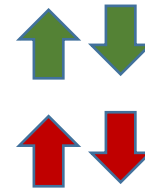


## APPENDIX 3 - QUARTERLY RESULTS

Colour	Meaning
	Significantly off target
	Just under target
	Target achieved



Better performance than previous quarter

...Worse performance than previous quarter

Indicator	Target	Direction on previous quarter
Number of days taken to process Housing Benefit/Council Tax Reduction Scheme new claim and change events ( <i>low is good</i> )		
Units of Bed & Breakfast in use as temporary accommodation ( <i>low is good</i> )		
Percentage of homelessness prevented or relieved (HRA3) ( <i>high is good</i> )		
Percentage of Home Choice Plus applications assessed and applicant notified of decision within 10 working days ( <i>high is good</i> )		
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	Not reported	
Percentage of 'major' planning applications determined within 13 weeks ( <i>high is good</i> )		
Percentage of 'non-major' planning applications determined within 8 weeks ( <i>high is good</i> )		
Percentage of Building Control applications checked within 10 working days ( <i>high is good</i> )		=

Land Charges turnaround time (number of days taken) ( <i>low is good</i> )	Green	↓
Number of businesses referred to the Growth Hub via the Councils actions	Green	
Residual household waste per household (kg's) ( <i>low is good</i> )	Green	↓
Percentage of household waste sent to reuse, recycling and composting ( <i>high is good</i> )	Green	↑
Number of trips (day and staying) made to Stratford-on-Avon district in 2021	Green	↑
Number of visits and percentage increase in usage of each SDC Leisure Centre compared to the same period of the previous year ( <i>high is good</i> )	Green	↑
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 ( <i>high is good</i> )	Red	↓
Percentage of time CCTV Control room is operational ( <i>high is good</i> )	Red	↓
Number of sick days per FTE (including maternity leave and long-term sickness) ( <i>low is good</i> )	Red	↑
Percentage of invoices paid within 28 days (excluding creditors who have their own bespoke payment terms) ( <i>high is good</i> )	Green	↑
Percentage of NNDR collected ( <i>high is good</i> )	Green	↑ UP on Q2 last year
Percentage of Council Tax collected ( <i>high is good</i> )	Yellow	↑ UP on Q2 last year