

## Performance Monitoring Report 2024/25 Key Performance Indicators – Quarter 1

Key Performance Indicator	Target	Q1 2024/25 Performance	Comments
Number of days taken to process Housing Benefit/Council Tax Reduction Scheme new claim and change events	17 days	9 days	On Target
Units of Bed & Breakfast in use as temporary accommodation	25, by March 2025	27	Off Target Figures monitored weekly. Have fluctuated between 24 and 33 this year.
Percentage of homelessness prevented or relieved (HRA3)	50%	58%	On Target
Percentage of Home Choice Plus applications assessed and applicant notified of decision within 10 working days	75%	79.1%	On Target
Number of Home Choice Plus applications activated and average time (in days) taken from ready to process application to activation (HCP 2A)	14 days	306 (16 days)	Off Target Significant improvement since Q1 2023 – 36 days.
Major planning applications: percentage within 13 weeks or agreed Extension of Time or Planning Performance Agreement	60%	88.9%	On Target. 9 decisions.
Major planning applications: Percentage of Major applications overturned on appeal	2%	0% (Q1 2023/24)	On Target This figure is one year behind.
Non-Major planning applications: percentage within 8 weeks or agreed Extension of Time	70%	87%	On Target. 270 decisions
Non-Major planning applications: Percentage of Non- Major applications overturned on appeal	2%	0.3% (Q1 2023/24)	On Target This figure is one year behind.
Percentage of Building Control applications checked within 10 working days	85%	95%	On Target

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The average turn-around time for land charge searches	12 days	6 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	21 New Engagements and 39 Businesses Assisted	On Target Although the number of New Engagements is slightly below target, it is still expected that the annual target (120) will be achieved.
Amount of residual household waste collected per household (kgs)	<81.25kgs	68kgs	On Target
Percentage of household waste sent for reuse, recycling, composting or treatment by anaerobic digestion	>63%	70.2%	On Target
Recycling Contamination Rate	5%	Not Reported	Not Reported Sherbourne Recycling has not provided any contamination rate information.
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	270,608 visits	On Target. First quarter target 237,500 visits.
% of Anti-Social Behaviour (ASB) high-risk victims in the district, where the risk reduced to a lower level	70%	78%	On Target
Percentage of time CCTV Control room is operational	97%	97.99%	On Target
Number of sick days per Full Time Equivalent (FTE) (excluding maternity leave and including long term sickness)	7.5 days (Q1 1.88 days)	0.93 days	On Target

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Percentage of invoices paid within 28 days (excluding creditors who have their own bespoke payment terms)	99%	92.75%	Off Target Due to a number of staff in key areas leaving the authority, new staff have required training on the invoicing process. Ongoing issues following upgrade of the Finance system last year have increased the invoice payment processing time.
Number of upheld complaints (per 100,000 population)	2	1	On Target One complaint was upheld during this period, out of a total of 2 complaints received.
Percentage of NNDR collected	98.2% (Q1 30.77%)	32.31%	On Target
Percentage of Council Tax collected	98.2% (Q1 34.84%)	32.13%	Off Target Results Q1 2023 32.47%, resulting in 0.18% off target by end of Q4 2023.

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Residents Survey Results	Target	Result	Comments
Percentage of people satisfied with their local area as a place to live ( <i>SDC Residents' Survey</i> )	90%	83%	Detailed report to be produced
Percentage of residents who feel that they can influence decisions in their local area ( <i>SDC Residents' Survey</i> )	34%	26%	Detailed report to be produced
Percentage of residents who found it easy to access Council services ( <i>SDC Residents' Survey</i> )	78%	74%	Detailed report to be produced
Percentage of residents who say that they are satisfied with the way SDC runs things ( <i>SDC Residents' Survey</i> )	65%	55%	Detailed report to be produced
Overall satisfaction of service received on contact with the Council ( <i>SDC Residents' Survey</i> )	70%	72%	Detailed report to be produced

\*\* National results, albeit based on 1000 residents via a telephone survey, shows a decline across the board since the start of 2022.