

# COMMITTEE REPORT

## Arun District Council

<b>REPORT TO:</b>	Housing and Wellbeing Committee – 23 November 2023
<b>SUBJECT:</b>	<b>Key Performance Indicators 2022-2026 – Quarter 2 performance report for the period 1 April 2023 to 30 September 2023.</b>
<b>LEAD OFFICER:</b>	<b>Jackie Follis, Group Head of Organisational Excellence</b>
<b>LEAD MEMBER:</b>	Councillor Birch – Chair of Housing and Wellbeing Committee
<b>WARDS:</b>	N/A
<b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b> The Key Performance Indicators support the Council's Vision and allows the Council to identify how well we are delivering across a full range of services.	
<b>DIRECTORATE POLICY CONTEXT:</b> This report is produced by the Group Head of Organisational Excellence to give an update on the Q2 Performance outcome of the Key Performance Indicators.	
<b>FINANCIAL SUMMARY:</b> Not required.	

### 1. PURPOSE OF REPORT

- 1.1. In order for the Committees to be updated with the Q2 Performance Outcome for the Key Performance indicators for the period 1 April 2023 to 30 September 2023.

### 2. RECOMMENDATIONS

- 2.1 It is recommended that the Committee notes the contents of this report and provides any questions or comments on the indicators relevant to this Committee to the Policy and Finance Committee on 8 February 2024.

### 2. EXECUTIVE SUMMARY

- 2.1. This report sets out the performance of the Key Performance indicators at Quarter 2 for the period 1 April 2023 to 30 September 2023.

### 3. DETAIL

- 3.1. The Council Vision 2022-2026 was approved at Full Council in March 2022. To support the Vision we need a comprehensive and meaningful set of performance measures which allow us to identify how well we are delivering across a full range of services. Two kinds of indicators were agreed at the Policy and Finance Committee on 17 March 2022. The first of these are annual indicators and will primarily update the progress against strategic milestones. In addition to this 'key performance indicators' (KPIs) will be reported to committees every quarter. These KPIs are known as our Corporate Plan.

- 3.2. A short report and appendix will go to each of the other Committees in the cycle of meetings after each quarter has ended. This appendix will only contain the indicators which are relevant to each Committee.
- 3.3. A full report showing quarterly performance against all indicators (which are measured at that quarter) will go to the relevant Policy and Finance Committee meeting at the end of the cycle of the other Committee meetings. Members of the other Committees will be able to give comments or ask questions about the KPI indicators that are relevant to their Committee and these will be submitted to the Policy and Finance Committee for consideration.
- 3.4. This is the quarterly report covering performance from 1 April 2023 to 30 September 2023 and will cover only those indicators that are due to be measured at this point.
- 3.5. Thresholds are used to establish which category of performance each indicator is within.

Achieved target	100% or above target figure
Didn't achieve target but within 15% range	85%-99.9% below target figure
Didn't achieve target by more than 15%	85% or less target figure

- 3.6. There are 42 Key Performance indicators. 8 of these indicators relate to this Committee and all 8 are measured at Q2.
- 3.7. This report gives the status of the indicators at Q2. Appendix A gives full commentary for each indicator.

Status	Number of Key Performance indicators in this category at Q2
Achieved target	2
Didn't achieve but within 15% range	2
Didn't achieve target by more than 15%	2
No data available	1
No status known until Q4	1
<b>TOTAL</b>	<b>8</b>

3.8. Actions to be taken

- **CP16:** This is being monitored closely by the Interim Group Head of Housing and Interim Chief Executive and Director of Environment and Communities to ensure contractor performance is improved.
- **CP17:** As the commentary says, 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. This situation is being monitored closely by the Interim Group Head of Housing and Interim Chief Executive and Director of Environment and Communities.

3.9. Data is not available

Data is not available for CP19, Number of Housing Register applications activated 'live' within 15 working days upon receipt of all verification documents. The Council is waiting for the implementation of Abritas, our new housing register system, which 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).

**4. CONSULTATION**

4.1. No consultation has taken place.

**5. OPTIONS / ALTERNATIVES CONSIDERED**

5.1. To review the report

5.2. To request further information and/or remedial actions be undertaken

**6. COMMENTS BY THE GROUP HEAD OF COPRORATE SUPPORT/SECTION 151 OFFICER**

6.1. None required.

**7. RISK ASSESSMENT CONSIDERATIONS**

7.1. None required

**8. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER**

9.1 As this report is an information paper, there are no recommendations for the Committee to consider. This report is to be taken as read only with Members having the opportunity to ask questions at the meeting on service performance. Members can also submit questions or comments on the indicators relevant to their Committee and these will be considered by the Policy and Finance Committee on 8 February 2024.

**9. HUMAN RESOURCES IMPACT**

9.1. Not applicable.

**10. HEALTH & SAFETY IMPACT**

10.1. Not applicable.

**11. PROPERTY & ESTATES IMPACT**

11.1. Not applicable.

## **12. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE**

12.1. Not applicable.

## **13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE**

13.1. Not applicable.

## **14. CRIME AND DISORDER REDUCTION IMPACT**

14.1. Not applicable.

## **15. HUMAN RIGHTS IMPACT**

15.1. Not applicable.

## **16. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS**

16.1. Not applicable.

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### **CONTACT OFFICER:**

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**Job Title:** Group Head of Organisational Excellence

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**BACKGROUND DOCUMENTS:** *None*