

Priority 1 – Putting the residents and communities centre stage

Key Performance Indicator	Target	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	Target Achieved Quarter 4 performance: 8 days
Units of Bed & Breakfast in use as temporary accommodation	Target paused	n/a	Not reported
Percentage of homelessness prevented or relieved (HRA3)	50%	71.5%	Target Achieved Quarter 4 performance: 74.4%
Percentage of Home Choice Plus applications assessed and applicant notified of decision within 10 working days	75%	38.7%	Target Not Achieved Quarter 4 performance: 36.24% processed within target.
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)	n/a	No result submitted

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)	92.7% 38 out of 41 decisions	Target Achieved Exceeds local and national target Quarter 4 performance: 100%
Percentage of 'minor' planning applications determined within 8 weeks	65% (national) 85% (local)	87.4% 415 out of 475 decisions	Target Achieved Exceeds local and national target Quarter 4 performance: 89.6%
Percentage of 'other' applications determined within 8 weeks	80% (national) 85% (local)	75.3% 1042 out of 1384	Target Not Achieved Below previous national target, but measures amended in 2020 to 70% for non-majors so meets new measures set by government

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Key Performance Indicator	Target	2021/22 Performance	Comments
		decisions	Quarter 4 performance: 81.5%
Percentage of Building Control applications checked within 10 working days	85%	93%	Target Achieved Quarter 4 performance: 95%
Land Charges turnaround time	15 working days	11 working days	Target Achieved Quarter 4 performance: 10 working days
Number of businesses referred to the Growth Hub via the Councils actions	30 business engagements & 10 business assists	129 New Engagements 200 Business Assists 29 Assisted to Grow	Target Achieved Quarter 4 performance: 31 New Engagements, of which 46 are Business Assists and 10 are Assisted 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	<385 kg's	378.48 kg's	Target Achieved Quarter 4 performance: 93.08kgs against a target of <96.25 kg's
Percentage of household waste sent to reuse, recycling and composting	>50%	56.60%	Target Achieved Quarter 4 performance: 51.60% against a target of >50%

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 2020. (NB. This indicator is reported on a calendar year basis)	2,600,000 trips	3,689,000 trips (day & staying) 2020 calendar year	Target Achieved Original calendar year target for 2020 was re-evaluated in the Summer of 2021 based on the COVID situation. The revised target estimate was based on national trends. Spend was £176m (2019-£379m)

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	800,000 visits	816,616 visits	Target Achieved Quarter 4 performance: 244,288 against a target of 200,000 visits
Success of Anti-Social Behaviour (ASB) high-risk victims in the District, where the risk reduced to a lower level. Through co-ordinated multi-agency interventions within 6 months	70%	90%	Target Achieved 8 out of 11 high risk cases reduced their risk within 6 months with multi agency intervention. Quarter 4 performance 73%
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	This Indicator is no longer reported
Percentage of time CCTV Control room is operational	97%	96%	Target Not Achieved Quarter 4 performance 97%

Corporate Health Indicators

Key Performance Indicator	Target	2021/22 Performance	Comments
Number of sick days per FTE (including maternity leave and long-term sickness)	7.50 days	5.25 days	Target Achieved Quarter 4 performance: 1.65 days
Number of Corporate Complaints (only the complaints deemed to be justified after investigation into the complaint)	No target – reported for information only	89 complaints received, 1 was deemed 'justified'	Reported for information only. Quarter 4 performance, 24 complaints received Please note this PI was reported in error at Quarter 3. 5 complaints reported as having deemed 'justified', to clarify, this should have been reported that 0 complaints were 'justified'
Percentage of invoices paid within 28 days (excluding creditors who have their own bespoke payment terms)	99%	99.34%	Target Achieved Quarter 4 performance: 99.83%
Return on investments (above benchmark of 3-month LIBID rate)	10% above benchmark of 3-month LIBID	Not reported	This Indicator is no longer reported.
Percentage of NNDR collected	98.20%	94.44%	Target Not Achieved. Amount collected: £45,618,340.30 Due to impact of the pandemic and lack of recovery action
Percentage of Council Tax collected	98.20%	97.66%	Target Not Achieved Amount collected: £120,194,077.97 Due to impact of the pandemic and lack of recovery action

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Key Performance Indicators

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Key Performance Indicator	Target	2021/22 Performance	Comments
Percentage of residents who think that SDC provides value for money <i>(SDC Residents Survey)</i>	48%	41%	Not Achieved
Rating of Stratford District as a place to do business? <i>(SDC Business Survey)</i>	N/A	N/A	This survey is carried out in 2022/23
Percentage of people satisfied with their local area as a place to live <i>(SDC Residents' Survey)</i>	93%	86%	Not Achieved
Percentage of residents who feel that they can influence decisions in their local area <i>(SDC Residents' Survey)</i>	37%	31%	Not Achieved
Percentage of residents who found it easy to access Council services <i>(SDC Residents' Survey)</i>	79%	76%	Not Achieved
Percentage of residents who say that "traffic congestion" requires most improvement <i>(SDC Residents' Survey)</i>	50%	43%	Achieved
Percentage of residents who say that they are satisfied with the way SDC runs things <i>(SDC Residents' Survey)</i>	77%	61%	Not Achieved
Overall satisfaction of service received on contact with the Council <i>(SDC Residents' Survey)</i>	76%	69%	Not Achieved

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