







No.	Indicator	Service Committee to consider this	CMT Member	Assess by	Target 2023	Q1 Status	Q2 Commentary	Q2 Outturn and status (April to Sept 2023)	Improved or not since Q1 figure (Q2 compared to Q1)
CP11	Number of Visits to Council Leisure Centres	Housing & Wellbeing	Philippa Dart	Higher is better	956, 650	No status known until Q4 Outturn for Q1 314,601	Freedom Leisure continue to be looking like they will be above target by the end of the year and visits have increased across Arun Leisure Centre and The Wave by 1919 versus September 2022	No status known until Q4 Outturn for Q2 643,718	Up by 329,117 visits (better) 
CP15	Time taken to process Housing/Council Tax Benefit new claims and changes in circumstances	Housing & Wellbeing	Philippa Dart	Lower is better	8 days	Achieving Outturn for Q1 3.6 days	A slight increase in September but still below target	Achieving Outturn for Q3 3.6 days	Same as Q1 
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	Not achieving Outturn for Q1 80 days	Target for Q2 is 60 days. We are still prioritising temporary accommodation, but continue to be affected by poor contractor performance. An increasing number of void properties are being passed to a 2nd contractor in an attempt to improve turn around times	Not achieving Outturn for Q2 73 days	Down by 7 days (better) 
CP17	Of homeless cases owed a prevention duty, % successfully resolved	Housing & Wellbeing	Philippa Dart	Higher is better	55%	Not achieving but within 15% range Outturn for Q1 52%	Preventing homelessness continues to be more difficult than it has been previously. An increase in landlords selling or re-letting their homes for higher rents coupled with an increasingly unaffordable privately rented sector and lack of available social housing has meant more and more households' homelessness is unable to be prevented. Local housing allowances remain frozen and the gap between the LHAs and market rent continues to increase.	Not achieving Outturn for Q2 46%	Down by 6% (worse) 
CP18	Of homeless cases owed a relief duty, % positively relieved	Housing & Wellbeing	Philippa Dart	Higher is better	35%	Not achieving but within 15% range Outturn for Q1 34%	A lack of available affordable privately rented accommodation & social housing alongside increased demand makes it more difficult to relieve homelessness within statutory guidelines before a full decision on an application is reached. Rents for privately rented accommodation are making the sector inaccessible to a large portion of homeless households. This is creating increased demand for social housing which is making wait times longer.	Not achieving but within 15% range Outturn for Q2 30%	Down by 4% (worse) 

No.	Indicator	Service Committee to consider this	CMT Member	Assess by	Target 2023	Q1 Status	Q2 Commentary	Q2 Outturn and status (April to Sept 2023)	Improved or not since Q1 figure (Q2 compared to Q1)
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 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).	No data available	No data available
CP20	Rent collected as a proportion of rent owed (dwellings)	Housing & Wellbeing	Philippa Dart	Higher is better	97%	Not achieving but within 15% range Outturn for Q1 95.11%	Performance has declined slightly compared to Q1. We have a dedicated income officer who focuses on high level cases and our neighbourhoods officers receive regular income training.	Not achieving but within 15% range Outturn for Q2 95.06%	Down by 0.05% (worse) 
CP21	Percentage of non-emergency repairs completed within 20 working days	Housing & Wellbeing	Philippa Dart	Higher is better	90%	Achieving Outturn for Q1 90.70%	This percentage relates to Osborne works orders only. Performance has increased compared to Q1, with more works being completed in target timescales. We continue the work with the dynamic purchasing system and which we are confident will continue to improve the repairs service provided to our residents.	Achieving Outturn for Q1 96.48%	Up by 5.78% (better) 