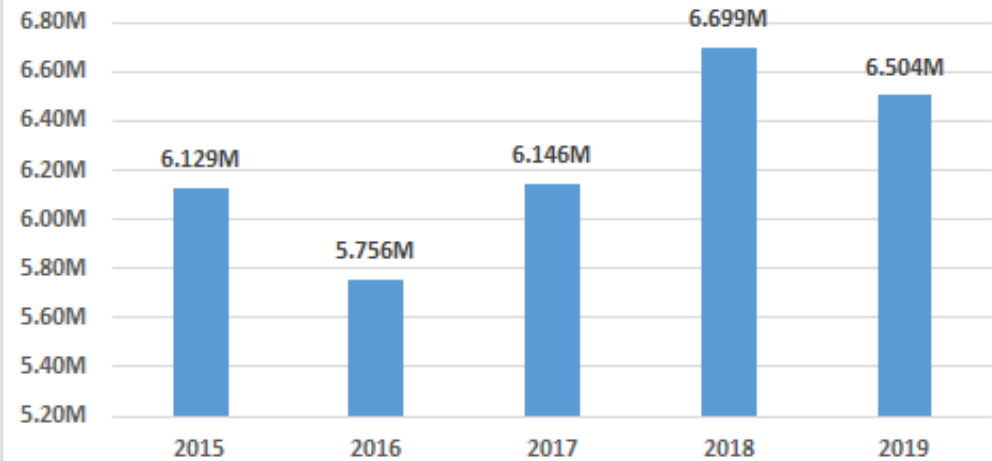
## Key Objective 4: Working on regional, national and international stages

Number of trips made to SDC area (day/staying)



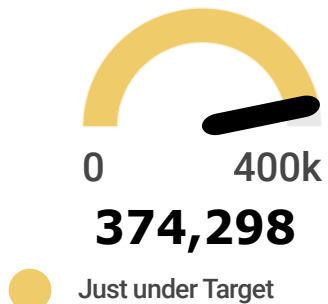
Overall trips in 2019 down on 2018 due to 3.5% fall in day trips. However, staying trips and overall spend was up.

Trips to Stratford-on-Avon District (day + staying) 2015-19

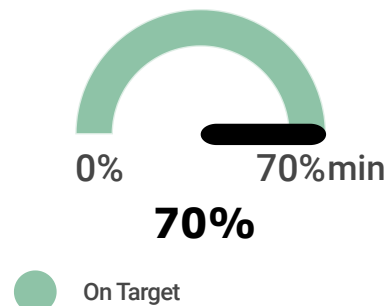


## Key Objective 5: Enhancing the quality of Stratford-on-Avon District as a place

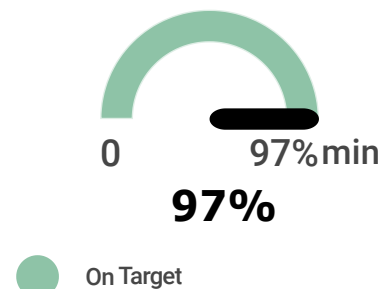
No of visits to SDC leisure centres (cumulative total)



% high risk victims moved to lower risk



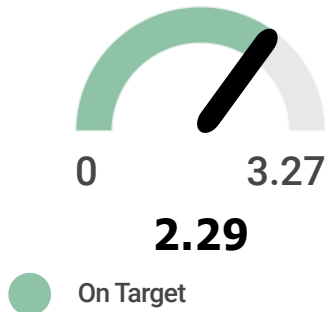
% Time CCTV room operational



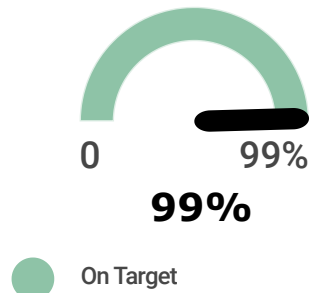
County lines high-risk victims process under review; KPI and target also under review.

# Corporate Health Indicators

No of sick days per Full Time Employee (cumulative total)



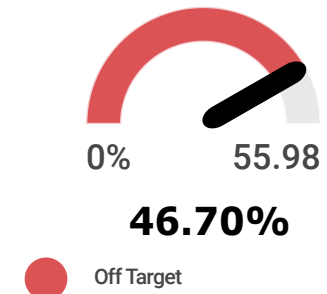
No of invoices paid within 10 days



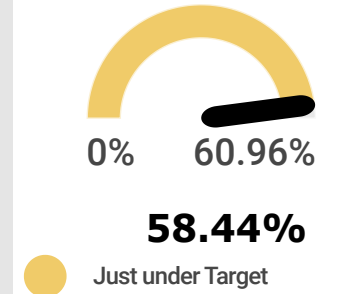
Return on investment (higher than LIBID)



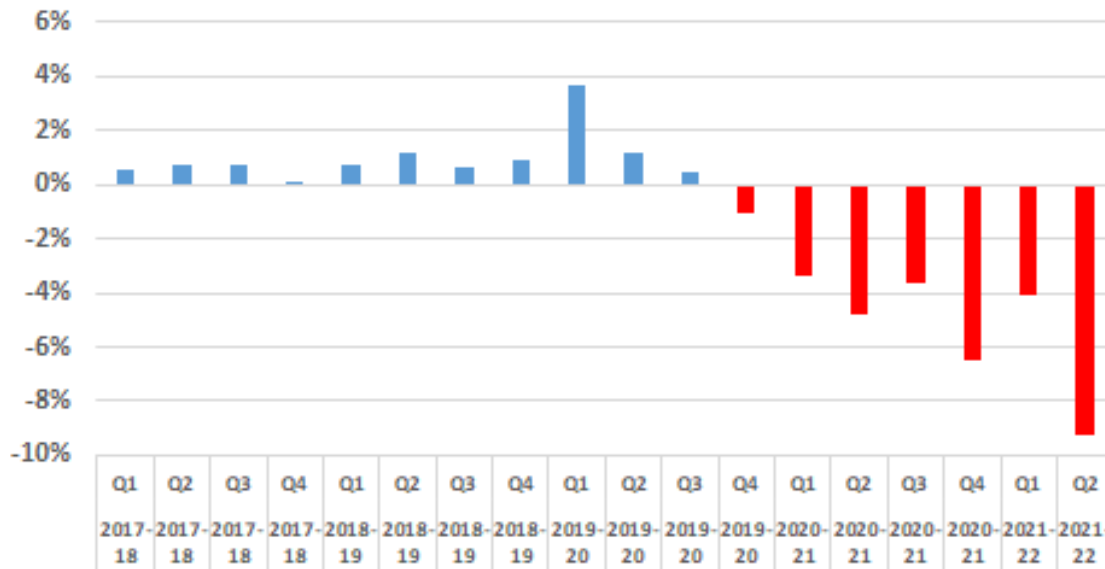
% of NNDR collected



% of CT collected



% NNDR collected - Performance against target 2017-22



## Corporate Complaints



**30**  
complaints received



**0**  
justified