

New CP number	CP Performance Indicator	Council Priority Theme	Portfolio	Cabinet Member	CMT Member	Measure Interval	Assess by	Target figure 2018	Q2 data			Q4 data			Q4 Commentary	Status at Q4	CMT comment at Q4	2017/18 Q4 Performance
CP1	The level of public satisfied or very satisfied with the overall quality of the Council's services	Your Council Services	Policy	Councillor Francis Oppler	Nigel Lynn - Chief Executive	Annually	Higher is better	75%	No data required			Information not available at Q4			This information is not available at Q4 so a separate report will be presented to CMT, OSC and Cabinet later in 2019.	No data available	No further CMT comment as commentary explains the proposed way forward	2017/18: 68% 2016/17: 73% 2015/16: 74% 2014/15: 76% 2013/14: 76%
CP4	The level of customer satisfaction with the cleanliness of the District	Your Council Services	Neighbourhood Services	Councillor Dan Purchase	Philippa Dart - Director of Services	Annually	Higher is better	70%	No data required			Information not available at Q4			This information is not available at Q4 so a separate report will be presented to CMT, OSC and Cabinet later in 2019.	No data available	No further CMT comment as commentary explains the proposed way forward	2017/18: 64% 2016/17: 72% 2015/16: 69% 2014/15: 68% 2013/14: 69%
CP9	Number of new homes completed (net)	Your future	Planning	Councillor Martin Lury	Karl Roberts - Director of Place	Annually	Higher is better	930	No data required			No data available until September 2019			No data available until September 2019 as data is collected annually on behalf of Arun by WSCC, however Arun is to employ its own member of staff to monitor this in the future	No data available	No further CMT comment required	No data until Sept 2018
CP2	Food businesses with food hygiene ratings of 3 (satisfactory) and above	Your Council Services	Technical Services	Councillor Matt Stanley	Karl Roberts - Director of Place	Annually	Higher is better	93%	No data required			97%			998 rated 3 or above. 28 rated 2 or below 97% greater than or equal to rating of 3	Over achieved	No further CMT comment required to the positive commentary and outturn detailed	No comparable data available
CP5	Number of visits to Council Leisure Centres per annum	Your Council Services	Community Wellbeing	Councillor Gill Yeates	Philippa Dart - Director of Services	Annually	Higher is better	860,300	No data required			1,035,325			Total number of visitors across all centres which includes Arun Leisure Centre, Littlehampton Leisure Centre, Bersted Park Community Centre, Windmill and Community Development.	Over achieved	No further CMT comment required to the positive commentary and outturn detailed	No comparable data available
CP6	Time taken to process Housing Benefit/Council Tax Benefit new claims	Supporting you	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	6-monthly	Lower is better	8 days	3.7			3.3 days			Target exceeded. Total of 87812 claim events processed	Over achieved	No further CMT comment required to the positive commentary and outturn detailed	2017/18: 6.4 days 2016/17: 5.6 days 2015/16: 5.5 days 2014/15: 5.4 days 2013/14: 8 days
CP7	Homelessness applications where homelessness is prevented	Supporting you	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	6-monthly	Higher is better	70%	72%			85%			The way homeless stats are recorded has changed, as of April 2019, following the implementation of the Homeless Reduction Act. The figure when using the previous methodology is 85 per cent of homelessness prevented. Under the new methodology, prevention and relief are recorded separately. Prevention figure is 40.65 per cent and relief is 46 per cent. This indicator will be amended moving forward to reflect the changes in methodology and recording.	Over achieved	No further CMT comment required to the positive commentary and outturn detailed	2017/18: 66.30% 2016/17: 68.82% 2015/16: 68.00% 2014/15: 76.00% 2013/14: 80.00%
CP8	Number of new Council homes built or purchased per annum	Supporting you	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	6-monthly	Higher is better	25	22			40 including 10 new units of temporary accommodation				Over achieved	No further CMT comment required to the positive commentary and outturn detailed	No comparable data available
CP10	Total rateable business value for the Arun District	Your future	Economy	Councillor Dr James Walsh	Karl Roberts - Director of Place	6-monthly	Higher is better	£91m	98032.001			£98,063,676			Data available to end of February.	Over achieved	No further CMT comment required to the positive commentary and outturn detailed	2017/18: £98,123,538 2016/17: £90,993,675 2015/16: £88,557,058 2014/15: £86,848,268 2013/14: £87,100,000
CP11	Household waste sent for reuse, recycling and composting	Your future	Neighbourhood Services	Councillor Dan Purchase	Philippa Dart - Director of Services	6-monthly	Higher is better	40%	29167 Tonnes	13085 Tonnes	44.86%	30957 Tonnes	23354 Tonnes	42.01%	This is overachieving and is a good improvement on the previous year. This is down to the introduction of the street sweeping recycling plant and also further improved Green Waste Club performance	Over achieved	No further CMT comment required to the positive commentary and outturn detailed	2017/18: 40.90% 2016/17: 38.93% 2015/16: 38.34% 2014/15: 37.45% 2013/14: 40.00%
CP3	Council Tax collected	Your Council Services	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	6-monthly	Higher is better	98%	60%			97.80%			Marginally below target. This is attributable to the minimum £3.70 per week contribution that is currently applied across the board. This will no longer exist in 2019/20	Didn't achieve	Only just under achieving so no additional CMT comment	2017/18: 98.01% 2016/17: 98.25% 2015/16: 98.16% 2014/15: 98.01% 2013/14: 98.40%