

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 - Q1 (April-June)	June 22/Q1 Commentary	Q1 Status
CP1	% of Stage 2 responses responded to in time	Corporate	Corporate Support	Information Management	James Hassett	Monthly	Higher is better	80%	50 %	Only 1 Stage 2 complaint sent in June and overdue. Stage 2 overdue - Planning	Not achieving
CP2	% of Stage 1 responses responded to within 10 working days	Corporate	Corporate Support	Information Management	James Hassett	Monthly	Higher is better	N/A	71%	One Stage 1 sent overdue - Housing	Not achieving but within 15% range
CP3	% of FOI requests responded to in 20 working days	Corporate	Corporate Support	Information Management	James Hassett	Monthly	Higher is better	80%	97%	None – outturn well above target	Achieving
CP4	Sickness absence	Corporate	Corporate Support	HR	James Hassett	Monthly	Lower is better	% figure - no target	3.03% (7.09 working days per employee)	This is a slight increase on April's figure of 2.90% (6.77 days). Absence figures are usually based on a rolling year in order to incorporate winter months when sickness absence tends to be higher. This allows for a true representation on whether absence figures are increasing or decreasing. These figures are based on the period 1/7/21 to 30/06/22	No target set to measure
CP5	Staff turnover	Corporate	Corporate Support	HR	James Hassett	Monthly	Lower is better	% figure - no target	16.40%	This figure equates to 62 leavers for the period 1/7/21 to 30/06/22. Turnover figures are exceptionally high at the moment. Although a 'healthy' turnover rate would vary depending on the type of organisation and industry, generally speaking 10% would be an acceptable rate. The Group Head of Organisational Excellence will look at this matter further with HR and will give a further update in Q2.	No target set to measure
CP6	Compliance with Health and Safety programme	Corporate	Corporate Support	Health & Safety	Karl Roberts	Monthly	Higher is better	100%	76%	Overall performance for Q1 is at 76% with a number of services completing tasks after the deadline resulting in a higher performance when reviewing Q1 as a whole. Improvement is still required to achieve the 100% target and corporate health & safety will be engaging with Group Heads to address this. The Corporate health and safety function is currently subject to an internal audit and any recommendations and relevant comments that flow out of that audit will be addressed at the same time.	Not achieving
CP7	Average call wait time (secs) for the last month	Corporate	Corporate Support	Customer Services	Philippa Dart	Monthly	Lower is better	Figure reported - no target	5:52	Increase of 01:06 between May and June Average wait time is higher this month due to continued high call volumes regarding the £150 Energy Rebate and a lower staffing level of Customer Service Advisors available to support these calls.	No target set to measure
CP8	Business rates collected	Corporate	Corporate Support	Revenues and Benefits	Philippa Dart	Monthly	Higher is better	97%	28.20%	This is a cumulative target for the year. The figure for Q1 2021 was 20.9%	Achieving
CP9	Council tax collected	Corporate	Corporate Support	Revenues and Benefits	Philippa Dart	Quarterly	Higher is better	96.5%	32%	This is a cumulative target for the year	Achieving
CP10	The level of public satisfied or very satisfied with the overall quality of the Council's services (CP1)	Corporate	Corporate Support	Policy	James Hassett	Annual	Higher is better	75%		No data - Annual indicator	No data - Annual indicator
CP11	Number of Visits to Council Leisure Centres	Improving wellbeing of Arun	Housing & Wellbeing	Wellbeing	Philippa Dart	Monthly	Higher is better	956, 650	299,413	Cumulative figure to date 299,413	Achieving
CP12	Number of missed refuse and recycling collections per 100,000 within contractual target	Improving wellbeing of Arun	Environment	Cleansing	Philippa Dart	Monthly	Lower is better	80	101	Slight rise on the previous month, however performance has remained consistently good over the year.	Not achieving but within 15% range
CP13	Food businesses with food hygiene ratings of 3 (satisfactory and above)	Improving wellbeing of Arun	Environment	Environmental Health	Karl Roberts	Monthly	Higher is better	93%	98.80%	High levels of compliance are being maintained across the district, as we clear the backlog of inspections caused by the pandemic.	Achieving
CP14	% of licence applications determined within the various statutory or service time limits	Improving wellbeing of Arun	Licensing	Environmental Health	Karl Roberts	Quarterly	Higher is better	90%	98.95%	There are 4 outstanding apps - 1 we are awaiting co-operation from an external agency, 1 awaiting hospital to declare a person fit to drive, 1 has not passed Knowledge Test and 1 app on hold at the request of the applicant. The figure for Q1 2021 is 99.5%	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	3.6	Ratio of new claims to changes increased leading to longer processing times. Also a higher amount of leave taken for Jubilee.	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	75 Days	Ongoing contractor delays has led to only 9 properties being let. 1 major void was also let.	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%	51%	Prevention outcomes are progressing. Work will start in September to develop a Prevention Strategy which will assist in meeting this indicator's target.	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%	31%	Relief of homelessness is more challenging than prevention however performance is only slightly off target and not dissimilar to the national average.	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%		Unable to provide data - will be available with new housing management system.	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%	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.	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%	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	Not achieving
CP22	Vacant private sector dwellings returned to occupation	Delivering right homes in right places	Environment	Environmental Health	Karl Roberts	Quarterly	Higher is better	50	36	Above target achievement for the first quarter due to both informal engagement with property owners as well as undertaking enforcement action. The Empty Homes Officer has unfortunately had to take short notice leave in June reflecting the figure for this month, however, this will not impact on progress and achievement of the annual target.	Achieving
CP23	Residual household waste per household per annum	Supporting environment	Environment	Cleansing	Philippa Dart	Quarterly	Lower is better	450kg	112.46kg/hh	This is on course to meet the target for the year	Achieving
CP24	Household waste sent for re use, recycling and composting	Supporting environment	Environment	Cleansing	Philippa Dart	Quarterly	Higher is better	50%	46.10%	This quarter is traditionally high due to the high levels of garden waste produced in the growing season. This indicator will fail until we adjust our collection regime to at least 2 weekly and bring in food waste collection. Members have decided not take this course of action at present.	Not achieving but within 15% range
CP25	Contractor achieving performance target for all green space management operations following monitoring	Supporting environment	Environment	Greenspace	Philippa Dart	Quarterly	Higher is better	>66%	67.38%	Whilst the GMC PM score exceeds the contractual requirement there have been challenges mainly for the mobile grounds maintenance rounds which are typically formed of the smaller sites with grass mowing being the main issue. Grass mowing in town centres, flagship parks and recreation grounds have performed very well often exceeding 80%. Other GMC operations have performed very well.	Achieving
CP26	Major applications determined in 13 weeks or agreed extension of time	Fulfilling Arun's economic potential	Planning	Planning	Karl Roberts	Monthly	Higher is better	80%	18% (71%)	Out of 17 applications, 3 were determined within the target time period. A proportion of those applications not determined within time will have had a legal agreement attached and there is little chance of determining such applications in time. The Planning Committee was recently asked to note a new Customer Advice Note which will be setting out to applicants and members of the public our approach to negotiation and other relevant matters which all influence the speed of determination. We will be monitoring the impact of this customer advice note to see how it impacts on overall performance. The figures for Q1 2021 were 79% (90%)	Not achieving but within 15% range
CP27	Minor applications determined in 8 weeks or agreed extension of time	Fulfilling Arun's economic potential	Planning	Planning	Karl Roberts	Monthly	Higher is better	90%	39% (64%)	The Planning Committee was recently asked to note a new Customer Advice Note which will be setting out to applicants and members of the public our approach to negotiation and other relevant matters which all influence the speed of determination. We will be monitoring the impact of this customer advice note to see how it impacts on overall performance. The figures for Q1 2021 were 69% (90%)	Not achieving
CP28	% of other applications determined in 8 weeks or agreed extension of time	Fulfilling Arun's economic potential	Planning	Planning	Karl Roberts	Monthly	Higher is better	90%	90% (91%)	Target achieved. The Council has been successful in recruitment into more junior officer posts and has managed to retain a number of apprentices. Performance at this level is excellent. The figures for 2021 were 79% (95%)	Achieving
CP29	Average number of days to determine householder application	Fulfilling Arun's economic potential	Planning	Planning	Karl Roberts	Monthly	Lower is better	55 days	55	Target achieved.	Achieving
CP30	Average number of days to determine other applications	Fulfilling Arun's economic potential	Planning	Planning	Karl Roberts	Monthly	Lower is better	55 days	57	Target only just missed. Performance at this and HH applications remains strong.	Not achieving but within 15% range
CP31	Average number of days to determine applications - Trees	Fulfilling Arun's economic potential	Planning	Planning	Karl Roberts	Monthly	Lower is better	40 days	45	Many of these applications are dependent upon the comments from internal consultees. Having carried out some analysis, there is a need to work with other departments to explore more timely consultation responses.	Not achieving but within 15% range
CP32	Average number of days to determine application - Discharge of Condition	Fulfilling Arun's economic potential	Planning	Planning	Karl Roberts	Monthly	Lower is better	40 days	52	Discussions are taking place with other Group Heads around how we can improve the response times from some internal consultees.	Not achieving

CP33	Average number of days to determine major planning applications	Fulfilling Arun's economic potential	Planning	Planning	Karl Roberts	Monthly	Lower is better	120 days	196	See CP26	Not achieving
CP34	Average number of days to determine minor planning applications	Fulfilling Arun's economic potential	Planning	Planning	Karl Roberts	Monthly	Lower is better	55 days	76	See CP27	Not achieving
CP35	% of planning applications registered within 5 days	Fulfilling Arun's economic potential	Planning	Planning	Karl Roberts	Monthly	Higher is better	70%	92%	Target achieved. At a time when the team is not fully resourced, this performance is very good.	Achieving
CP36	Number of new homes completed	Fulfilling Arun's economic potential	Planning Policy	Planning	Karl Roberts	Monthly	Higher is better	1288 (22/23) 1247 (23/24) 1059 (24/25)	115	The number of homes being delivered appears fairly constant per month but is well below the number that we require to be delivered to meet our housing delivery targets. As this is new indicator we will need to continue to monitor this over coming months. We are currently engaging in a series of conversations with the principal home builders to get a better understanding around their intended delivery programmes and we will be reviewing a report commissioned from external consultants on whether the market is actually able to deliver the required number of homes in this area.	Not achieving
CP37	Building Regulation submissions processed within 5 weeks (or 2 months if client requests extension)	Fulfilling Arun's economic potential	Environment	Building Control	Karl Roberts	Monthly	Higher is better	100%	100%	All Building Regulation submissions dealt with within prescribed periods	Achieving
CP38	% of Building Regulation submissions assessed within 21 days of date of deposit with the Council	Fulfilling Arun's economic potential	Environment	Building Control	Karl Roberts	Monthly	Higher is better	60%	90%	Target exceeded	Achieving
CP39	% of Building Control applications registered within 3 days	Fulfilling Arun's economic potential	Environment	Building Control	Karl Roberts	Monthly	Higher is better	60%	31%	Target not met due to work volume, staff absence and current Surveyor vacancy	Not achieving
CP40	Building control site inspection dealt with within one day	Fulfilling Arun's economic potential	Environment	Building Control	Karl Roberts	Monthly	Higher is better	100%	99.73%	Only 4 out of 1488 Inspections not undertaken on the same day but all within statutory period	Not achieving but within 15% range
CP41	Occupied retail units in Littlehampton	Fulfilling Arun's economic potential	Economy	Economy	Karl Roberts	6 monthly	Higher is better	90%	No data - 6 monthly indicator	No data - 6 monthly indicator	No data - 6 monthly indicator
CP42	Occupied retail units in Bognor Regis	Fulfilling Arun's economic potential	Economy	Economy	Karl Roberts	6 monthly	Higher is better	90%	No data - 6 monthly indicator	No data - 6 monthly indicator	No data - 6 monthly indicator