


































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CP1	% of Stage 2 responses responded to in time	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	80%	50 %	Not achieving	42%	3 x Stage 2 responses sent out – 2 overdue (1 x Housing and 1 x Planning)	Not achieving	Down by 8% 
CP2	% of Stage 1 responses responded to within 10 working days	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	80%	71%	Not achieving but within 15% range	50%	10 x Stage 1 responses sent out – 5 overdue (4 x Housing and 1 x Planning)	Not achieving	Down by 21% 
CP3	% of FOI requests responded to in 20 working days	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	80%	97%	Achieving	96%	61 sent – 4 overdue	Achieving	Down by 1% 
CP4	Sickness absence	Corporate	Corporate Support	James Hassett	Monthly	Lower is better	% figure - no target	3.03% (7.09 working days per employee)	No target set to measure	2.99% (7.19 working days lost per employee)	Monthly sickness absence figures are remaining constant at around 3%. These are rolling year figures.	No target set to measure	Up by 0.4% 
CP5	Staff turnover	Corporate	Corporate Support	James Hassett	Monthly	Lower is better	% figure - no target	16.40%	No target set to measure	17.47%	This figure equates to 65 leavers for the period 1/10/21 to 30/9/22. No significant change to previous months reporting. These are rolling year figures.	No target set to measure	Down by 1.07% 
CP6	Compliance with Health and Safety programme	Corporate	Corporate Support	Karl Roberts	Monthly	Higher is better	100%	76%	Not achieving	88.90%	Overall improvement in completion of tasks over Q1, following contact with a number of service areas. We are still seeing late completion in some areas which is likely a consequence of the tight turn-around time on tasks, typically with tasks being completed by the end of the quarter. Some teams are still not completing the forms link which requires manual checks by Corporate Health & Safety.	Not achieving but within 15% range	Up by 12.9% 
CP7	Average call wait time (secs) for the last month	Corporate	Corporate Support	James Hassett	Monthly	Lower is better	Figure reported - no target	3.34 seconds (average over 3 months)	No target set to measure	5:03 (average over 3 months)	Average wait time is higher this month, this is due to Customer Services covering the Book of Condolence for the Queens Death. Over 4000 energy rebate letters and CT finals reminders were sent out. We still do not have a multi skilled team as they are undertaking training. Lost resources to accommodate new starters training. Increase of 0.42 seconds between August (6:19) & September (7:01)	No target set to measure	Down by 1:29 seconds 






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CP8	Business rates collected	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	97%	28.20%	Achieving	59.80%	This is a cumulative target for the year. Phasing target for September is 51.20%. Refunded £780k due to Valuation Office Agency (VOA) reducing liability	Achieving	Up by 31.6% 
CP9	Council tax collected	Corporate	Corporate Support	James Hassett	Quarterly	Higher is better	96.5%	32%	Achieving	59.30%	This is a cumulative target for the year. The phasing target for September is 58.30%. On target - resumed court action	Achieving	Up by 27.3% 
CP10	The level of public satisfied or very satisfied with the overall quality of the Council's services	Corporate	Corporate Support	James Hassett	Annual	Higher is better	75%		No data - Annual indicator		No data - Annual indicator	No data - Annual indicator	No data - Annual indicator
CP11	Number of Visits to Council Leisure Centres	Improving wellbeing of Arun	Housing & Wellbeing	Philippa Dart	Monthly	Higher is better	956, 650	299,413	Achieving	579,768	Cumulative figure to date (April-September) is 579,768	Achieving	Up by 280,355 visits 
CP12	Number of missed refuse and recycling collections per 100,000 within contractual target	Improving wellbeing of Arun	Environment	Philippa Dart	Monthly	Lower is better	80	101	Not achieving	107.79	This is an improvement on the previous month (121.39) and shows that measures put in place are beginning to work, there have also been less breakdowns during September that has assisted in reducing number of missed bins compared to last month. However, it is acknowledged that the Q2 figure (107.79) is slightly higher than Q1 (101).	Not achieving	Down by 6.79 bins 
CP13	Food businesses with food hygiene ratings of 3 (satisfactory and above)	Improving wellbeing of Arun	Environment	Karl Roberts	Monthly	Higher is better	93%	98.80%	Achieving	98.72%	Whilst there has been a very small reduction in compliance over quarter 1, this still is a good result showing overall high standards are being maintained across our food businesses. Follow up action is being taken to ensure compliance of the 1.3% of businesses who do not achieve a broadly compliant rating. It should be noted the FHRS rating is not updated even if standards have improved at reinspection, unless the premises specifically requests and pays for a re-score inspection.	Achieving	Down by 0.08% 

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CP14	% of licence applications determined within the various statutory or service time limits	Improving wellbeing of Arun	Licensing	Karl Roberts	Quarterly	Higher is better	90%	98.95%	Achieving	99.70%	One failure owing to a taxi matter requiring referral to Committee which took the application over deadline. The team have ensured everything else has been dealt with within time.	Achieving	Up by 0.75% 
CP15	Time taken to process Housing/Council Tax Benefit new claims and changes in circumstances	Improving wellbeing of Arun	Housing & Wellbeing	James Hassett	Monthly	Lower is better	8 days	3.6 days	Achieving	4.2 days	On target. The Q2 figure is year to date from April-September 4.2 days.	Achieving	Down by 0.6 days 
CP16	Average days to re-let all properties (key to key) excluding major voids	Delivering right homes in right places	Housing & Wellbeing	Philippa Dart	Monthly	Lower is better	Q1 70 Q2 60 Q3 50 Q4 40	75 Days	Not achieving but within 15% range	84 days	In September we had 16 new voids and re-let 19, bringing the number of active voids down to 30. There are an additional 15 void properties which are awaiting Development decisions, prior to re-letting	Not achieving	Down by 9 days 
CP17	Of homeless cases owed a prevention duty, % successfully resolved	Delivering right homes in right places	Housing & Wellbeing	Philippa Dart	Quarterly	Higher is better	55%	51%	Not achieving but within 15% range	58%	We have changed our focus of private sector offers to those owed prevention or relief duties rather than main duty, which has impacted our performance. We are also utilising our DHP funding to prevent homelessness.	Achieving	Up by 7% 
CP18	Of homeless cases owed a relief duty, % positively relieved	Delivering right homes in right places	Housing & Wellbeing	Philippa Dart	Quarterly	Higher is better	35%	31%	Not achieving but within 15% range	35%	We have changed our focus of private sector offers to those owed prevention or relief duties rather than main duty, which has impacted our performance.	Achieving	Up by 4% 
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	Philippa Dart	Quarterly	Higher is better	75%		No data available	No data available	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	Philippa Dart	Quarterly	Higher is better	97%	96.29%	Not achieving but within 15% range	94.31%	Below target: Consistent management continues to be applied to rent accounts. Where applicable, direct payments are applied for from the DWP together with payments towards arrears. Arrears procedures are followed. A large number of outstanding arrears are those tenants in receipt of Universal Credit.	Not achieving but within 15% range	Down by 1.98% 

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CP21	Percentage of non-emergency repairs completed within 20 working days	Delivering right homes in right places	Housing & Wellbeing	Philippa Dart	Quarterly	Higher is better	90%	24.00%	Not achieving	85%	Our figures are 1 month in arrears, the actual figure is likely to decrease when it becomes available. We are continuing to work with OPSL to improve their performance and have seen an improvement month on month.	Not achieving but within 15% range	Up by 61% 
CP22	Vacant private sector dwellings returned to occupation	Delivering right homes in right places	Environment	Karl Roberts	Quarterly	Higher is better	50	36	Achieving	53	We have achieved our target 6 months ahead of schedule. Please note that this is a cumulative figure at Q2.	Achieving	Up by 17 
CP23	Residual household waste per household per annum	Supporting environment	Environment	Philippa Dart	Quarterly	Lower is better	450kg	112.46kg/hh	Achieving	218.14 kg.hh	This is on course to meet the target of the year. When compared to Q2 from 21-22 (242.42) this is significantly lower, which is very positive and is attributed to the current economic climate and cost of living crisis having an effect on consumer behaviour and what is thrown away	Achieving	Up by 105.68kg 
CP24	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)	Supporting environment	Environment	Philippa Dart	Quarterly	Higher is better	50%	46.10%	Not achieving but within 15% range	45%	This is performing better when compared with the same quarter for 21/22, which was 43.52%. The tonnage of waste thrown away with general refuse is down from 16225 tonnes to 15307 tonnes which is an almost 8% drop. The green waste club is performing well with higher tonnage than the previous period.	Not achieving but within 15% range	Down by 1.1% 

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CP25	Contractor achieving performance target for all green space management operations following monitoring	Supporting environment	Environment	Philippa Dart	Quarterly	Higher is better	>66%	67.38%	Achieving	70.27%.	July and August were unforgettably dry. This meant a slight reprieve from the demands of grass mowing which had put pressure on Tivoli in the previous quarter. Instead the fine weather led to use of our parks and open spaces at levels similar to that seen during the heights of the pandemic. Litter became the new challenge and whilst expectations were broadly met there were isolated issues, especially at large recreation grounds. Occasional full bins but more regularly finding discarded litter strewn across sites led to significant time being allocated to resolve. September saw rain return and with it better growing conditions. Grass and weeds started to become the priority again. 69 sites inspected for performance monitoring only 8 sites failed to reach the minimum 66% contractual minimum score and action was taken. 33 sites exceeded 80% (exceptional)	Achieving	Up by 2.89% 
CP26	Major applications determined in 13 weeks or agreed extension of time	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Higher is better	80%	18% (71%)	Not achieving but within 15% range	0% (59%)	The figure in brackets () is the figure with extensions of time. None out of the 17 major applications (cumulative figure for Q2) were determined within time. Half of these need to be determined at Committee which will impact on determination times.	Not achieving	Down by 18% 
CP27	Minor applications determined in 8 weeks or agreed extension of time	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Higher is better	90%	39% (64%)	Not achieving	58% (70%)	The figure in brackets () is the figure with extensions of time. This is a much needed improvement on Q1 data. Further progress needs to be maintained. The Q2 figure is the total figure for July, August and September.	Not achieving	Up by 19% 
CP28	% of other applications determined in 8 weeks or agreed extension of time	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Higher is better	90%	90% (91%)	Achieving	89%	Only 1% off of target. The Q2 figure is the total figure for July, August and September.	Not achieving but within 15% range	Down by 1% 

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CP29	Average number of days to determine householder application	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Lower is better	55 days	55 days	Achieving	55 days	Target achieved.	Achieving	Same 
CP30	Average number of days to determine other applications	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Lower is better	55 days	57 days	Not achieving but within 15% range	67 days	This is a poorer performance compared to Q1.	Not achieving	Down by 10 days 
CP31	Average number of days to determine applications - Trees	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Lower is better	40 days	45 days	Not achieving but within 15% range	42 days	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	Up by 3 days 
CP32	Average number of days to determine application - Discharge of Condition	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Lower is better	40 days	52 days	Not achieving	53 days	Discussions continue to take place with other Group Heads around how we can improve the response times from some internal consultees.	Not achieving	Down by 1 day 
CP33	Average number of days to determine major planning applications	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Lower is better	120 days	196 days	Not achieving	239 days	See CP26.	Not achieving	Down by 43 days 
CP34	Average number of days to determine minor planning applications	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Lower is better	55 days	76 days	Not achieving	77 days	See CP27.	Not achieving	Down by 1 day 
CP35	% of planning applications registered within 5 days	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Higher is better	70%	92%	Achieving	55%	Staff sickness absence is having a massive impact on the team. Further, there have been a number of new members of staff who have required a lot of training and time has been taken up with that.	Not achieving	Down by 37% 

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CP36	Number of new homes completed	Fulfilling Arun's economic potential	Planning Policy	Karl Roberts	Monthly	Higher is better	1288 (22/23) 1247 (23/24) 1059 (24/25)	115	Not achieving	290	The last two months have shown an upturn in the number of homes being delivered which is a positive sign, however, national issues around mortgage availability and other financial concerns may have a dampening effect on the continued improvement of the number of homes being delivered.	Not achieving	Up by 175 homes 
CP37	Building Regulation submissions processed within 5 weeks (or 2 months if client requests extension)	Fulfilling Arun's economic potential	Environment	Karl Roberts	Monthly	Higher is better	100%	100%	Achieving	99.67%	Target not met due to work volume, long-term staff absence and current Surveyor vacancy. Currently 20% down on Service establishment.	Not achieving but within 15% range	Down by 0.33% 
CP38	% of Building Regulation submissions assessed within 21 days of date of deposit with the Council	Fulfilling Arun's economic potential	Environment	Karl Roberts	Monthly	Higher is better	60%	90%	Achieving	77%	Target exceeded	Achieving	Down by 13% on Q1 but still overachieving 
CP39	% of Building Control applications registered within 3 days	Fulfilling Arun's economic potential	Environment	Karl Roberts	Monthly	Higher is better	60%	31%	Not achieving	23%	Target not met due to work volume, long-term staff absence and current Surveyor vacancy. Currently 20% down on Service establishment.	Not achieving	Down by 8% 
CP40	Building control site inspection dealt with within one day	Fulfilling Arun's economic potential	Environment	Karl Roberts	Monthly	Higher is better	100%	99.73%	Not achieving but within 15% range	99.66%	Only 10 out of 2951 Inspections not undertaken on the same day but all within statutory period.	Not achieving but within 15% range	Down by 0.07% 
CP41	Occupied retail units in Littlehampton	Fulfilling Arun's economic potential	Economy	Karl Roberts	6 monthly	Higher is better	90%	No data - 6 monthly indicator	No data - 6 monthly indicator	85%	192 properties are in use, 33 currently unutilised - however, we understand a number of these are in the process of being re-let and/or reopening. The arcade is now empty apart from the florist and greengrocers. Two hospitality units have closed in this period - one well-known franchise and one larger unit in the High Street.	Not achieving but within 15% range	N/A - 6 monthly indicator

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CP42	Occupied retail units in Bognor Regis	Fulfilling Arun's economic potential	Economy	Karl Roberts	6 monthly	Higher is better	90%	No data - 6 monthly indicator	No data - 6 monthly indicator	91%	Improvement in vacancy rate across Town Centre (Core + Town) area, with only 6% vacancy rate (previously 7%). There are signs that some units have changed to residential use this will be confirmed at the next audit - nothing currently showing on ADC Planning portal.	Achieving	N/A - 6 monthly indicator