

Appendix 3: Stratford-on-Avon District Council KPIs Q4 2022-23



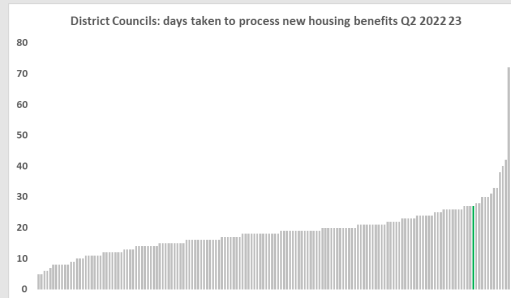
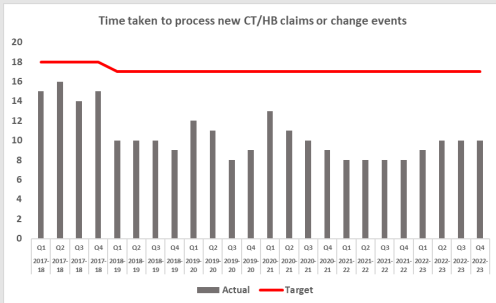
Indicators
21

On Target
✓ 13

Off Target
✗ 7

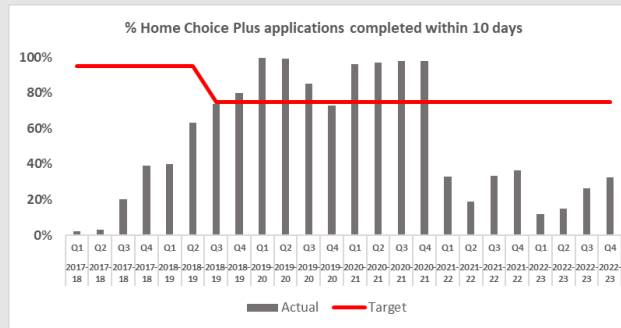
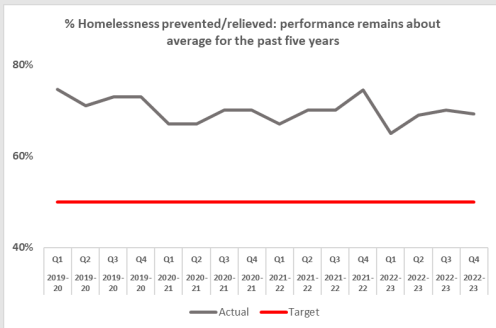
Not reported
1

Key Objective 1: Putting the residents and communities centre stage



Time taken to process new Council Tax reduction or Housing Benefit claims and/or change events has settled at around 10 days over the past 2 years.

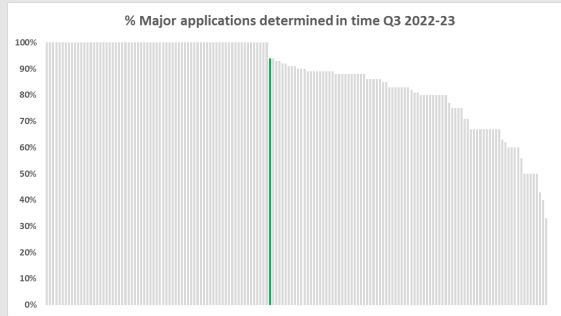
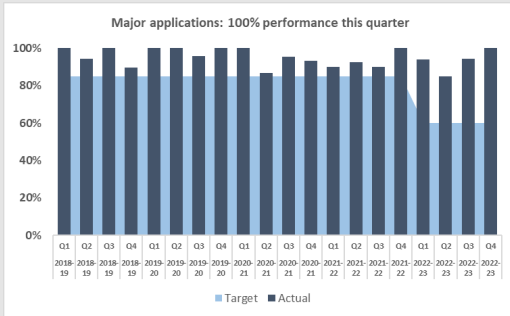
In Q2 this year, SDC sat in the bottom 25% of all district authorities for time taken; the median was 18 days; the worst performer took 72 days.



Units of Bed & Breakfast in use as temporary accommodation = 36 (+5 on Q2)

DFG applications: 217 days to complete
Target = 210 days

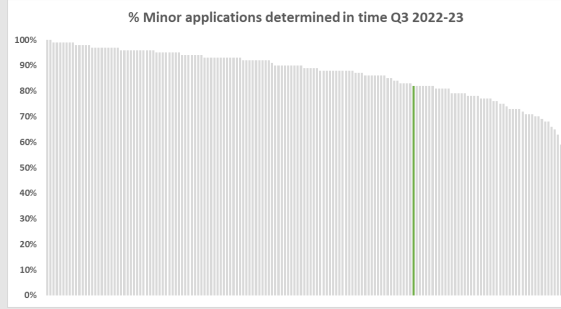
Key Objective 2: Nurturing a thriving, innovative, inclusive economy



Benchmarking major applications

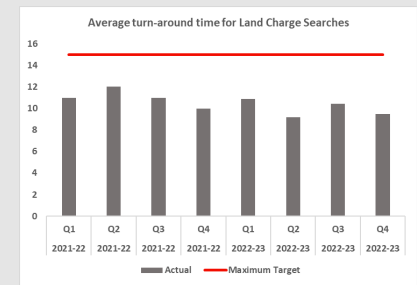
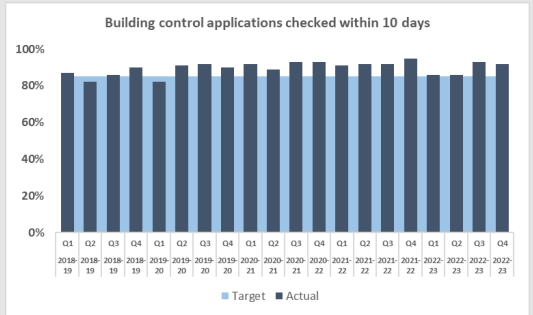
Comparing SDC with other districts, in Q2 this year we sat in the upper half, just above the median of 90%, with 94% performance. The top quarter of authorities all achieved 100%.

Minor and 'other' planning applications combined into one target this year, therefore, no historical data for comparison
Q3 = 80.1% (target = 70%)



Benchmarking minor/other applications

Comparing SDC with other districts, in Q2 this year we sat in the bottom half below the median of 89%.



Growth Hub

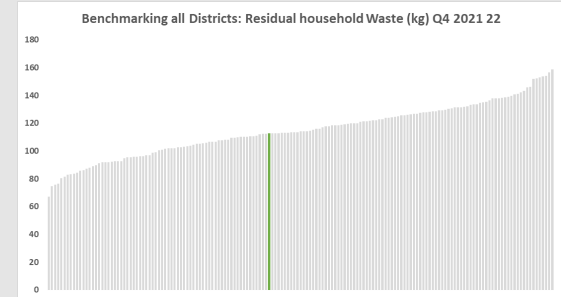
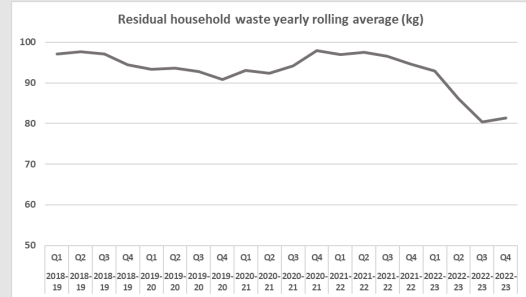
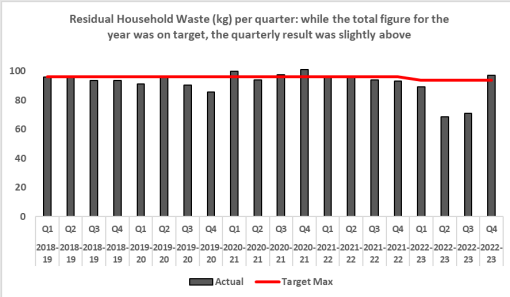


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Business engagements

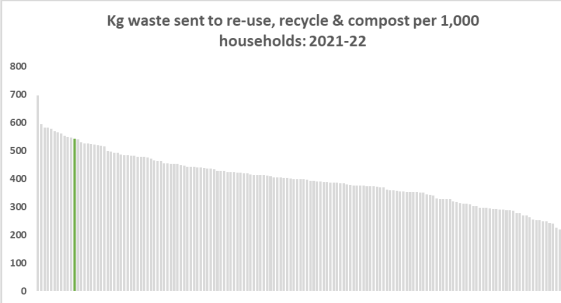
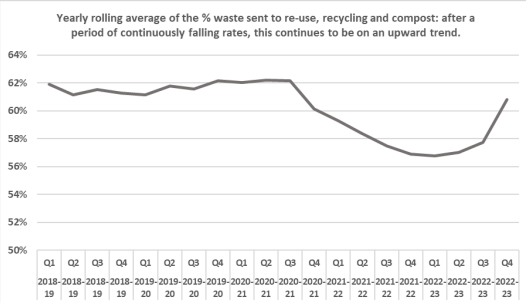
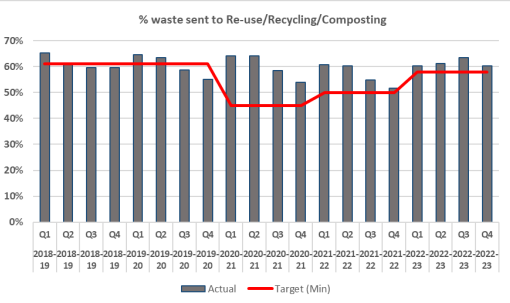


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Business assists

Key Objective 3: Responding to the Climate Change emergency

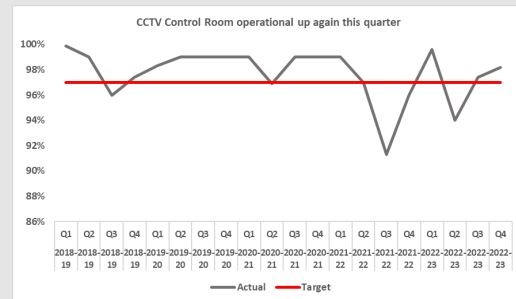
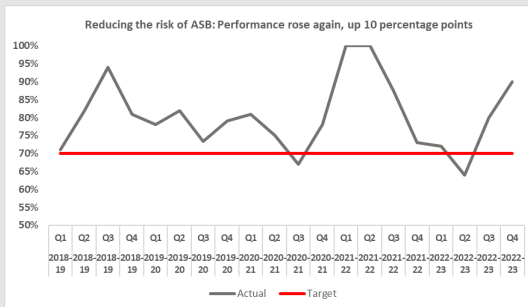


Residual household waste per household saw an uptick of 37% this quarter to 97kg - the highest amount since Q4 2020/21. Then, we sat just above the median in the upper half of all District authorities. The lowest amount in Q4 202/21 was 67.02kg in East Devon. This quarters' performance of 97kg would have put us 33rd out of all District authorities for least collected.

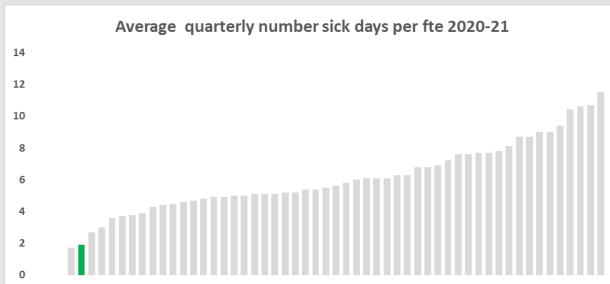
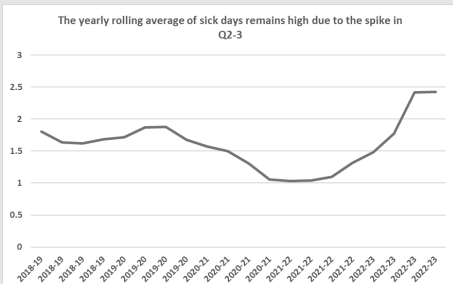
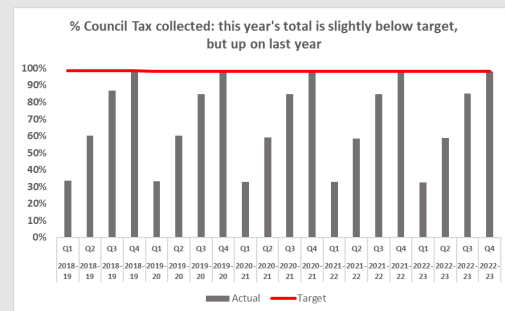
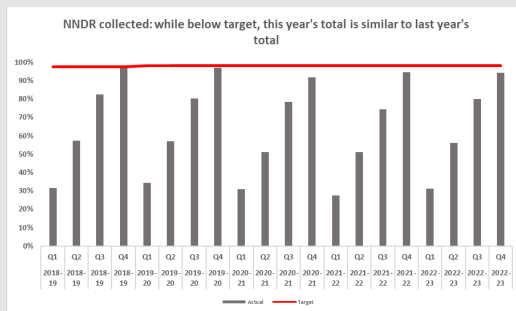
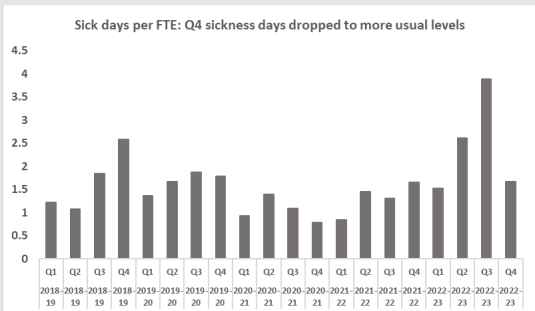


% sent to recycling/re-use/composting has fluctuated over the past five years; having fallen on average between 2018-2022, it is now on the rise. For 2021-22, we were in the top 25% of all District authorities for the amount of waste per 1,000 households sent to re-use, recycle and compost, with 542kg. The top authority was Mid Suffolk, sending 697kg.

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



Corporate Health



Over 2020-21, Stratford-on-Avon were in the top 5 authorities for fewest sick days taken per fte: 3 authorities had 0; the median average was 5.45.

99% invoices paid within 28 days = on target (99%+)