

Priority 1 – Putting the residents and communities centre stage

Key Performance Indicator	Target	Quarter 2 2022/23 Performance	Comments
Number of days taken to process Housing Benefit/Council Tax Reduction Scheme new claim and change events	17 days	10 days	On Target
Units of Bed & Breakfast in use as temporary accommodation	0	24	Off Target End of quarter figure, number increased by one, but reduced from peak of 38 during quarter. Remaining higher than expected as a result of continuation of 'Everyone In' programme and loss of some units of temporary accommodation.
Percentage of homelessness prevented or relieved (HRA3)	50%	69%	On Target Cumulative YTD figure – above target
Percentage of Home Choice Plus applications assessed and applicant notified of decision within 10 working days	75%	14.9%	Off Target Q2 performance is 18% within target and September's is 22% so improving in line with expectations, and with an average processing time of 34 days. Staff promotions are likely to hamper this over next quarter as we are in the process of recruiting additional capacity and backfill for the promotion (agency staff also being sought). Wider improvement plan in development and accompanying growth bid for IT enhancements.
The number 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)	Not reported	This figure is not available as HEART have not been able to produce Q1&Q2 results due to IT challenges. A proxy figure has been developed that confirms that for the current year, all adaptations average end-to-end times are 171 days, significantly better than the existing target.

Priority 2 – Nurturing a thriving, innovative and inclusive economy

Key Performance Indicator	Target	Quarter 2 2022/23 Performance	Comments
Major planning applications: percentage within 13 weeks or agreed Extension of Time or Planning Performance Agreement	60%	85%	On Target
Non-Major planning applications: percentage within 8 weeks or agreed Extension of Time	70%	77.7%	On Target
Percentage of Building Control applications checked within 10 working days	85%	86%	On Target High volume of plans submitted early June regarding Building Regulation changes in mid-June
The average turn-around time for land charge searches	15 working days	9.19 working days	On Target
Number of businesses referred to the Growth Hub via the Councils actions	30 Business Engagements & 10 Business Assists	8 New Engagements 24 Business Assists Assisted to Grow - no stats available	Off Target Cumulative results: 29 New Engagements, 73 Business Assists, 3 Assisted to Grow

Priority 3 – Responding to the climate change emergency

Key Performance Indicator	Target	Quarter 2 2022/23 Performance	Comments
Residual household waste per household (kg's)	<93.75 kgs	68.7 kgs	On Target
Percentage of household waste sent to reuse, recycling and composting	>58%	61.3%	On Target

Priority 4 – Working on regional, national and international stages

Key Performance Indicator	Target	Quarter 2 2022/23 Performance	Comments
Number of trips (day and staying) made to Stratford District Council area in 2021. (NB. This indicator is reported on a calendar year basis and will be a year behind)	3,700,000	5,215,000 (2021)	Target Achieved

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

Key Performance Indicator	Target	Quarter 2 2022/23 Performance	Comments
Number of visits and percentage increase in usage of each SDC Leisure Centre compared to the same period of the previous year	212,500	252,466	On Target (+25.4% at Stratford Leisure Centre; +89.6% at Southam Leisure Centre; +12.3% at Shipston Leisure Centre; +21.4% at Studley Leisure Centre; +7.9% at The Greig Leisure Centre).
% of Anti-Social Behaviour (ASB) high-risk victims in the District, where the risk reduced to a lower level, through coordinated multi-agency interventions within 6 months	70%	64%	Off Target 7 out of 11 high risk cases reduced to a lower risk.
Percentage of time CCTV Control room is operational	97%	94%	Off Target Unfilled vacancies, due to difficulties recruiting and staff sickness resulted in a loss of operating hours during this period.

Corporate Health Indicators

Key Performance Indicator	Target	Quarter 2 2022/23 Performance	Comments
Number of sick days per FTE (including maternity leave and long term sickness)	3.74 days	4.14 days	Off Target Target has not been achieved this quarter due to an increase in long term absences
Percentage of invoices paid within 28 days (excluding creditors who have their own bespoke payment terms)	99%	99.58%	On Target
Percentage of NNDR collected	55.98%	56.12%	On Target Slightly above target of 55.98% Collected as at 30/09/22- £31,888,552
Percentage of Council Tax collected	60.96%	58.87%	Off Target Slightly below target of 60.96% due to delayed recovery action due to cost of living crisis Collected as at 30/09/22- £69,707,618.67
Rating of Stratford District as a place to do business? (SDC Business Survey)	63%	N/A	This is due for reporting at a later date (Quarter 4)