

No.	Indicator	Council Vision Theme	Service Committee to consider this	CMT Member	Assess by	Target 2023	Q1 Status	Q1 Commentary
CP11	Number of Visits to Council Leisure Centres	Improving wellbeing of Arun	Housing & Wellbeing	Philippa Dart	Higher is better	956, 650	Achieving Outturn for Q1 314,601	Still on target.
CP15	Time taken to process Housing/Council Tax Benefit new claims and changes in circumstances	Improving wellbeing of Arun	Housing & Wellbeing	Philippa Dart	Lower is better	8 days	Achieving Outturn for Q1 3.6 days	Below target
CP16	Average days to re-let all properties (key to key) excluding major voids	Delivering right homes in right places	Housing & Wellbeing	Philippa Dart	Lower is better	Q1 70 Q2 60 Q3 50 Q4 40	Not achieving Outturn for Q1 80 days	We continue to be affected by poor contractor performance and difficulties with our own IT system for producing void specifications. A 2nd contractor is currently undertaking some of the void work, and we have agreed a simplified way of completing the void inspections. Target for Q1 is 70 days.
CP17	Of homeless cases owed a prevention duty, % successfully resolved	Delivering right homes in right places	Housing & Wellbeing	Philippa Dart	Higher is better	55%	Not achieving but within 15% range Outturn for Q1 52%	It is becoming increasingly difficult in a changing market to prevent homelessness. The main reason for landlords giving notice is that they are either selling or needing to increase rent to an unaffordable level for the tenant. The increase in mortgage rates in the last year has meant that any landlord with a mortgage has been negatively affected and has either made a loss, or has had to pass the increased cost onto the tenants by rental increases. Local housing Allowance rates are frozen and are approximately 40% less than actual rents charged.
CP18	Of homeless cases owed a relief duty, % positively relieved	Delivering right homes in right places	Housing & Wellbeing	Philippa Dart	Higher is better	35%	Not achieving but within 15% range Outturn for Q1 34%	There is higher demand for social housing and an increased cost of private renting prevent effective relief outcomes. The ability to secure alternative private rented accommodation has reduced as it has become unaffordable to many households. There are less private rented properties available and an increased demand of tenants looking, pushing rental prices up higher along with increased landlord mortgage rates.
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	Higher is better	75%	No data available	Unable to provide figures for this quarter as still waiting for implementation of Abrisas, 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).
CP20	Rent collected as a proportion of rent owed (dwellings)	Delivering right homes in right places	Housing & Wellbeing	Philippa Dart	Higher is better	97%	Not achieving but within 15% range Outturn for Q1 93.95%	There has been a reduction in overall arrears in June. We have implemented weekly training for all officers
CP21	Percentage of non-emergency repairs completed within 20 working days	Delivering right homes in right places	Housing & Wellbeing	Philippa Dart	Higher is better	90%	Achieving Outturn for Q1 90.70%	There has been a slight improvement in the out of target jobs and the aged 'Work in Progress' backlog. We continue to work with our contractors Osborne (OPSL) to improve this figure and are confident the impending introduction of the Dynamic Purchasing System (DPS) will increase this figure further.