

CP number	CP Performance Indicator	Council Priority Theme	Service Area	CMT Member	Measure Interval	Assess by	Target figure 2021/22	2021/22 Q4 Performance	Q4 Commentary	Status at Q4	2020/21 Q4 Performance	2019/20 Q4 Performance	2018/19 Q4 Performance
CP1	The level of public satisfied or very satisfied with the overall quality of the Council's services	Your Council Services	Policy	James Hassett - Interim Chief Executive	Annually	Higher is better	75%	No data available	The survey on last year's performance against this indicator will be reported to a Policy & Finance Committee later in 2022.	No data available	No data	77%	66%
CP2	Food businesses with food hygiene ratings of 3 (satisfactory) and above	Your Council Services	Technical Services	Karl Roberts - Director of Place	Annually	Higher is better	93%	98.70%	Level of broadly compliant (or better) businesses exceeds target. We have seen continuous improvement in standards throughout the four years. 98.7% is a very high level of compliance and provides significant reassurance that our food businesses are safe and our community is protected.	Achieved target	98.20%	97.60%	97%
CP3	Council Tax collected	Your Council Services	Residential Services	Philippa Dart - Director of Services	6-monthly	Higher is better	98%	97.60%	Marginally below annual target (0.4%) due to post pandemic economic conditions. However, average Council Tax collection rates across English authorities fell during 2021/22 by on average by 1.2%. Therefore Arun's collection rate remained relatively unchanged in comparison to some authorities whose collection rates fell by as much as 10%.	Target not achieved but within 15% range	97.10%	97.50%	97.80%
CP4	The level of customer satisfaction with the cleanliness of the District	Your Council Services	Policy	James Hassett - Interim Chief Executive	Annually	Higher is better	70%	No data available	The survey on last year's performance against this indicator will be reported to a Policy & Finance Committee later in 2022.	No data available	No data	78%	Data to be confirmed
CP5	Number of visits to Council Leisure Centres per annum	Your Council Services	Community Wellbeing	Philippa Dart - Director of Services	Annually	Higher is better	860,300	928,112	Target over achieved for 2021/22 - 2022 showing a significant improvement over last year and now up to 79% of pre-covid levels.	Achieved target	91,076	1,182,025	1,035,325
CP6	Time taken to process Housing Benefit/Council Tax Benefit new claims (days)	Supporting you	Residential Services	Philippa Dart - Director of Services	6-monthly	Lower is better	8	3.3	Maintained performance during Q4 while continuing to deal with self isolation claims. (Not within data). Over achieved under difficult post pandemic conditions. Self isolation claims continued.	Achieved target	2.6	2.3	3.3 days
CP7	Homelessness applications where homelessness is prevented	Supporting you	Residential Services	Philippa Dart - Director of Services	6-monthly	Higher is better	70%	52%	Challenges still remain around negotiation with Private Rental Sector landlords who wish to increase rent levels or sell their properties because of the buoyant housing market. These challenges limit our abilities to a) keep residents in their current properties and b) find suitable and affordable alternatives. Additionally, the service completed its restructure in August 2021 by appointing 10 new members of staff, all of whom were inducted remotely, this has taken time to embed and train the new officers to a standard where they are able to be fully effective. June 21/22 saw the lifting of the ban on evictions that had been in place since the beginning of the first lockdown. As a result of this, the courts were flooded with applications from private and social landlords seeking to regain possession of their properties. For the reasons given, negotiations to save tenancies have proved to be extremely problematic. In addition to this, residents' incomes were affected by the loss of employment which led to affordability issues.	Didn't achieve target by more than 15%	45%	63.00%	85.00%

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CP8	Number of new Council homes built or purchased per annum	Supporting you	Residential Services	Philippa Dart - Director of Services	6-monthly	Higher is better	35	10	Global supply chain issues, shortage of trades, cumulative effect of site closure due to Pandemic. Developers changing programme. Challenges continue with supply chains and labour resulting in developers rescheduling completions.	Didn't achieve target by more than 15%	35	13	40
CP9	Number of new homes completed (net)	Your future	Planning	Karl Roberts - Director of Place	Annually	Higher is better	930	No data available	Data not available (from WSCC) until August/September	No data available	673	515	602
CP10	Total rateable business value for the Arun District	Your future	Economy	Karl Roberts - Director of Place	6-monthly	Higher is better	£99,000,000	£98,465,289	This indicator is 0.55% below target. Some churn has been experienced due to pandemic but premises are now in demand and that looks likely to continue. Some places such as The Arcade in Littlehampton are due to undergo refurbishment prior to letting and once this is complete figures will increase. Slightly below target but expected to pick-up. Low vacancy rates and good demand for commercial premises has continued. Private sector now building commercial premises speculatively and are confident of quick lettings (Saltbox). Investment in the public realm eg Littlehampton Town Centre will encourage further investment in commercial properties.	Target not achieved but within 15% range	£97,557,516	£99,185,291.00	£98,063,676.00
CP11	Household waste sent for reuse, recycling and composting	Your future	Neighbourhood Services	Philippa Dart - Director of Services	6-monthly	Higher is better	50%	42.03% * This figure is not verified by WSCC's final process - it is therefore indicative at this stage.	The 42.03% figure is made up of a dry recycling - 25.10% and garden waste - 16.93%. There has been an increase in garden waste collection despite service disruption, whilst dry recycling rate remains static. The recycling rate is virtually static when compared to the previous 3 years - there have been no additional incentives to the public to change behaviour to improve the recycling percentages. This can be compared with the success of the 123 food waste collection trial where recycling rates in excess of 60% were achieved with over 80% public satisfaction levels. Change in national policy with the introduction of the governments Resource and Waste Strategy through the Environment Act 2021 is anticipated to drive improvement in recycling rates. It is worth noting that despite the issues with collections of the Garden Waste Service during this year the tonnage of collections has increased.	Didn't achieve target by more than 15%	41.93%	43.04%	42.01%