

<b>Key Performance Indicator</b>	<b>Target</b>	<b>Q3 2024/25 Performance</b>	<b>Comments</b>
Number of days taken to process Housing Benefit/Council Tax Reduction Scheme new claim and change events	17 days	8 days	On Target
Units of Bed & Breakfast in use as temporary accommodation	25, by March 2025	32	Not on Target There has been a delay with mobilising additional shared units. New expected dates are: 8 units of shared single TA by March 25; Conversion of 5 self-contained units into 10 units of shared accommodation by Dec 25.
Percentage of homelessness prevented or relieved (HRA3)	50%	53.6%	On Target
Percentage of Home Choice Plus applications assessed and applicant notified of decision within 10 working days	75%	29.9%	Not On Target Temporary staff have been brought in to assist with Home Choice Plus backlogs – training and induction of these staff has impacted on performance during this quarter.
Number of Home Choice Plus applications activated and average time (in days) taken from ready to process application to activation (HCP 2A)	14 days	35.83 days (958 activated)	Not On Target Quarter 3 applications activated – 291. Temporary staff have been brought in to assist with Home Choice Plus backlogs – training and induction of these staff impacted on performance during this quarter.
Major planning applications: percentage within 13 weeks or agreed Extension of Time or Planning Performance Agreement	60%	86.4% (22 decisions)	On Target Exceeded national target.
Major planning applications: Percentage of Major applications overturned on appeal	2%	No data available	Not Reported
Non-Major planning applications: percentage within 8	70%	85.8%	On Target

**Performance Monitoring Report 2024/25  
Key Performance Indicators – Quarter 3**

**Appendix 2**

<b>Key Performance Indicator</b>	<b>Target</b>	<b>Q3 2024/25 Performance</b>	<b>Comments</b>
weeks or agreed Extension of Time		(253 decisions)	Exceeded national target.
Non-Major planning applications: Percentage of Non-Major applications overturned on appeal	2%	No data available	Not Reported
Percentage of Building Control applications checked within 10 working days	85%	95%	On Target
The average turn-around time for land charge searches	12 days	5.5 days	On Target
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	38 New Engagements and 65 Individual Businesses Assisted	On Target Cumulative performance year to date: 94 New Engagements and 175 Businesses Assisted
Amount of residual household waste collected per household (kgs)	<81.25kgs	66.33kgs	On Target
Percentage of household waste sent for reuse, recycling, composting or treatment by anaerobic digestion	>63%	63.88%	On Target
Recycling Contamination Rate	5%	14.61%	Not On Target Strict mixed waste sampling is in place at the Sherbourne MRF for non-target material (e.g. sub 50mm particles).
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	950,000 visits (End of Year) (Q3 237,500 visits)	263,122 visits	On Target – Year to date: 799,078 visits
Percentage of Anti-Social Behaviour (ASB) high-risk victims in the district, where the risk reduced to a lower level	70%	91%	On Target

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Percentage of time CCTV Control room is operational	97%	97.2%	On Target
Number of sick days per Full Time Equivalent (FTE) (excluding maternity leave and including long term sickness)	7.5 days (Q3 5.62 days)	3.74 days (Q3 1.59 days)	On Target
Percentage of invoices paid within 28 days (excluding creditors who have their own bespoke payment terms)	99%	89.19%	Not On Target  We have recently put in place measures to try and capture those invoices that are disputed more effectively as some of these aren't being flagged. Issues we still face are making sure that departments/sections are receiving notifications about outstanding invoices, we have had a number of new starters or people who have changed role this year which has required more training. The majority of the system issues have been resolved within quarter 3.
Number of upheld complaints (per 100,000 population)	2	2	On Target  17 complaints received and closed during this period; Not Upheld-13; partially upheld-2; Upheld-2 a further 5 are pending and will be reported on next quarter.
Percentage of NNDR collected	98.2% (End of Year) (Q3 81.98%)	83.89%	On Target
Percentage of Council Tax collected	98.2% (End of Year) (Q3 87.33%)	84.25%	Not On Target  It is expected that this figure will improve due to many taxpayers paying over 12 months.