

**Performance Monitoring Report 2025/26
Key Performance Indicators – Quarter 2**

Appendix 2

Key Performance Indicator	Target	Q2 2025/26 Performance	Comments
Number of days taken to process Housing Benefit/Council Tax Reduction Scheme new claim and change events	17 days	5 days	Achieved target
Units of Bed & Breakfast in use as temporary accommodation	25, by March 2026	18	Exceeded target. Mobilisation of Clopton Road has contributed to a reduction in B&B use. There have been some delays with the conversion of the shared unit. Revised target date: April 2026.
Percentage of homelessness prevented or relieved (HRA3)	50%	55.8%	Achieved
Percentage of Home Choice Plus applications assessed and applicant notified of decision within 10 working days	75%	10.55%	Not achieved. This figure is an improvement on last quarter and reflective of progress made in relation to processing HCP applications. This should improve in the current quarter as the application backlog has been cleared, and we are now back processing applications within 10 working days.
Number of Home Choice Plus applications activated and average time (in days) taken from ready to process application to activation (HCP 2A)	14 days	41.2 days (229 applications)	Not achieved. As above, this figure should improve in the next quarter now we are back within target for processing.
Major planning applications: percentage within 13 weeks or agreed Extension of Time or Planning Performance Agreement	60%	94.1% (17 decisions)	Achieved. Exceeds national and local target.
Major planning applications: Percentage of Major applications overturned on appeal	2%	3.03% (for 145 decisions made 1/4/23 to 31/3/2025)	Not achieved. Published data for 24-month period of decisions ending 30 September 2024 (and including subsequent appeal decisions to end June 2025)

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			4.5% - below local target but meets national target of 10% (For current period already fails to meet local target but meeting national target)
Non-Major planning applications: percentage within 8 weeks or agreed Extension of Time	70%	88% (251 decisions)	Achieved. Exceeds national and local target.
Non-Major planning applications: Percentage of Non-Major applications overturned on appeal	2%	1.33% (for 2781 decisions made 1/4/23 to 31/3/2025)	Achieved. Published data for 24-month period of decisions ending 30 September 2024 (and including subsequent appeal decisions to end June 2025) 1.33% - meets local and national target (For current period meets local target and national target)
Percentage of Building Control applications checked within 10 working days	85%	94%	Achieved
The average turn-around time for land charge searches	12 days	3 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 Quarter 2	40 New Engagements and 55 Businesses Assisted for Quarter 2	Achieved
Amount of residual household waste collected per household (kgs)	<76.25kgs	64.22kgs	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%	64.99%	Achieved. This is a provisional figure and may be subject to change.

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Recycling Contamination Rate	10%	14.86%	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 (Quarter 2 target 250,000)	275,270 visits	Achieved. <ul style="list-style-type: none"> • Stratford Leisure Centre: +5.42% • Southam Leisure Centre: +7.89% • Shipston Leisure Centre: -6.22% • Studley Leisure Centre: -10.32% • The Greig Leisure Centre: +29.76%
Percentage of Anti-Social Behaviour (ASB) high-risk victims in the district, where the risk reduced to a lower level	70%	75%	Achieved
Percentage of time CCTV Control Room is operational	97%	97%	Achieved
% of planned programmed food inspections completed (not including new businesses)	95%	92%	Not achieved. 99 of 108 planned programmed food inspections completed. In total 142 food inspections completed. Include new business registrations and out of scope visits, such as events like food festival.
% of applications under the Licensing Act processed within statutory time frames	98%	100%	Achieved. Licensing Act - 3 applications New premises licences – 9 applications New DPS – 28 applications Premises License transfer – 7 applications Full variation – 3 applications Minor variation – 6 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	

Corporate Health Indicators			
Key Performance Indicator	Target	Q2 2025/26 Performance	Comments
Number of sick days per Full Time Equivalent (FTE) (excluding maternity leave and including long term sickness)	7.5 days (Quarter 2 target cumulative 3.75 days)	2.69 days (April to September 2025)	Achieved
Percentage of invoices paid within 28 days (excluding creditors who have their own bespoke payment terms)	99%	94.76%	Not achieved. There has been a slight improvement between Q1 and Q2. We are slowly improving through training and additional reporting and support to officers which is particularly required in areas where there have been movements in officer posts that are key to creditor invoice processing.
Number of upheld complaints (per 100,000 population)	2	0	Achieved
Percentage of NNDR collected	98.2% (Quarter 2 target 55.98%)	57.08%	Achieved
Percentage of Council Tax collected	98.2% (Quarter 2 target 60.69%)	57.73%	Not achieved. Additional number of taxpayers paying 12 monthly instalments not 10.
Rating of Stratford District as a place to do business? (<i>SDC Business Survey</i>)	63%	N/A as annual	Survey to take place in January or March 2026