

Council Vision Theme	No.	Service Area	Indicator	Target 2022-2026	Frequency data collected
Corporate	CP1	Information Management	Number of Stage2 corporate complaints resolved	10	Monthly
	CP2	Information Management	% of corporate complaints responded to in 10 working days	90%	Monthly
	CP3	Information Management	% of FOI requests responded to in 20 working days	75%	Monthly
	CP4	HR	Sickness absence	% figure - no target	Monthly
	CP5	HR	Staff turnover	% figure - no target	Monthly
	CP6	Health & Safety	Compliance with Health and Safety programme	100%	Monthly
	CP7	Customer Services	Average call wait time (secs) for the last month	Figure reported - no target	Monthly
	CP8	Revenues and Benefits	Business rates collected	97%	Monthly
	CP9	Revenues and Benefits	Council tax collected	96.50%	Quarterly
	CP10	Policy	The level of public satisfied or very satisfied with the overall quality of the Council's services (CP1)	75%	Annual
Improving the Wellbeing of Arun	CP11	Wellbeing	Number of Visits to Council Leisure Centres	956, 650	Monthly
	CP12	Cleansing	Number of missed refuse and recycling collections per 100,000 within contractual target	80	Monthly
	CP13	Environmental Health	Food businesses with food hygiene ratings of 3 (satisfactory and above)	93%	Monthly

	CP14	Revenues and Benefits	Time taken to process Housing/Council Tax Benefit new claims and changes in circumstances	8 days	Monthly
Delivering the right homes in the right places	CP15	Housing	Average days to re-let all properties (key to key) excluding major voids	Q1 70 60 Q3 50 Q4 40	Q2 Monthly
	CP16	Housing	Of homeless cases owed a prevention duty, % successfully resolved	55%	Quarterly
	CP17	Housing	Of homeless cases owed a relief duty, % positively relieved	35%	Quarterly
	CP18	Housing	Number of Housing Register applications activated 'live' within 15 working days upon receipt of all verification documents	75%	Quarterly
	CP19	Housing	Rent collected as a proportion of rent owed (dwellings)	97%	Quarterly
	CP20	Housing	Percentage of non-emergency repairs completed within 20 working days	90%	Quarterly
	CP21	Environmental Health	Vacant private sector dwellings returned to occupation	50	Quarterly
	CP22	Environmental Health	% of licence applications determined within the various statutory or service time limits	90%	Quarterly
	Supporting our environment to support us	CP23	Cleansing	Residual household waste per household per annum	450kg

	CP24	Cleansing	Household waste sent for re use, recycling and composting. 50% annual target. (Increase and improve our recycling to meet future target of 55% recycling by 2025 and 60% by 2030. This will be achieved through and the introduction of measures such as food waste collection to encourage wholesale behaviour change based on the premise of 'reduce, reuse' recycle' to our residents and businesses)	50%	Quarterly
	CP25	Cleansing	Contractor achieving performance target for all green space management operations following monitoring	>66%	Quarterly

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Fulfilling Arun's economic potential	CP26	Planning	Major applications determined in 13 weeks or agreed extension of time	80%	Monthly
	CP27	Planning	Minor applications determined in 8 weeks or agreed extension of time	90%	Monthly
	CP28	Planning	% of other applications determined in 8 weeks or agreed extension of time	90%	Monthly
	CP29	Planning	Average number of days to determine householder application	55	Monthly

CP30	Planning	Average number of days to determine other applications	55	Monthly
CP31	Planning	Average number of days to determine applications - Trees	40	Monthly
CP32	Planning	Average number of days to determine application - Discharge of Condition	40	Monthly
CP33	Planning	Average number of days to determine major planning applications	120	Monthly

CP34	Planning	Average number of days to determine minor planning applications	55	Monthly
CP35	Planning	% of planning applications registered within 5 days	70%	Monthly
CP36	Planning	Number of new homes completed	1288 (22/23) 1247 (23/24) 1059 (24/25)	Monthly
CP37	Building Control	Building Regulation submissions processed within 5 weeks (or 2 months if client requests extension)	100%	Monthly

	CP38	Building Control	% of Building Regulation submissions assessed within 21 days of date of deposit with the Council	60%	Monthly
	CP39	Building Control	% of Building Control applications registered within 3 days	60%	Monthly
	CP40	Building Control	Building control site inspection dealt with within one day	100%	Monthly
	CP41	Economy	Occupied retail units in Littlehampton	90%	6 monthly

	CP42	Economy	Occupied retail units in Bognor Regis	90%	6 monthly
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