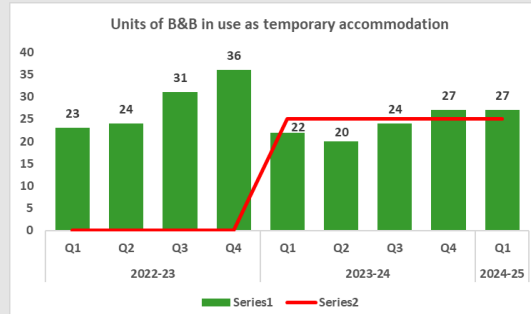
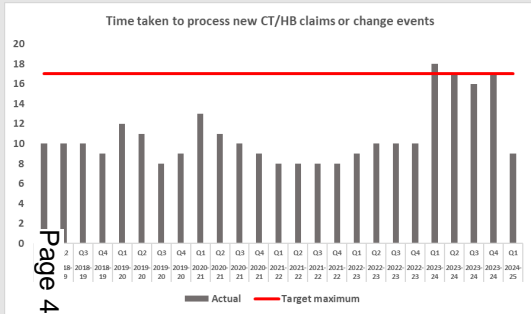
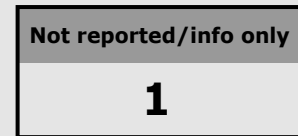
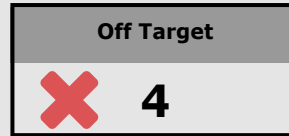
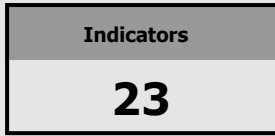


Appendix 3: Stratford-on-Avon District Council KPIs Q1 2024-25

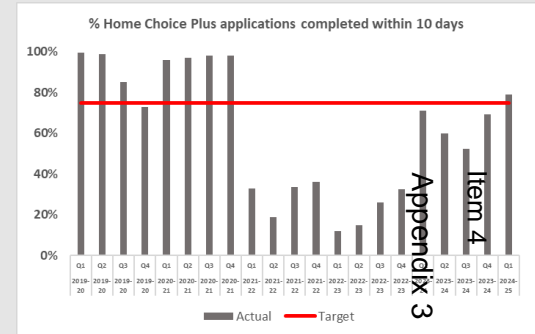
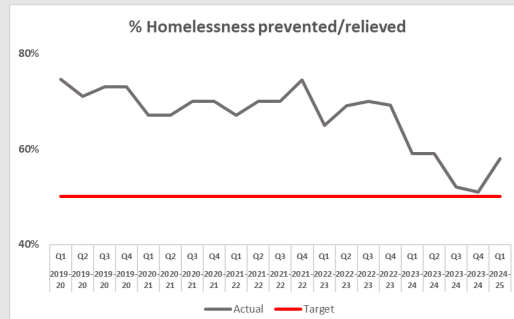
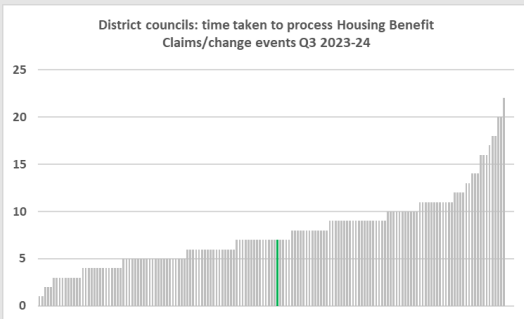


Home Choice Plus

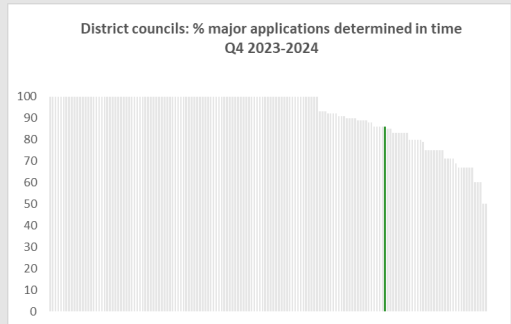
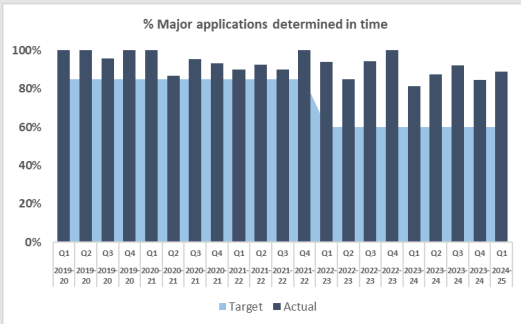
306 applications

16 days from ready to process to activation

Target = 14 days



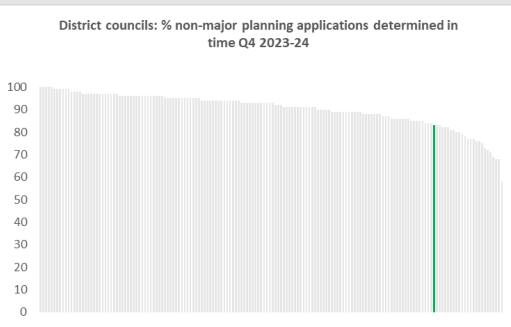
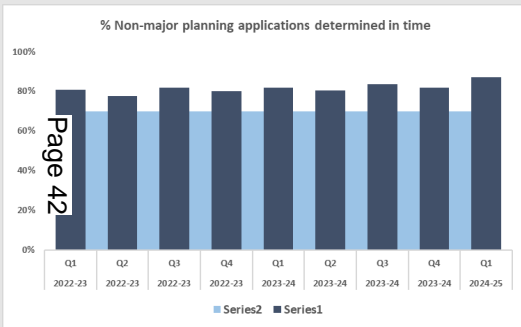
In Q3 this year SDC matched the median average time for processing new claims or change events. The worst performing authority at this time was Wyre with 22 days.



Benchmarking major applications

Comparing SDC with other districts, in Q4 2023-24 we placed in the bottom quarter of authorities, with 85% determined on time. However, we placed in the top quarter of authorities for number of applications decided, with 13. The average was just over 7.

0% major applications overturned on appeal - Q1 2023-24* (district average = 1.77%)

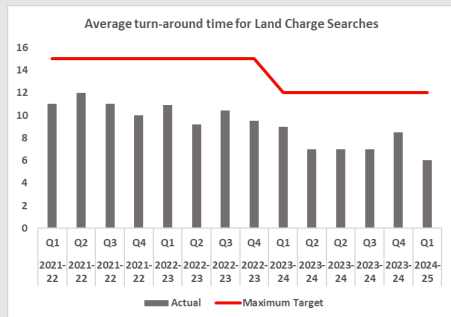
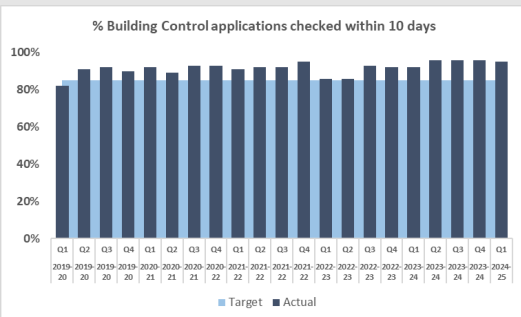


Benchmarking minor/other applications

Comparing SDC with other districts, in Q4 2023-24 we sat in the bottom quarter of all district authorities, with 83% determined on time. However, SDC made the 14th highest number of decisions out of 154 districts, determining 248 decisions in time, much higher than the average for district authorities of 149.

0.3% non-major applications overturned on appeal - Q1 2023-24* (district average = 0.34%)

* Latest data available





Growth Hub

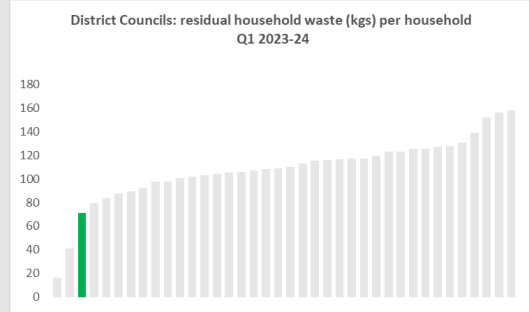
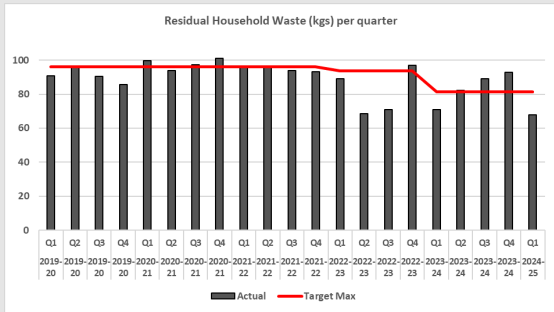


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Business engagements

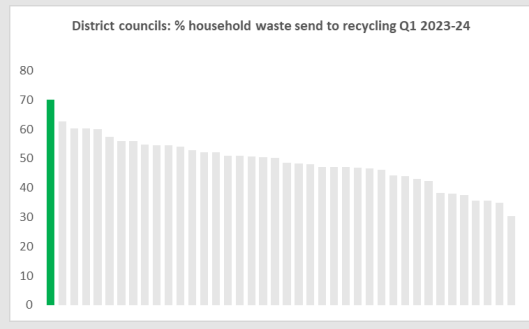
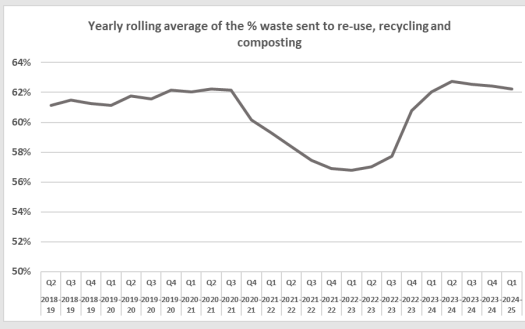
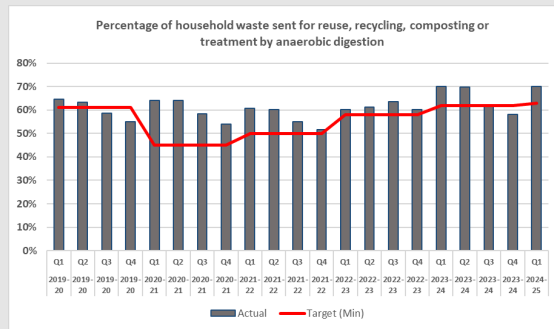
39

Business assists



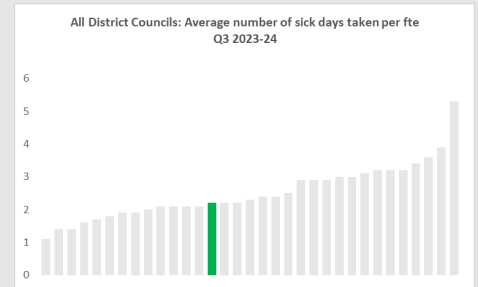
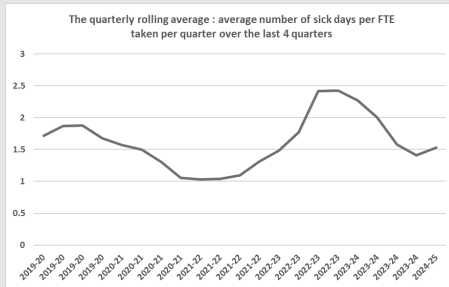
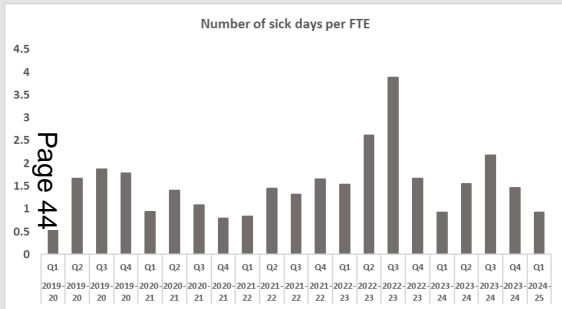
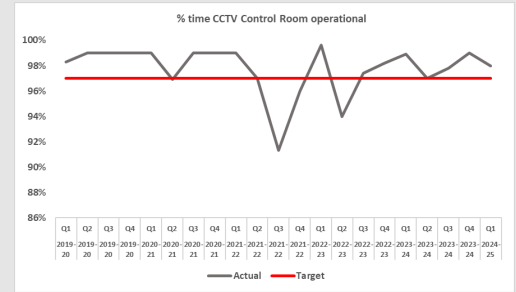
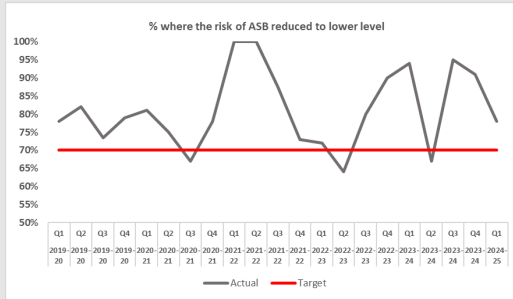
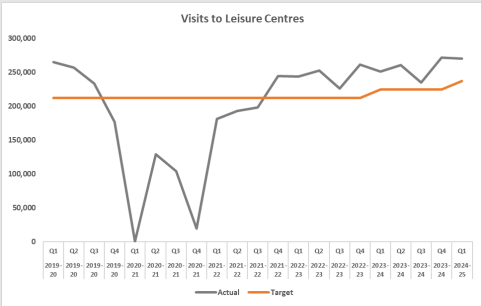
Residual household waste per household was below the maximum target of 81.25kgs this quarter. The first quarter total stood at 68kgs.

Comparing performance for Q1 2023-24 (latest comparable data available) SDC were the 3rd best performing district authority with 71kgs. The average was 108kgs.



% sent to recycling/re-use/composting was above target at 70.2%, the rate well above the target of 63%.

In Q1 2023-24 (latest comparable data available) SDC was the best performing district, where data available, with 70%. The average was 49%.



Benchmarking average sick days: we fell within the lower half of all English District Councils in Q3 2023-24 (latest data available) with 2.2 days; the average was 2.51.

