





No.	Indicator	Council Vision Theme	Service Committee	CMT Member	Frequency data collected	Assess by	Target 2022-2026	September 22 Outturn - Q2 (April-Sept)	Q2 status	December 22 Outturn	December 22 Outturn - Q3 (April-Dec)	Q3 Commentary	December 22 Status	Q3 status	Better or worse since Q2 figure (Q3 compared to Q2)
CP11	Number of Visits to Council Leisure Centres	Improving wellbeing of Arun	Housing & Wellbeing	Philippa Dart	Monthly	Higher is better	956, 650	579,768	Achieving	86,374	852,596	Cumulative figure to date (April-December) is 852,596	Achieving	Achieving	Up by 272,828 visits (better) 
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	4.2 days	Achieving	2.5 days	4.6 days	The Q3 figure is year to date from April-December is 4.6 days. Higher than Q2 but well within target of 8 days.	Achieving	Achieving	Down by 0.4 days (worse) but note this is over achieving the target anyway 
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	84 days	Not achieving	38	48		Achieving	Achieving	Up by 36 days (better) 
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%	58%	Achieving	No data - quarterly indicator	60%	Performance exceeds the target for this indicator. The team are working hard to prevent homelessness wherever they can, either by keeping people in their existing homes or by finding them somewhere else to live before they have to leave their homes. The Private Rented Sector Team are constantly liaising and negotiating with new landlords to secure accommodation and are fully utilising our homelessness prevention grant funding.	No data - quarterly indicator	Achieving	Up by 2% (better) 
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%	35%	Achieving	No data - quarterly indicator	31%	Performance is slightly below target for this indicator. Move on options from emergency and temporary accommodation are very limited, both in social housing and the private rented sector. Whilst there is success with preventing homelessness, the housing market is still very challenging, particularly around affordability, which is further impacted by the cost of living crisis. Work is ongoing to secure as many properties as possible to maximise our chances of relieving homelessness.	No data - quarterly indicator	Not achieving but within 15% range	Down by 4% (worse) 
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		No data available	We are unable to provide this information as the PI was a new one based on the ability to extract data from Abrisas, however, with the delayed implementation, this data is not available. Our current system, QL does not record this information	No data available	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%	94.31%	Not achieving but within 15% range	No data - quarterly indicator	93.80%	Consistent management and monitoring is applied to rent accounts. Direct payments are sought from Universal Credit where applicable and additional third party deductions are applied for where the tenant is in receipt of Universal Credit. Policy and Procedures are followed. A substantial number of the arrears are due to those tenants in receipt of Universal Credit.	No data - quarterly indicator	Not achieving but within 15% range	Down by 0.51% (worse) 
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%	85%	Not achieving but within 15% range	No data - quarterly indicator	81.68%	Total of 4760 jobs, 3888 completed within target days. Some structural issues with contractor impacting performance which is being monitored and addressed.	No data - quarterly indicator	Not achieving but within 15% range	Down by 3.32% (worse) 