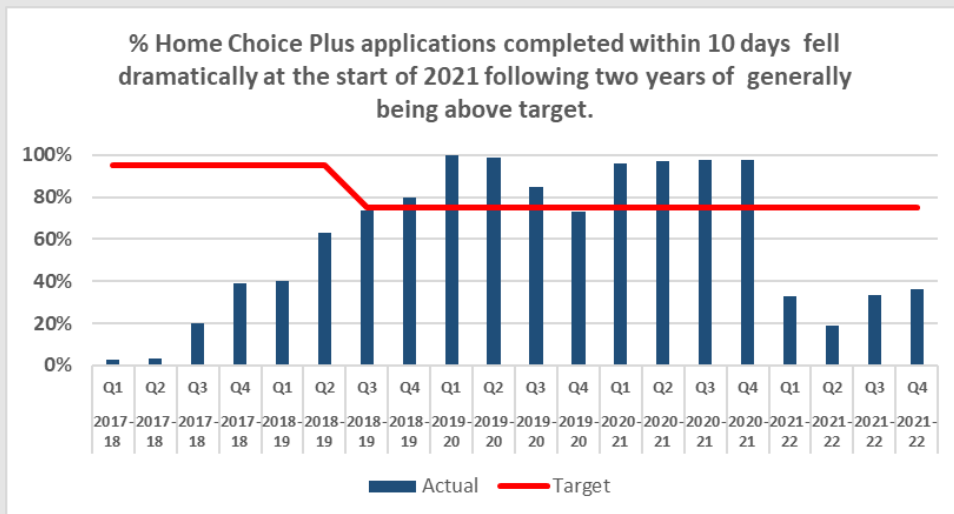
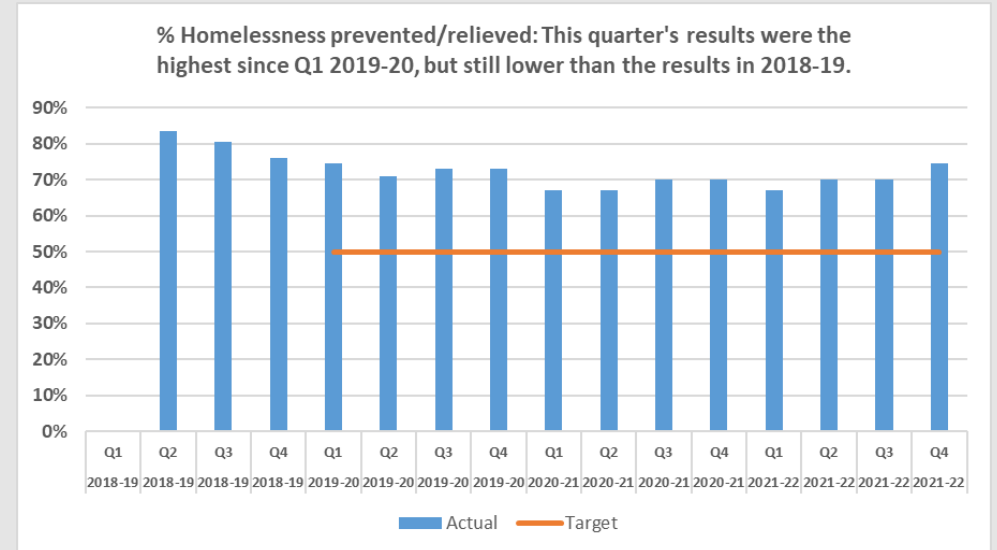
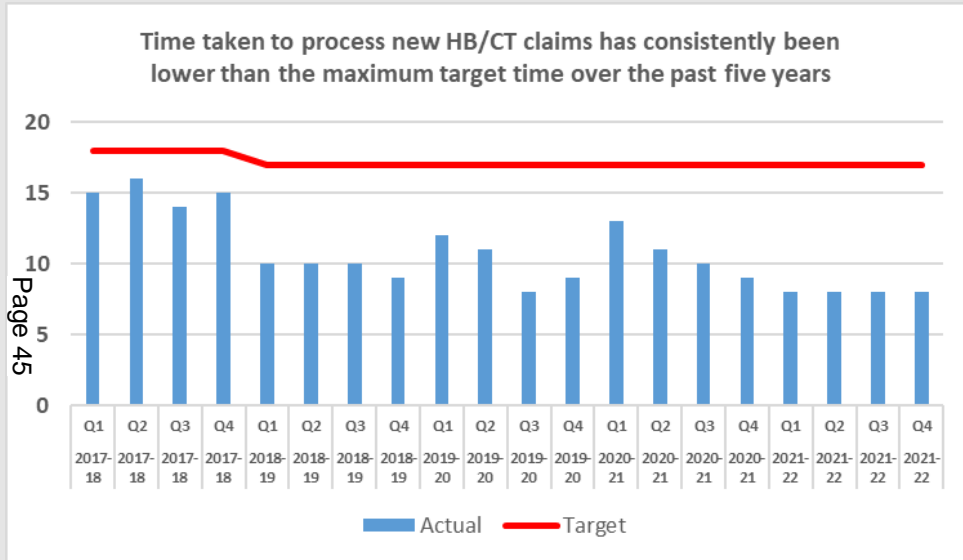


# Appendix 4: Stratford-on-Avon District Council KPIs Q4 2021-22



Indicators	On Target	Off Target	No Data /No target
31	✓ 15	✗ 11	5

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

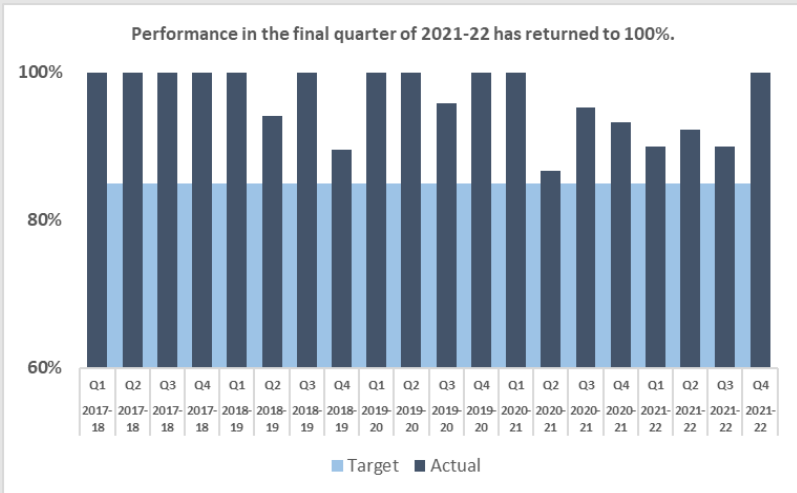


**Bed & Breakfast KPI paused.**

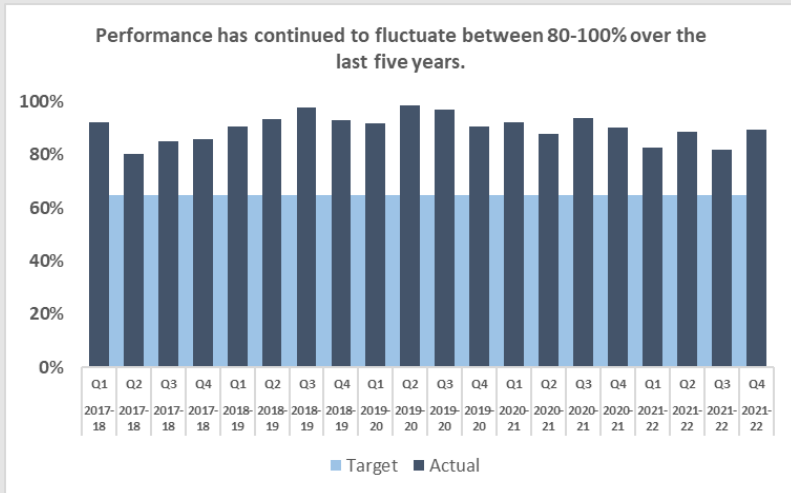
**DFG applications - no data**

# Key Objective 2: Nurturing a thriving, innovative, inclusive economy

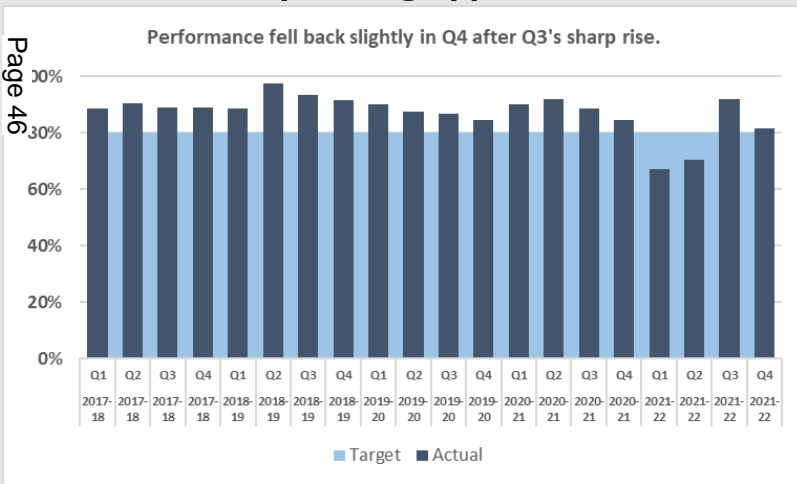
## Major planning applications



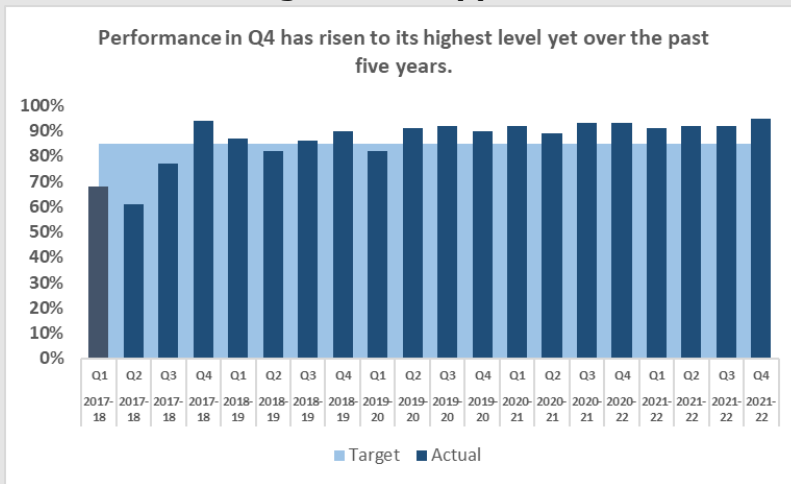
## Minor planning applications



## Other planning applications



## Building Control applications



Land charges

**10 days**

*max. target = 15*



**31 Business engagements**

*129 over 2021/22*



**46 Assists**

*200 over 2021/22*



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

2020



3.689m trips (day + staying)

Target = 2.6m

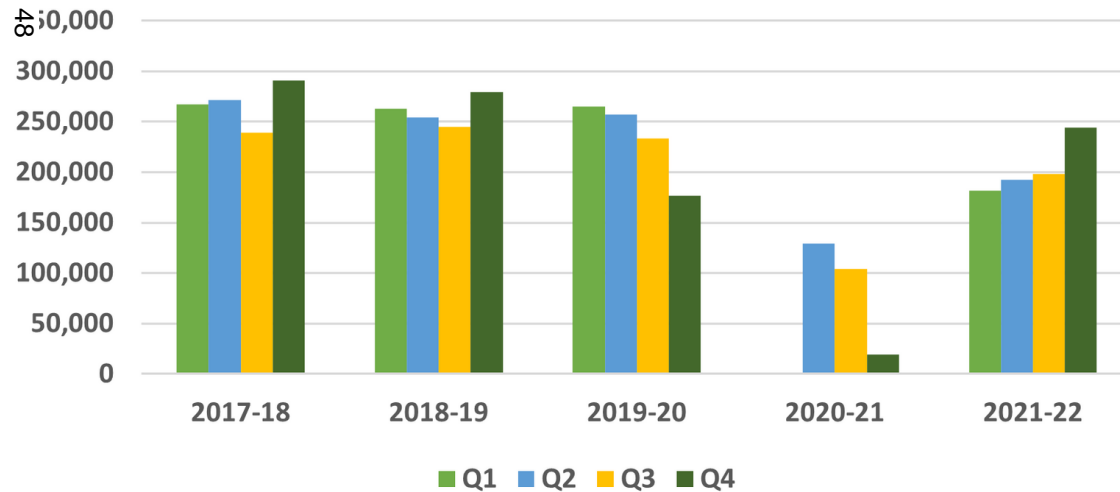


£176m spent

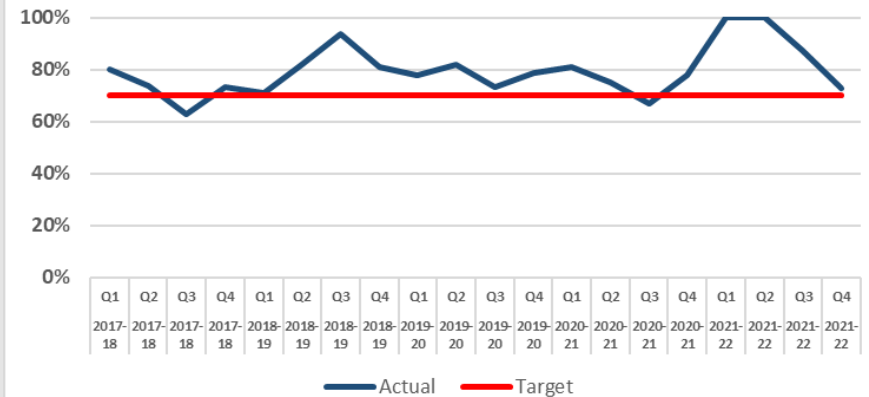
# Key Objective 5: Enhancing the quality of Stratford-on-Avon as a place

Q1-3 leisure centre visits this year were running at approximately 75% of previous levels; Q4 was better, with visits running at roughly 85% of the levels seen between 2017-19.

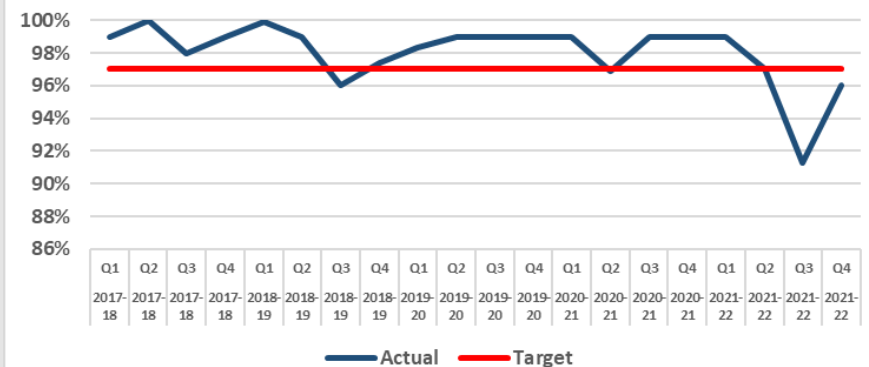
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Performance in reducing the risk of ASB, while above target, has fallen back in the last two quarters.

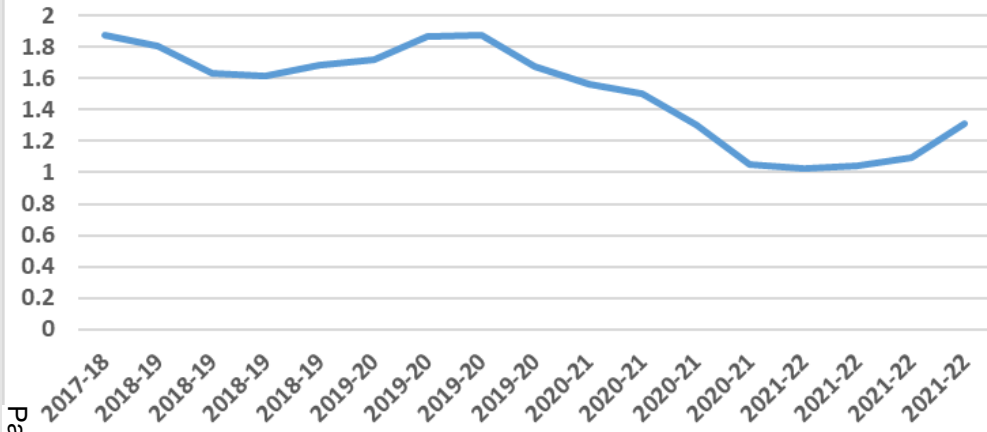


CCTV performance has tended to be above target for the past four years. It slipped in the previous quarter due to staff shortages, but was almost back on target this quarter.



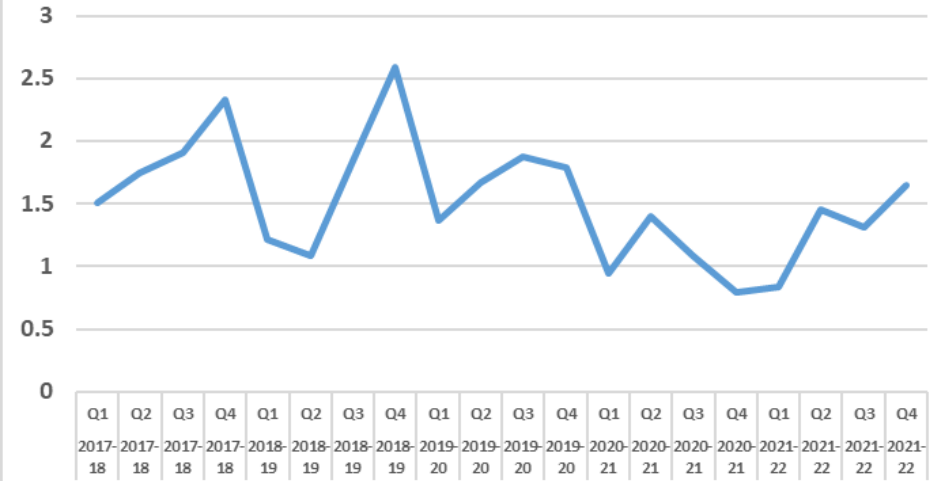
# Corporate Health

The yearly rolling average of sick days taken per quarter fell from the start of the pandemic; it has now started to rise again in this quarter.

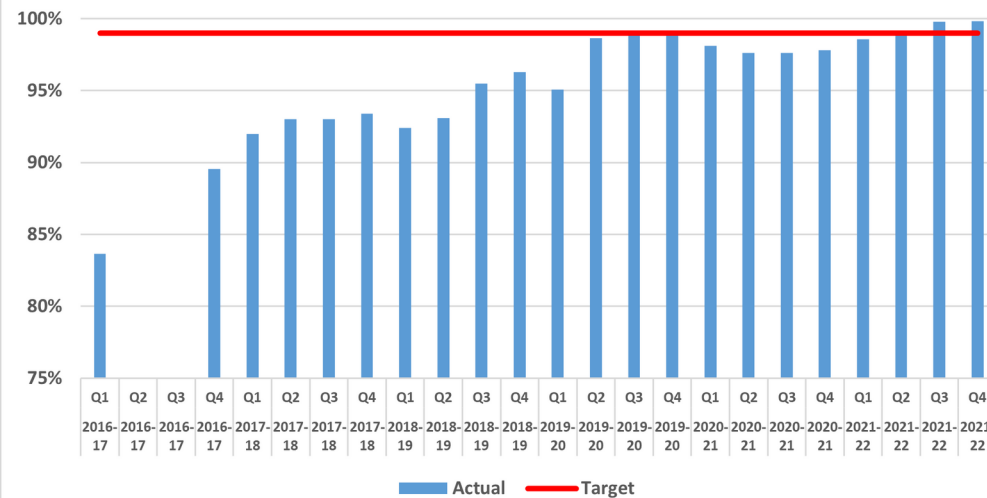


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Quarter 4 saw a slight uptick in the average number of sick days taken.



The target of 99% has been reached in the last three quarters for invoices.



## Corporate Complaints

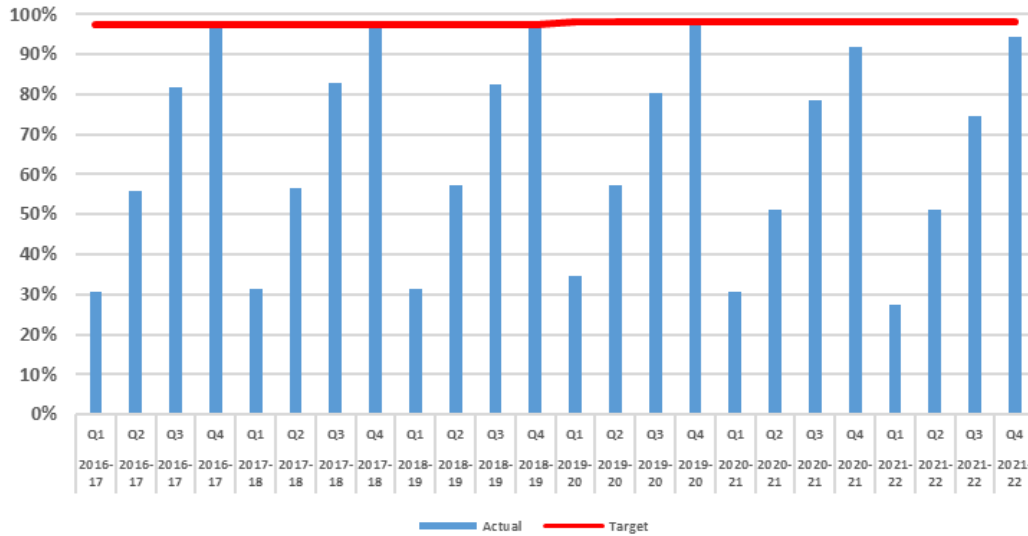


24  
complaints received

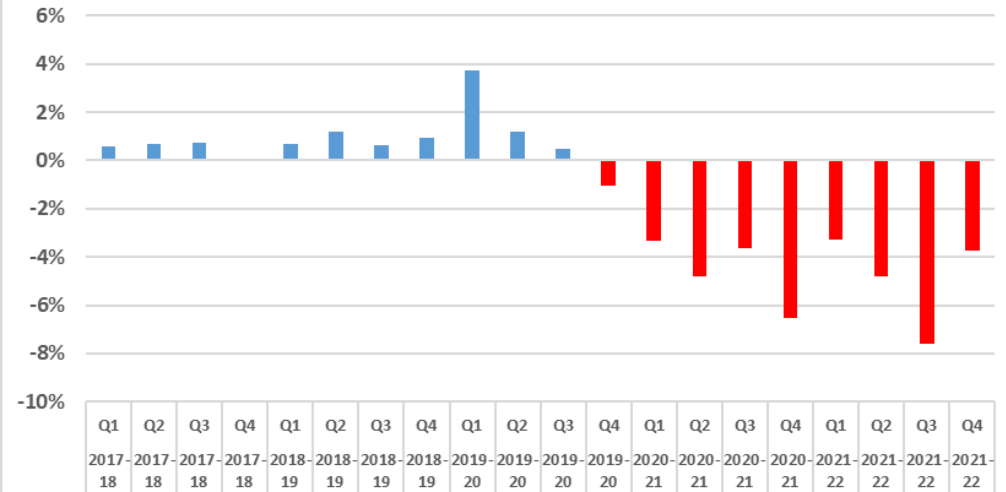


0  
justified

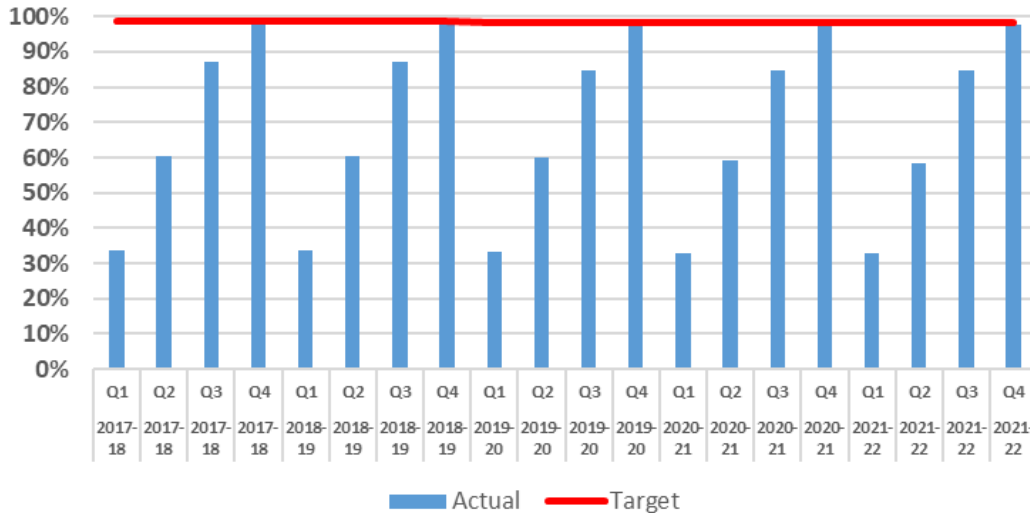
### Cumulative total of NNDR collected 2017-22



While % NNDR collected fell below target Q4 2019/20 onwards due to the Covid-19 pandemic, this year's total collected is up 2.77% points on 2020-21.



### % Council Tax collected this year and last have both fallen just below target.



### Performance against target charts: show how far above/below target each quarter is

The normal pattern of Council Tax collection prior to 2020/21 was that Q1-3 would be below target, then by Q4 this would be clawed back. This changed in 2020/21 where Q4 was below target and further quarters have been below target more than usual.

