No.	Indicator	Service Committee to consider this	CMT Member	Assess by	Target 2022-2026	Q4/end of year Outturn	Q4/end of year Commentary	Q1 status	Q2 status	Q3 status	Q4 or End of Year status (depending on which is applicable for each indicator)	2021/22 Q4 Performance
CP1	% of Stage 2 responses responded to in time	Corporate Support	James Hassett	Higher is better	80%	**Q4:** 62% **End of year:** 54% (average)	Management of Housing responses has impacted significantly on figures; overdue cases are still high. Housing officers are focused on the establishment of a more detailed spreadsheet and a calendar to monitor complaint responses. Twice weekly meetings are held chaired by the Group Head of Housing including the Housing Management team and Infomanagement. Process maps are being developed for the complaints process. A new post of Resolution Manager has been agreed to support service improvements to complaints processes across the council	Not achieving **Outturn for Q1 50%**	Not achieving **Outturn for Q2 42%**	Not achieving **Outturn for Q3 50%**	Didn't achieve **Outturn for Q4 62%**	This was not a KPI in 2018-2022
CP2	% of Stage 1 responses responded to within 10 working days	Corporate Support	James Hassett	Higher is better	80%	**Q4:** 48% **End of year:** 58% (average)	Management of Housing responses has impacted significantly on figures; overdue cases are still high. Housing officers are focused on the establishment of a more detailed spreadsheet and a calendar to monitor complaint responses. Twice weekly meetings are held chaired by the Group Head of Housing including the Housing Management team and Infomanagement. Process maps are being developed for the complaints process. A new post of Resolution Manager has been agreed to support service improvements to complaints processes across the council	Not achieving but within 15% range **Outturn for Q1 71%**	Not achieving **Outturn for Q2 50%**	Not achieving **Outturn for Q3 69%**	Didn't achieve **Outturn for Q4 48%**	This was not a KPI in 2018-2022
CP3	% of FOI requests responded to in 20 working days	Corporate Support	James Hassett	Higher is better	80%	**Q4:** 100% **End of year:** 98% (average)	During this period we recruited to the Senior Info Management Officer (was vacant for approx. 9 months) who is now qualified as an FOI practitioner	Achieving **Outturn for Q1 97%**	Achieving **Outturn for Q2 96%**	Achieving **Outturn for Q3 98%**	Achieved **Outturn for Q4 100%**	This was not a KPI in 2018-2022
CP4	Sickness absence	Corporate Support	James Hassett	Lower is better	% figure - no target	2.44% (overall figure from April 2022 to March 2023)	Percentage of working time lost figures have shown a slight decline of 0.79% over the year. The overall percentage of working time lost figure of 2.44% for the period April 22 to March 23 is below the public sector average of 3%, as reported by the ONS. Private sector rates remain lower at an average of 1.9%. Target figure for the period Apr 23 to Mar 24 will be 2.2%. This will demonstrate an improvement in current figures whilst recognising that the private sector has less generous sickness schemes so it is unlikely that we will be able to reach a comparable figure. **The target for 2023/24 is: 2.2%**	No status as no target set to measure. **Outturn for Q1 3.03%**	No status as no target set to measure. **Outturn for Q2 2.99%**	No status as no target set to measure. **Outturn for Q3 2.80%**	No status as no target set to measure. **Outturn for end of year 2.44%**	This was not a KPI in 2018-2022

CP5	Staff turnover	Corporate Support	James Hassett	Lower is better	% figure - no target	**Q4:** 17.13% This is equivalent to 67 leavers over the past year.	The turnover figure has decreased slightly from when it is was at its highest, 19.19% in Jan 23. The workplan for the forthcoming year has a focus on staff engagement which should help with the retention of staff. A certain level of turnover is expected and in fact relied upon to inject new thinking into an organisation and therefore the target should not be to eradicate leavers, but to maintain a 'healthy' turnover figure. Currently the average national employee turnover rate is 15% however, as unemployment levels are low and we are experiencing difficulty recruiting, a target has been set at 14%. **The target for 2023/24 is: 14%**	No status as no target set to measure. **Outturn for Q1** **16.4%**	No status as no target set to measure. **Outturn for Q2** **17.47%**	No status as no target set to measure. **Outturn for Q3** **17.69%**	No status as no target set to measure. **Outturn for Q4** **17.13%**	This was not a KPI in 2018-2022
CP6	Compliance with Health and Safety programme	Corporate Support	Karl Roberts	Higher is better	100%	**Q4:** 73.5% **End of Year:** 81.35%	**Q4 -** Target not achieved. Lowest performance of the year, despite only two tasks being issued for the quarter. Jan-Feb task was particularly important as this was a review of tasks issued in the previous 12 months. **End of Year** - Target of 100% consistently not being achieved, however overall more than 80% achievement for the year. Further work is required to embed the Safety Management programme in some teams and to support new managers and Group Heads. Whilst some service areas are routinely completing the tasks for all of their services, others are inconsistent. Many service areas are still not completing the microsoft forms link to confirm task completion which requires manual checking by corporate health and safety.	Not achieving **Outturn for Q1** **76%**	Not achieving but within 15% range **Outturn for Q2** **88.9%**	Not achieving but within 15% range **Outturn for Q3** **87%**	Didn't achieve **Outturn for Q4** **73.5%**	This was not a KPI in 2018-2022
CP7	Average call wait time (secs) for the last month	Corporate Support	James Hassett	Lower is better	Figure reported - no target	**Q4:** 02:39 (2 minutes 39 seconds)- average over 3 months **End of year:** 4:09 (4 minutes 9 seconds)	Q4 average wait time over 3 months was 02:39. This is a decrease on Q3 of 03:09 (3 minutes and 9 seconds). This is a positive achievement considering the Council entered into Annual Billing for Council Tax which drives calls into the contact centre in the middle/end of March. The annual average wait time was 04:09 (4 minutes and 9 seconds). Throughout the year we had very high wait times August – November – due to low resources and not having enough advisors trained in Council tax. We received high call volumes for Council Tax due to the energy rebate being implemented during that period. **The target for 2023/24 is: 4 minutes**	No status as no target set to measure. **Outturn for Q1** **3:34**	No status as no target set to measure. **Outturn for Q2** **5:54**	No status as no target set to measure. **Outturn for Q3** **5:48**	No status as no target set to measure. **Outturn for Q4** **2:39**	This was not a KPI in 2018-2022
CP8	Business rates collected	Corporate Support	James Hassett	Higher is better	97%	97.80%	Target for March 2023 was 97% so overachieved at the end of 2022/23. Improved Collection rate (0.6% higher) when compared to last year. Business recovering from the effect of the pandemic.	Achieving **Outturn for Q1** **28.20%**	Achieving **Outturn for Q2** **59.80%**	Achieving **Outturn for Q3** **83.70%**	Achieved **Outturn for Q4** **97.80%**	97.20%
CP9	Council tax collected	Corporate Support	James Hassett	Higher is better	96.5%	97.70%	Target for March 2023 was 96.5% so overachieved at the end of 2022/23. Collection rate maintained and slightly improved compared with last year (0.1% higher) despite the cost of living crisis	Achieving **Outturn for Q1** **32%**	Achieving **Outturn for Q2** **59.30%**	Achieving **Outturn for Q3** **86.60%**	Achieved **Outturn for Q4** **97.70%**	97.60%
CP10	The level of public satisfied or very satisfied with the overall quality of the Council's services	Corporate Support	James Hassett	Higher is better	75%	No data available	The full Residents Satisfaction Survey report for 2022 went to the Policy and Finance Committee meeting on 13 December 2022 and can be found on our website (under reports to Policy and Finance Committee on 13.12.23). The outturn for this KPI in 2022 was 63% and the outturn for 2021, the previous year was 68%. The Full report will contain a breakdown of all survey responses for 2023.	No data - Annual indicator	No data - Annual indicator	No data - Annual indicator	No data available	63%

ID	Description	Service	Lead	Polarity	Target	Outturn	Commentary	Q1	Q2	Q3	End of Year	Prev
CP11	Number of Visits to Council Leisure Centres	Housing & Wellbeing	Philippa Dart	Higher is better	956, 650	1,165,898	End of year figure (April-March) is 1,165,898	Achieving **Outturn for Q1 299,413** (accumulative)	Achieving **Outturn for Q2 579,768** (accumulative)	Achieving **Outturn for Q3 852,596** (accumulative)	Achieved **Outturn for End of year 1,165,898** (total)	928,112
CP12	Number of missed refuse and recycling collections per 100,000 within contractual target	Environment	Philippa Dart	Lower is better	80	End of year: 104.64 (average over 12 months)	This is above the target for the year however the issues with the fleet have impacted performance, especially during hot weather last summer when there were increased vehicle breakdowns. The last two months have shown a significant improvement in performance (February was 76.18 and March 79.2) and will be monitored closely. The introduction of a new in-cab technology system called Whitespace is due to start in June 2023. The experience of other authorities that have implemented this shows that due to efficiencies, the number of customer complaints and missed bins reduces. This is a significant improvement over the previous year where service was impacted due to shortage of HGV drivers.	Not achieving **Outturn for Q1 101**	Not achieving **Outturn for Q2 107.79**	Not achieving **Outturn for Q3 109.83**	Didn't achieve **Outturn for end of year 104.64**	131
CP13	Food businesses with food hygiene ratings of 3 (satisfactory and above)	Environment	Karl Roberts	Higher is better	93%	**Q4:** 98.77 **End of Year:** 98.78%	**Q4** - Target Met. High standards consistently above 98% being achieved. **End of Year** - Target Achieved. High standards being maintained throughout the year, despite the impacts of COVID and many businesses being overdue inspection at the start of the financial year and loss of two experienced food competent EHOs.	Achieving **Outturn for Q1 98.80%**	Achieving **Outturn for Q2 98.72%**	Achieving **Outturn for Q3 98.83%**	Achieved **Outturn for End of year 98.78%**	98.70%
CP14	% of licence applications determined within the various statutory or service time limits	Licensing	Karl Roberts	Higher is better	90%	**Q4:** 97.11% **End of Year:** 98.49%	**Q4** - Target Met. Performance above 90% being achieved. **End of Year** - Target met consistently across the year, despite increases in workload and turnover of staff.	Achieving **Outturn for Q1 98.95%**	Achieving **Outturn for Q2 99.70%**	Achieving **Outturn for Q3 98.21%**	Achieved **Outturn for End of year 98.49%**	99.42%
CP15	Time taken to process Housing/Council Tax Benefit new claims and changes in circumstances	Housing & Wellbeing	James Hassett	Lower is better	8 days	4.49 days	The Q4 figure is year to date from April 2022 to March 2023 and is 4.49 days. Lower than Q3. Both the March and end of year average figures are within the target of 8 days.	Achieving **Outturn for Q1 3.6 days**	Achieving **Outturn for Q2 4.2 days**	Achieving **Outturn for Q3 4.6 days**	Achieved **Outturn for End of year 4.49 days**	3.3
CP16	Average days to re-let all properties (key to key) excluding major voids	Housing & Wellbeing	Philippa Dart	Lower is better	Q1 70 Q2 60 Q3 50 Q4 40	**Q4:** 77.66 days (average over 3 months) **End of year:** 70.42 days (average over 12 months)	Currently over target due to contractor issues which are being worked through to resolve. Target for Q4 was 40 days so not achieving.	Not achieving but within 15% range **Outturn for Q1 75 days**	Not achieving **Outturn for Q2 84 days**	Achieving **Outturn for Q3 48 days**	Didn't achieve **Outturn for Q4 77.66 days**	114.19
CP17	Of homeless cases owed a prevention duty, % successfully resolved	Housing & Wellbeing	Philippa Dart	Higher is better	55%	**Q4 and end of year:** 56.25%	Performance exceeds the target for this indicator. The teams' focus remains on preventing homelessness wherever possible by keeping clients in their homes. The focus of the private rented sector team is to secure alternative accommodation if keeping clients in their home is not possible.	Not achieving but within 15% range **Outturn for Q1 51%**	Achieving **Outturn for Q2 58%**	Achieving **Outturn for Q3 60%**	Achieved **Outturn for Q4 56.25%**	52%
CP18	Of homeless cases owed a relief duty, % positively relieved	Housing & Wellbeing	Philippa Dart	Higher is better	35%	**Q4:** 30% **End of year:** 32%	Performance is slightly below the target. Move on from EA/TA is restricted by the delay in temporary accommodation and social housing due to contractor issues. The private rented sector remains challenging. The Prs team will continue to share the resources they secure between prevention and relief cases.	Not achieving but within 15% range **Outturn for Q1 31%**	Achieving **Outturn for Q2 35%**	Not achieving but within 15% range **Outturn for Q3 31%**	Didn't achieve but within 15% range **Outturn for Q4 30%**	This was not a KPI in 2018-2022

								Q1	Q2	Q3	Q4	
CP19	Number of Housing Register applications activated 'live' within 15 working days upon receipt of all verification documents	Housing & Wellbeing	Philippa Dart	Higher is better	75%	No data available	The implementation of Abritas, our new housing register system, is expected to be completed around October. The housing register applications will need to be re-registered on the new system, so there will be some lag before the system is in a steady state, but then the data will be available. The expectation in this will be in the 3rd quarter of this year (2023/24).	No data available	No data available	No data available	No data available	This was not a KPI in 2018-2022
CP20	Rent collected as a proportion of rent owed (dwellings)	Housing & Wellbeing	Philippa Dart	Higher is better	97%	**Q4:** 93.44% **End of year:** 94.46%	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. Continually monitoring. Target 97%	Not achieving but within 15% range **Outturn for Q1** **96.29%**	Not achieving but within 15% range **Outturn for Q2** **94.31%**	Not achieving but within 15% range **Outturn for Q3** **93.80%**	Didn't achieve but within 15% range **Outturn for Q4** **93.44%**	This was not a KPI in 2018-2022
CP21	Percentage of non-emergency repairs completed within 20 working days	Housing & Wellbeing	Philippa Dart	Higher is better	90%	**Q4:** 70.10% **End of year:** 65.19% (average)	We are currently working with the contractor as resourcing issues are contributing to the drop in figures over the last quarter. We are also putting other measures in place as an alternative.	Not achieving **Outturn for Q1** **24%**	Not achieving but within 15% range **Outturn for Q2** **85%**	Not achieving but within 15% range **Outturn for Q3** **81.68%**	Didn't achieve **Outturn for Q4** **70.10%**	This was not a KPI in 2018-2022
CP22	Vacant private sector dwellings returned to occupation	Environment	Karl Roberts	Higher is better	50	128	**Q4** - A successful quarter again target achieved due to both informal work and enforcement action. **End of Year** - Annual target has been exceeded, the recruitment of a part time Admin resource specifically for Empty Homes work in June 2022 has provided significant support to the Empty Homes Officer.	Achieving **Outturn for Q1** **36**	Achieving **Outturn for Q2** **53**	Achieving **Outturn for Q3** **74**	Achieved **Outturn for Q4** **128**	141
CP23	Residual household waste per household per annum	Environment	Philippa Dart	Lower is better	450kg	**Q4 and end of year:** 441.74kg	This figure is down by 7.11% from last year (475.60). This can be attributed to the current cost of living crisis having an impact on customer behaviour in regards to disposable household waste.	Achieving **Outturn for Q1** **112.46kg**	Achieving **Outturn for Q2** **218.14kg**	Achieving **Outturn for Q3** **330.30kg**	Didn't achieve but within 15% range **Outturn for Q4** **441.74kg**	475.60kg
CP24	Household waste sent for re use, recycling and composting. 50% annual target.	Environment	Philippa Dart	Higher is better	50%	**Q4:** 43.03% **End of year:** 44.54%	This is performing better than the total summary for 21/22 which was 41.88%. The composting rate is 17.63% and Dry Recycling rate is 25.40% compared to 16.93% and 24.95% last year.	Not achieving but within 15% range **Outturn for Q1** **46.10%**	Not achieving but within 15% range **Outturn for Q2** **45%**	Not achieving but within 15% range **Outturn for Q3** **44.04%**	Didn't achieve but within 15% range **Outturn for Q4** **43.03%**	41.88%
CP25	Contractor achieving performance target for all green space management operations following monitoring	Environment	Philippa Dart	Higher is better	>66%	**Q4 and end of year:** 72.42%	The winter posed challenging weather conditions which exceeded planned expectations (a trend for 2022). Winter maintenance was delayed by a few weeks which affected the start of grass mowing operations in early spring. In addition a higher than usual turnover of staff did affect the pace of work at various times, but use of overtime assisted in getting back on track. Site inspections broadly returned positive results, although some revisits were required by Tivoli to meet the required standards. This was largely due to new staff members being unfamiliar with some sites. 68 sites inspected for performance monitoring. 7 sites failed to reach the minimum 66% contractual minimum score and action was taken. 29 sites exceeded 80% (exceptional).	Achieving **Outturn for Q1** **67.38%**	Achieving **Outturn for Q2** **70.27%**	Achieving **Outturn for Q3** **71.08%**	Achieved Outturn for Q4 **72.42%**	This was not a KPI in 2018-2022

Ref	Description	Service	Lead	Polarity	Target	Outturn	Commentary	Q1	Q2	Q3	Q4	2018-2022
CP26	Major applications determined in 13 weeks or agreed extension of time	Planning	Karl Roberts	Higher is better	80%	**Q4:** 35% (60%) **End of year:** 21% (60%)	**Note: Numbers in brackets show the figure within an agreed extension of time. We report our performance to the Government based on our performance with Extension's of Time so these figures are used to determine the status.** 7 out of 20 major apps were determined in time. A large proportion of the others were either items for Planning Committee or need a s106 agreement. **End of Year -** 21% (60%) 14 out of 68 applications were determined within time. GH Planning has spent a lot of time securing resources to carry out work at Principal Planning Officer level where there are three vacant posts. This will provide a much needed resource at this level.	Not achieving but within 15% range **Outturn for Q1 71%**	Not achieving **Outturn for Q2 59%**	Not achieving **Outturn for Q3 53%**	Didn't achieve **Outturn for Q4 60%**	91%
CP27	Minor applications determined in 8 weeks or agreed extension of time	Planning	Karl Roberts	Higher is better	90%	**Q4:** 59% (75%) **End of year:** 55% (72%)	**Note: Numbers in brackets show the figure within an agreed extension of time. We report our performance to the Government based on our performance with Extension's of Time so these figures are used to determine the status.** Performance has remained constant but it is still below the target. **End of Year -** 55% (72%). This is a 5% improvement on 21/12. An additional post was created in 22/23 to deal with this kind of work. However, (unfortunately) this is has been off-set with long term sickness issues with another post.	Not achieving **Outturn for Q1 64%**	Not achieving **Outturn for Q2 70%**	Not achieving **Outturn for Q3 76%**	Didn't achieve **Outturn for Q4 75%**	80%
CP28	% of other applications determined in 8 weeks or agreed extension of time	Planning	Karl Roberts	Higher is better	90%	**Q4:** 93% (95%) **End of year:** 89% (92%)	**Note: Numbers in brackets show the figure within an agreed extension of time. We report our performance to the Government based on our performance with Extension's of Time so these figures are used to determine the status.** Performance in this area remains very good. **End of Year -** 89% (92%). Performance over the year has been good missing the target by only 1%.	Achieving **Outturn for Q1 91%**	Not achieving but within 15% range **Outturn for Q2 89%**	Achieving **Outturn for Q3 91%**	Achieved **Outturn for Q4 95%**	91%
CP29	Average number of days to determine householder application	Planning	Karl Roberts	Lower is better	55 days	**Q4:** 55 days **End of Year:** 55 days	Target achieved. **End of Year -** 55 days	Achieving **Outturn for Q1 55 days**	Achieving **Outturn for Q2 55 days**	Achieving **Outturn for Q3 55 days**	Achieved **Outturn for Q4 55 days**	This was not a KPI in 2018-2022
CP30	Average number of days to determine other applications	Planning	Karl Roberts	Lower is better	55 days	**Q4:** 63 days **End of year:** 64 days	Consistent performance from Q3 but target not achieved. **End of Year -** 64 days. We continue to have a number of very old applications that adversely affect performance in this area.	Not achieving but within 15% range **Outturn for Q1 57 days**	Not achieving **Outturn for Q2 67 days**	Not achieving but within 15% range **Outturn for Q3 63 days**	Didn't achieve but within 15% range **Outturn for Q4 63 days**	This was not a KPI in 2018-2022
CP31	Average number of days to determine applications - Trees	Planning	Karl Roberts	Lower is better	40 days	**Q4:** 48 days **End of year:** 44 days	A review of what consultations are generated is needed so that performance can concentrate on those applications that are most relevant and of most benefit. **End of Year -** 44 days. Performance in 22/23 is much better and this target was only missed by 4 days over the year.	Not achieving but within 15% range **Outturn for Q1 45 days**	Not achieving but within 15% range **Outturn for Q2 42 days**	Not achieving but within 15% range **Outturn for Q3 44 days**	Didn't achieve but within 15% range **Outturn for Q4 48 days**	This was not a KPI in 2018-2022
CP32	Average number of days to determine application - Discharge of Condition	Planning	Karl Roberts	Lower is better	40 days	**Q4:** 73 days **End of year:** 61 days	Progress is tackling the backlog that built up 12 months ago has been very slow. The use of consultants was the only option but this has not worked as well as it should have and some have performance issues. **End of Year -** 61 days. Performance has been affected by the ability of internal consultees to provide timely comments and discussions continue with those consultees on how to address this.	Not achieving **Outturn for Q1 52 days**	Not achieving **Outturn for Q2 53 days**	Not achieving **Outturn for Q3 65 days**	Didn't achieve **Outturn for Q4 73 days**	This was not a KPI in 2018-2022

ID	Description	Service	Lead	Direction	Target	Q4 / End of year	Commentary	Q1	Q2	Q3	Q4	2018-2022
CP33	Average number of days to determine major planning applications	Planning	Karl Roberts	Lower is better	120 days	**Q4:** 172 days **End of year:** 195 days	No additional commentary. **End of Year** - 195 days. No additional commentary over CP26.	Not achieving **Outturn for Q1 196 days**	Not achieving **Outturn for Q2 239 days**	Not achieving **Outturn for Q3 161 days**	Didn't achieve **Outturn for Q4 172 days**	This was not a KPI in 2018-2022
CP34	Average number of days to determine minor planning applications	Planning	Karl Roberts	Lower is better	55 days	**Q4:** 78 days **End of year:** 78 days	No additional commentary. **End of Year** - 78 days. No additional commentary to that in CP27.	Not achieving **Outturn for Q1 76 days**	Not achieving **Outturn for Q2 77 days**	Not achieving **Outturn for Q3 85 days**	Didn't achieve **Outturn for Q4 78 days**	This was not a KPI in 2018-2022
CP35	% of planning applications registered within 5 days	Planning	Karl Roberts	Higher is better	70%	**Q4:** 89% **End of year:** 69%	Above target. **End of Year** - 69%. This figure has been affected by staff sickness as well as new staff who need training. When the team is at full capacity, performance remains excellent (as in Q1 & Q4).	Achieving **Outturn for Q1 92%**	Not achieving **Outturn for Q2 55%**	Not achieving **Outturn for Q3 59%**	Didn't achieve **Outturn for Q4 89%**	This was not a KPI in 2018-2022
CP36	Number of new homes completed	Planning Policy	Karl Roberts	Higher is better	1288 (22/23) 1247 (23/24) 1059 (24/25)	**Q4:** 226 **End of year:** 871	**Q4** - The number of homes occupied is consistent with Q2 and Q3. **End of Year** - The number of homes occupied is greater than the level of overall provision last year, however, it still remains significantly below our required housing delivery trajectory. The recently published report, Arun Housing Market Absorption Study provides a helpful insight into why the level might not be as desired (https://democracy.arun.gov.uk/ieDecisionDetails.aspx?AIId=7546)	Not achieving **Outturn for Q1 115**	Not achieving **Outturn for Q2 290**	Not achieving **Outturn for Q3 240**	Didn't achieve **Total at end of year 871**	653
CP37	Building Regulation submissions processed within 5 weeks (or 2 months if client requests extension)	Environment	Karl Roberts	Higher is better	100%	**Q4:** 98.97% **End of year:** 99.63%	**Q4** - Target not met by only **1.03%** (nominal) due to both long term staff illnesses and 2 post vacancies **End of Year** - Target not met by only **0.37%** (nominal) due to both long term staff illnesses and 2 post vacancies	Achieving **Outturn for Q1 100%**	Not achieving but within 15% range **Outturn for Q2 99.67%**	Achieving **Outturn for Q3 100%**	Didn't achieve but within 15% range **Outturn for Q4 98.97%**	This was not a KPI in 2018-2022
CP38	% of Building Regulation submissions assessed within 21 days of date of deposit with the Council	Environment	Karl Roberts	Higher is better	60%	**Q4:** 71.29% **End of year:** 76.32%	**Q4** - Target exceeded **End of Year** - Target exceeded	Achieving **Outturn for Q1 90%**	Achieving **Outturn for Q2 77%**	Achieving **Outturn for Q3 78.68%**	Achieved **Outturn for Q4 71.29%**	This was not a KPI in 2018-2022
CP39	% of Building Control applications registered within 3 days	Environment	Karl Roberts	Higher is better	60%	**Q4:** 29% **End of year:** 22%	**Q4** - Target not met by 31% due to long term staff illnesses and 2 continuing post vacancies **End of Year** Target not met by 38% due to long term staff illnesses and 2 continuing post vacancies.	Not achieving **Outturn for Q1 31%**	Not achieving **Outturn for Q2 23%**	Not achieving **Outturn for Q3 14%**	Didn't achieve **Outturn for Q4 29%**	This was not a KPI in 2018-2022
CP40	Building control site inspection dealt with within one day	Environment	Karl Roberts	Higher is better	100%	**Q4:** 99.69% **End of year:** 99.17%	**Q4** - Target not met by 0.31% (nominal) due to both long term staff illnesses and 2 continuing post vacancies **End of Year** - Target not met by 0.23% (nominal) due to long term staff illnesses and 2 continuing post vacancies.	Not achieving but within 15% range **Outturn for Q1 99.73%**	Not achieving but within 15% range **Outturn for Q2 99.66%**	Not achieving but within 15% range **Outturn for Q3 95.89%**	Didn't achieve but within 15% range **Outturn for Q4 99.69%**	This was not a KPI in 2018-2022
CP41	Occupied retail units in Littlehampton	Economy	Karl Roberts	Higher is better	90%	86.20%	Vacancy rate of 13.8% is around the national average. Several of the vacancies are large units, long term empty. Movement in The Arcade with units being refurbished is promising and demonstrates confidence in Littlehampton. The Q2 figure was 85%.	No data - 6 monthly indicator	Not achieving but within 15% range **Outturn for Q2 85%**	No data - 6 monthly indicator	Didn't achieve but within 15% range **Outturn for Q4 86.2%**	86%

CP42	Occupied retail units in Bognor Regis	Economy	Karl Roberts	Higher is better	90%	93%	Positive news in that vacancy rates in Bognor Regis continue to be significantly lower than the national picture, which shows an average 13.8% vacant commercial premises recorded at Q4 of 2022 (Source: British Retail Consortium). There are a number of premises currently marked as vacant that are being actively marketed / undergoing refit / set up, which may positively impact the next audit. The Q2 figure was 91%.	No data - 6 monthly indicator	Achieving **Outturn for Q2 91%**	No data - 6 monthly indicator	Achieved **Outturn for Q4 93%**	92%