

# Appendix 2: Stratford-on-Avon District Council KPIs Q4 2023-24



**Indicators**

**21**

**On Target**

**12**

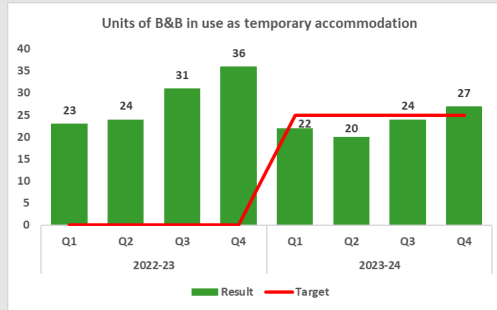
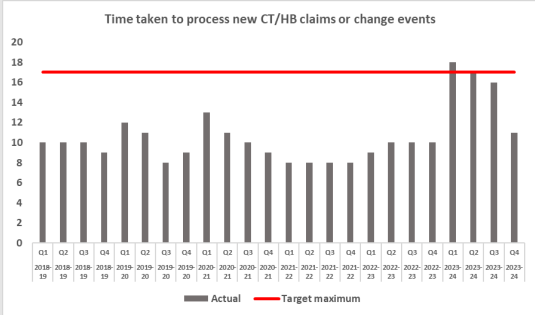
**Off Target**

**7**

**Not reported/info only**

**2**

## Key Objective 1: Putting the residents and communities centre stage

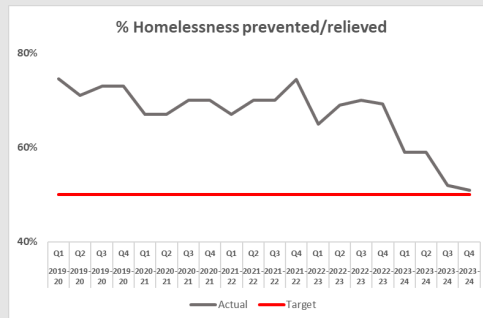
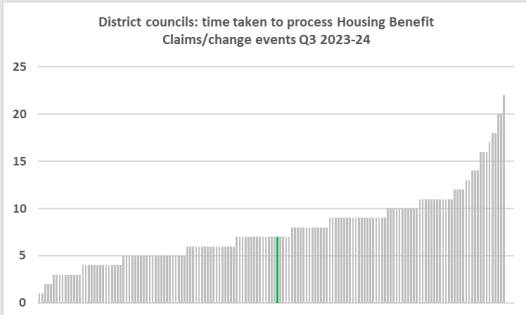


**Home Choice Plus**

**405** applications

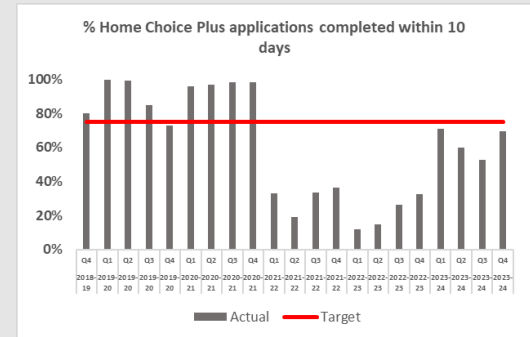
**18.85** days from ready to process to activation

**Target = 14 days**

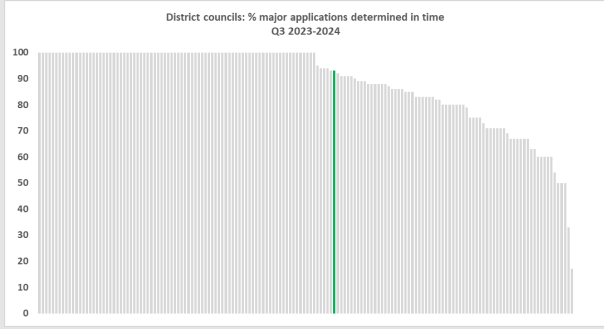
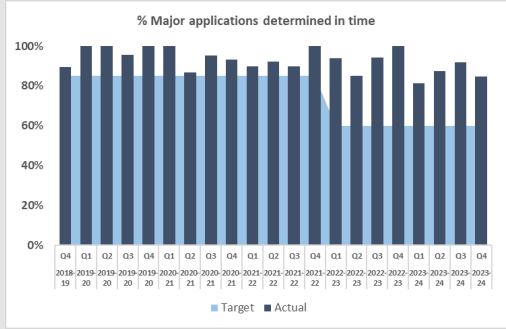


In Q3 this year SDC matched the median average time for processing new claims or change events. The worst performing authority at this time was Wyre with 22 days.

**DFG case delivery: 225 days**  
**Target = TBA**

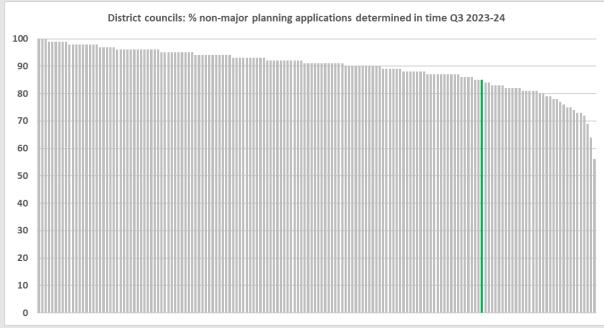
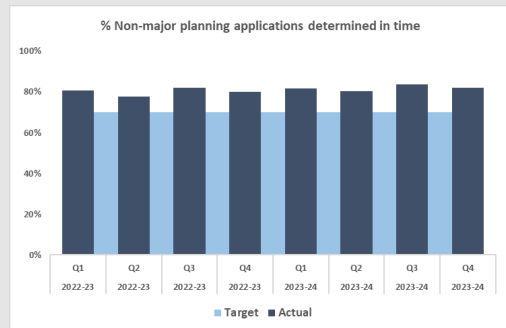


# Key Objective 2: Nurturing a thriving, innovative, inclusive economy



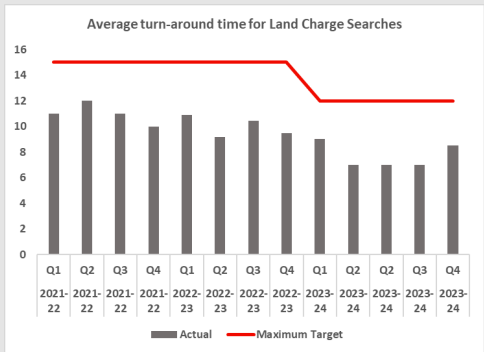
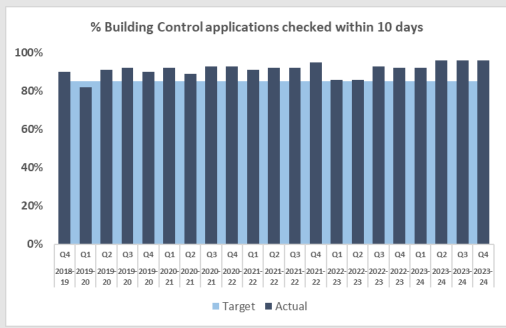
## Benchmarking major applications


Comparing SDC with other districts, in Q3 2023-24 we placed just into in the lower half of authorities with 92% determined on time. However, we determined the greatest number of majors at 24: the average was 7.5.




## Benchmarking minor/other applications

Comparing SDC with other districts, in Q3 2023-24 we sat in the bottom quarter of all district authorities, with 84% determined on time. However, SDC made the 14th highest number of decisions out of 154 districts, determining 249 decisions in time. The average for district authorities was 149.






**Growth  
Hub**



57

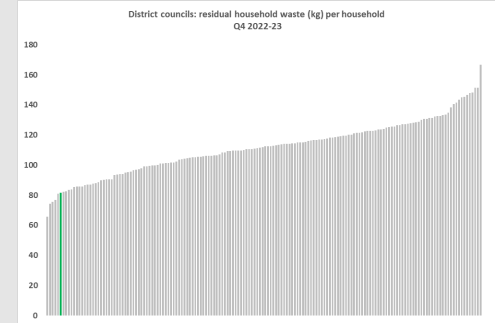
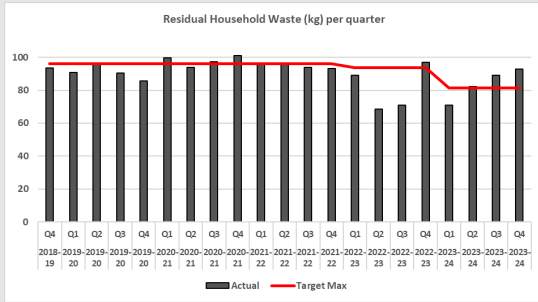
**Business  
engagements**



66

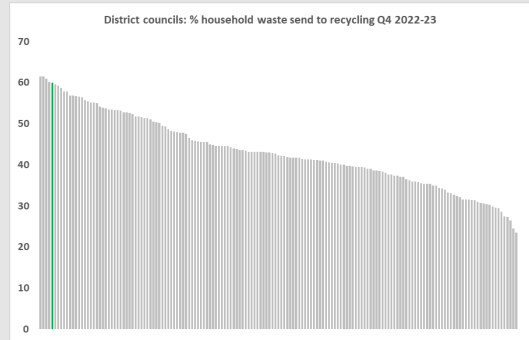
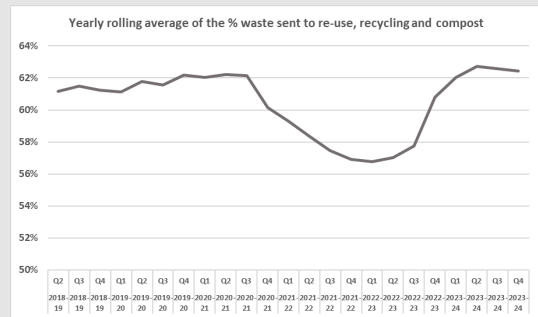
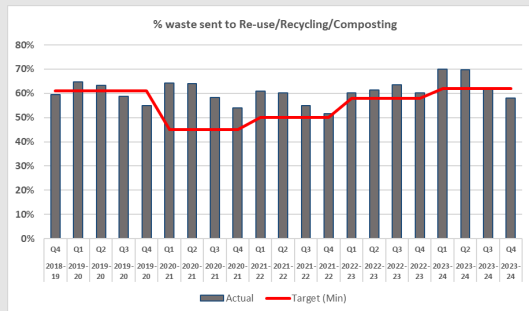
**Business  
assists**

# Key Objective 3: Responding to the Climate Change emergency



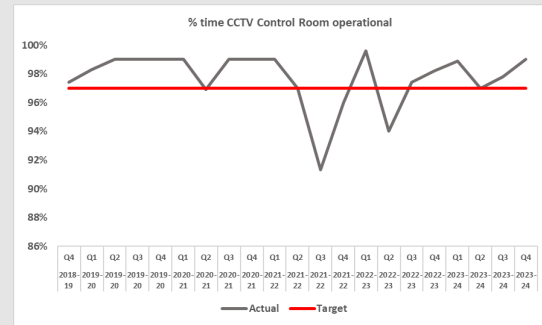
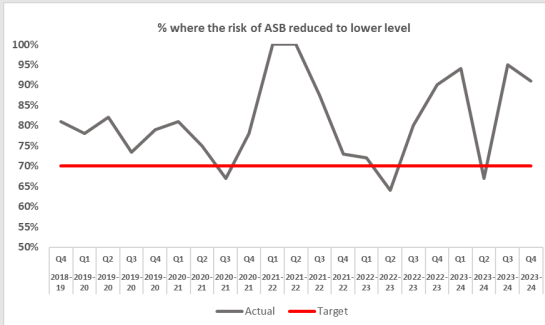
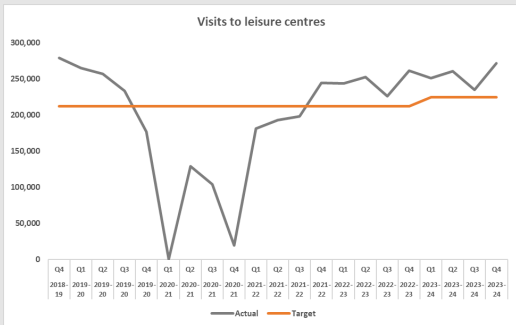
Residual household waste per household was above the maximum target of 81.25kgs again this quarter. The annual total was just over the target of 325kgs at 335kgs.

Comparing performance for Q4 2022-23 (latest comparable data available) SDC were the 6th best performing district authority with 81.54kgs.

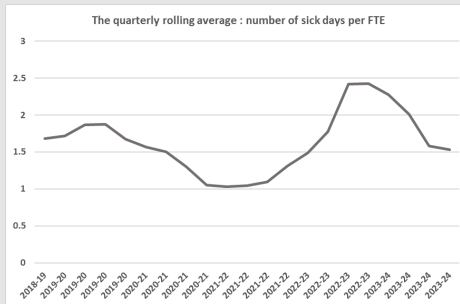
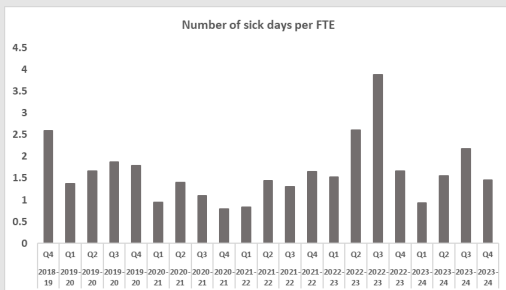


% sent to recycling/re-use/composting was above target at 58.16%, with rates dropping consistently over the past 3 quarters. In Q4 2022-23 (latest comparable data available) SDC was the 5th best performing district, with 60%. The average was 43%.

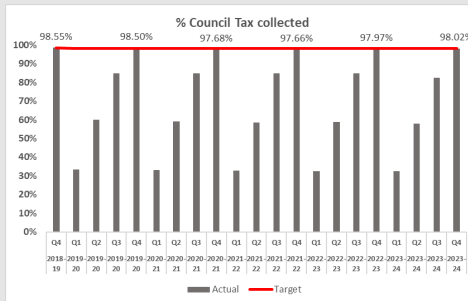
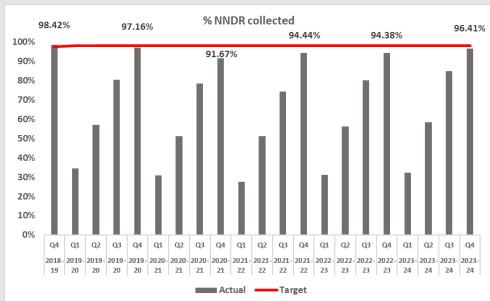
# Key Objective 5: Enhancing the quality of Stratford-on-Avon as a place



## Corporate Health



Invoices paid: no data due to system upgrade



% NNDR collected this quarter is under target, but is above the Q4 results seen in the previous 3 years, as shown.

% council tax collected is on just below target, but again is better than the previous 3 years.