

**Performance Monitoring Report 2025/26  
Key Performance Indicators – Quarter 1**

**Appendix 2**

<b>Key Performance Indicator</b>	<b>Target</b>	<b>Q1 2025/26 Performance</b>	<b>Comments</b>
Number of days taken to process Housing Benefit/Council Tax Reduction Scheme new claim and change events	17 days	5 days	Achieved.
Units of Bed & Breakfast in use as temporary accommodation	25, by March 2026	25	On track. 8 units of shared accommodation have now been mobilised. Conversion of 5 self-contained units into 10 units of shared accommodation by Dec 25.
Percentage of homelessness prevented or relieved (HRA3)	50%	58.5%	On target.
Percentage of Home Choice Plus applications assessed and applicant notified of decision within 10 working days	75%	8%	Off target. Performance during the year has been affected by several backlogs, which temporary staff have been brought in to address. A dedicated project team has been established to review workloads, systems, and resources with the aim of improving future performance.
Number of Home Choice Plus applications activated and average time (in days) taken from ready to process application to activation (HCP 2A)	14 days	32 days (324 applications)	Off target. As outlined above, the backlogs have affected performance, but measures are being implemented to resolve the issue.
Major planning applications: percentage within 13 weeks or agreed Extension of Time or Planning Performance Agreement	60%	90.9% (11 decisions)	Exceeded target.
Major planning applications: Percentage of Major applications overturned on appeal	2%	2.29% (3 allowed of 131 planning decisions made)	Period of assessment is applications determined between 1 April 2023 and 31 March 2025.
Non-Major planning applications: percentage within 8 weeks or agreed Extension of Time	70%	92.1% (277 decisions)	Exceeded target.

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Non-Major planning applications: Percentage of Non-Major applications overturned on appeal	2%	1.05% 27 allowed (or part allowed) of 2,567 planning decisions made	Period of assessment is applications determined between 1 April 2023 and 31 March 2025.
Percentage of Building Control applications checked within 10 working days	85%	92%	Achieved. This has fallen slightly due to volume of work that has come in over the past three months.
The average turn-around time for land charge searches	12 days	4 days	Achieved.
Number of businesses referred to the Growth Hub via the actions of Stratford-on-Avon District Council and Partners	30 New Engagements and 30 Businesses Assisted for Qtr.1	65 New Engagements and 91 Businesses Assisted in Qtr.1	Achieved.
Amount of residual household waste collected per household (kgs)	<76.25kgs	64.96kgs	Achieved. This is a provisional figure and may be subject to change.
Percentage of household waste sent for reuse, recycling, composting or treatment by anaerobic digestion	>64%	67.06%	Achieved. This is a provisional figure and may be subject to change.
Recycling Contamination Rate	10%	14.32%	Not Achieved. This is a provisional figure and may be subject to change.
Number of visits and percentage change in usage at each of the five SDC leisure centres, compared to the same period of the previous year	1 million visits (Qtr. 1 250,000)	269,499 visits	Achieved. <ul style="list-style-type: none"> <li>• Stratford Leisure Centre: +2.10%</li> <li>• Southam Leisure Centre: -1.21%</li> <li>• Shipston Leisure Centre: -2.10%</li> <li>• Studley Leisure Centre: -14.93%</li> </ul> The Greig Leisure Centre: +13.69%

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			The downturn in attendance at Studley was mainly due to swim lesson attendance and was put down (by EA) to increased competition (particularly in Studley). Some operational issues (recruitment of teachers) and some customer experience issues (following a swim scheme re-structure), all of which are now the subject of increased focus by senior managers and site teams.
Percentage of Anti-Social Behaviour (ASB) high-risk victims in the district, where the risk reduced to a lower level	70%	92%	Achieved.
Percentage of time CCTV Control Room is operational	97%	99.8%	Achieved.
% of planned programmed food inspections completed (not including new businesses)	95%	90%	<p>115 of 128 planned inspections started completed.</p> <p>Slightly below target due to reactive work and internal health and safety work increasing. New officer started in June to alleviate this pressure.</p> <p>Also identified 5 premises that require an appointment are unresponsive and therefore remain uninspected, so have developed a deregistration process to prevent this from impacting the KPI.</p> <p>1 premises seasonal and closed until September.</p>
% of applications under the Licensing Act processed within statutory time frames	98%	100%	<p>48 Licensing Act applications</p> <p>New premises licences – 3 applications</p> <p>New DPS – 28 applications</p>

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			License transfer – 11 applications Full variation – 1 application Minor variation – 5 applications
% of Programmed Integrated Pollution Prevention and Control (Environmental permitting scheme) inspections completed	95%	N/A as annual	
% of private water supply required samples and risk assessments completed in line with Drinking Water Inspectorate requirements	95%	N/A as annual	

<b>Corporate Health Indicators</b>			
<b>Key Performance Indicator</b>	<b>Target</b>	<b>Q1 2025/26 Performance</b>	<b>Comments</b>
Number of sick days per Full Time Equivalent (FTE) (excluding maternity leave and including long term sickness)	7.5 days (Quarter 1 target 1.87 days)	1.16 days	On target.
Percentage of invoices paid within 28 days (excluding creditors who have their own bespoke payment terms)	99%	93.78%	Although still falling short of the target, the percentage for Quarter 1 has improved compared to 2024/25. We are slowly improving through training and additional reporting and support to officers.
Number of upheld complaints (per 100,000 population)	2	0	On target.
Percentage of NNDR collected	98.2% (Quarter 1 target 30.77%)	31.82%	On target.
Percentage of Council Tax collected	98.2% (Quarter 1 target 34.84%)	31.90%	Off target. This will be monitored and further analysis undertaken to understand any underlying trends.
Rating of Stratford District as a place to do business? ( <i>SDC Business Survey</i> )	63%	N/A as annual	To be reported at the end of Quarter 4.