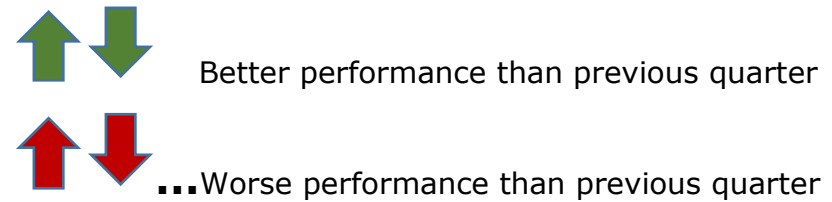



















APPENDIX 3 - QUARTER RESULTS

Colour	Meaning
	Significantly off target
	Just under target
	Target achieved



	Target	Direction on previous quarter
Number of days taken to process Housing Benefit/Council Tax Reduction Scheme new claim and change events		
Units of Bed & Breakfast in use as temporary accommodation	Target paused	
Percentage of homelessness prevented or relieved (HRA3)		
Percentage of Home Choice Plus applications assessed and applicant notified of decision within 10 working days		
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		
Percentage of 'major' planning applications determined within 13 weeks		
Percentage of 'minor' planning applications determined within 8 weeks		
Percentage of 'other' applications determined within 8 weeks		

Percentage of Building Control applications checked within 10 working days		
Land Charges turnaround time (number of days taken)		
Number of businesses referred to the Growth Hub via the Councils actions		
Residual household waste per household (kg's)		
Percentage of household waste sent to reuse, recycling and composting		
Number of trips (day and staying) made to Stratford-on-Avon district in 2020		
Number of visits and percentage increase in usage of each SDC Leisure Centre compared to the same period of the previous year		
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		
Percentage of time CCTV Control room is operational		
Number of sick days per FTE (excluding maternity leave and long-term sickness)		
Percentage of invoices paid within 28 days (excluding creditors who have their own bespoke payment terms)		
Percentage of NNDR collected		 Up on Q4 last year
Percentage of Council Tax collected		 Down on Q4 last year