

No.	Indicator	Council Vision Theme	Service Committee	Service Area	CMT Member for June data	Frequency data collected	Assess by	Target 2022-2026	June 22 Outturn (June only)	June 22 Outturn - Q1 (April-June)	June 22/Q1 Commentary	June 22 Status	Q1 Status
CP11	Number of Visits to Council Leisure Centres	Improving wellbeing of Arun	Housing & Wellbeing	Wellbeing	Philippa Dart	Monthly	Higher is better	956, 650	91,349	299,413	Cumulative figure to date 299,413	Achieving	Achieving
CP15	Time taken to process Housing/Council Tax Benefit new claims and changes in circumstances	Improving wellbeing of Arun	Housing & Wellbeing	Revenues and Benefits	Philippa Dart	Monthly	Lower is better	8 days	6.1	3.6	Ratio of new claims to changes increased leading to longer processing times. Also a higher amount of leave taken for Jubilee.	Achieving	Achieving
CP16	Average days to re-let all properties (key to key) excluding major voids	Delivering right homes in right places	Housing & Wellbeing	Housing	Philippa Dart	Monthly	Lower is better	Q1 70 Q2 60 Q3 50 Q4 40	92 Days	75 Days	Ongoing contractor delays has led to only 9 properties being let. 1 major void was also let.	Not achieving	Not achieving but within 15% range
CP17	Of homeless cases owed a prevention duty, % successfully resolved	Delivering right homes in right places	Housing & Wellbeing	Housing	Philippa Dart	Quarterly	Higher is better	55%	No data - quarterly indicator	51%	Prevention outcomes are progressing. Work will start in September to develop a Prevention Strategy which will assist in meeting this indicator's target.	No status - quarterly indicator	Not achieving but within 15% range
CP18	Of homeless cases owed a relief duty, % positively relieved	Delivering right homes in right places	Housing & Wellbeing	Housing	Philippa Dart	Quarterly	Higher is better	35%	No data - quarterly indicator	31%	Relief of homelessness is more challenging than prevention however performance is only slightly off target and not dissimilar to the national average.	No status - quarterly indicator	Not achieving but within 15% range
CP19	Number of Housing Register applications activated 'live' within 15 working days upon receipt of all verification documents	Delivering right homes in right places	Housing & Wellbeing	Housing	Philippa Dart	Quarterly	Higher is better	75%	No data - quarterly indicator		Unable to provide data - will be available with new housing management system.	No data available	No data available
CP20	Rent collected as a proportion of rent owed (dwellings)	Delivering right homes in right places	Housing & Wellbeing	Housing	Philippa Dart	Quarterly	Higher is better	97%	No data - quarterly indicator	96.29%	Consistent management of rent accounts continues to be applied. All tenants in arrears are monitored and encouraged to make affordable arrangements to keep up with current rent and to also manage their arrears. Income recovery procedures are followed.	No status - quarterly indicator	Not achieving but within 15% range
CP21	Percentage of non-emergency repairs completed within 20 working days	Delivering right homes in right places	Housing & Wellbeing	Housing	Philippa Dart	Quarterly	Higher is better	90%	No data - quarterly indicator	24.00%	While performance continues to be poor, we are in the process of completing an action plan that would see the performance trend upward in the coming months	No status - quarterly indicator	Not achieving