No.	Indicator	Service Committee to consider this	CMT Member	Frequency data collected	Assess by	Target 2023	Q1 Outturn and Status (April to June 2023)	Q2 Outturn and Status (April to Sept 2023)	Q2 Commentary	Improved or not since Q1 figure (Q2 compared to Q1)
CP1	% of Stage 2 responses responded to in time	Corporate Support	Karl Roberts	Monthly	Higher is better	80%	Not achieving Outturn for Q1 50%	Not achieving Outturn for Q2 47%	Housing complaint delays continue to be the cause of this KPI not achieving. Commentary from Housing as follows:- Work is continuing to improve the complaints process in housing. Monthly reporting is sent to the management team, and weekly meetings held with service managers on their open complaints. We have continued to see a rise in the volume of complaints coming into our repairs service which has impacted on our response rate, we have also had a number of complex Stage 2 responses which have meant we have had to extend our timescales outside of the 20 days to enable us to respond fully.	Down by 3% (worse)
CP2	% of Stage 1 responses responded to within 10 working days	Corporate Support	Karl Roberts	Monthly	Higher is better	80%	Not achieving Outturn for Q1 39%	Not achieving Outturn for Q2 55%	Housing complaint delays continue to be the cause of this KPI not achieving. Commentary from Housing as follows:- Our response rates for Stage 1 is below our target but is improving compared to Q1 and we anticipate further improvements throughout the year in the response rates from Housing, and whilst there has been a slight drop in September we anticipate an increase moving forward due to the monitoring measures put in place.	Up by 16% (better)
CP3	% of FOI requests responded to in 20 working days	Corporate Support	Karl Roberts	Monthly	Higher is better	80%	Achieving Outturn for Q1 99%	Achieving Outturn for Q2 99%		Same as Q1
CP4	Sickness absence	Corporate Support	Karl Roberts	Monthly	Lower is better	2.2%	Not achieving but within 15% range Outturn for Q1 2.43%	Not achieving but within 15% range Outturn for Q2 2.44%	This equates to an average of 5.73 days. Absence rates remain consistent.	Same as Q1

No.	Indicator	Service Committee to consider this	CMT Member	Frequency data collected	Assess by	Target 2023	Q1 Outturn and Status (April to June 2023)	Q2 Outturn and Status (April to Sept 2023)	Q2 Commentary	Improved or not since Q1 figure (Q2 compared to Q1)
CP5	Staff turnover	Corporate Support	Karl Roberts	Monthly	Lower is better	14%	Not achieving but within 15% range **Outturn for Q1 15.90%**	Not achieving but within 15% range **Outturn for Q2 14.56%**	This equates to 60 leavers which is a slight decrease on previous months.	Down by 1.34% (better) ↑
CP6	Compliance with Health and Safety programme	Corporate Support	Karl Roberts	Monthly	Higher is better	100%	Not achieving but within 15% range **Outturn for Q1 92%**	Not achieving but within 15% range **Outturn for Q1 93%**	September 23 - No task was issued in September to allow more time for services to complete the August task. Q2 - Two tasks were issued in this quarter; First Aid and Health & Safety Policy (service areas and activities). By the end of Q2 a total of 322 first aid responses were received from 33 service areas. The safety policy task continued to be completed throughout September resulting in a 100% response rate. The overall performance for Q2 was 93%, which was below target, but represents a high response rate. The average usefulness score rating given by those completing the tasks was 4.52 out of 5.	Up by 1% (better) ↑
CP7	Average call wait time (secs) for the last month	Corporate Support	Philippa Dart	Monthly	Lower is better	4 minutes	Achieving **Outturn for Q1 2.44**	Achieving **Outturn for Q2 2.33**	Both monthly and Quarterly average wait time are below target. August is known to be one of the quieter call volume months of the year which assists in keeping the average wait time down overall. During September the average wait time rose as call volumes started to rise in line with Council Tax post that was sent out: w/c 04/09 – 3 mins 2 secs w/c 11/09 – 4 mins 37 secs w/c 18/09 – 2mins 49 secs w/c 25/09 – 3 mins 23 secs. In Week 2 of September we were over target by 37 secs. This was due to Council Tax post hitting door mats later than planned and then further letters being sent out.	Down by 11 seconds (better) ↑

No.	Indicator	Service Committee to consider this	CMT Member	Frequency data collected	Assess by	Target 2023	Q1 Outturn and Status (April to June 2023)	Q2 Outturn and Status (April to Sept 2023)	Q2 Commentary	Improved or not since Q1 figure (Q2 compared to Q1)
CP8	Business rates collected	Corporate Support	Philippa Dart	Monthly	Higher is better	97%	Achieving Outturn for Q1 30.70%	Achieving Outturn for Q2 58.90%	Collection rate is cumulative. Target for September collection is 51.2%. Over target for September.	Up by 28.2% (better)
CP9	Council tax collected	Corporate Support	Philippa Dart	Quarterly	Higher is better	96.5%	Achieving Outturn for Q1 32%	Achieving Outturn for Q2 58.90%	Collection rate is cumulative. Target for September collection is 58.3%. Over target for September.	Up by 26.9% (better)
CP10	The level of public satisfied or very satisfied with the overall quality of the	Corporate Support	Karl Roberts	Annual	Higher is better	75%	No data - Annual indicator	No data - Annual indicator	No data - Annual indicator	No data - Annual indicator
CP11	Number of Visits to Council Leisure Centres	Housing & Wellbeing	Philippa Dart	Monthly	Higher is better	956, 650	No status known until Q4 Outturn for Q1 314,601	No status known until Q4 Outturn for Q2 643,718	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	Up by 329,117 visits (better)
CP12	Number of missed refuse and recycling collections per 100,000 within contractual target	Environment	Philippa Dart	Monthly	Lower is better	80	Achieving Outturn for Q1 71.99	Achieving Outturn for Q2 69.52	Overall figure for the year is 69.52 missed bins per 1000,000.	Down by 2.47 (better)

No.	Indicator	Service Committee to consider this	CMT Member	Frequency data collected	Assess by	Target 2023	Q1 Outturn and Status (April to June 2023)	Q2 Outturn and Status (April to Sept 2023)	Q2 Commentary	Improved or not since Q1 figure (Q2 compared to Q1)
CP13	Food businesses with food hygiene ratings of 3 (satisfactory and above)	Environment	Karl Roberts	Monthly	Higher is better	93%	Achieving Outturn for Q1 98.70%	Achieving Outturn for Q2 98.70%	September 23 - this represents 15 food businesses out of 1251 which did not receive a rating of 3 or above at their last routine inspection. Q2 - Maintaining compliance levels above target. A range of actions are taken to support business to achieve a high rating and to follow up on those where a rating of 3 or above is not achieved. In Q2 this included 108 hygiene inspections/interventions, providing 86 written warnings and advice, issuing 1 hygiene improvement notice, procurement of samples (62 separate criteria analysed by UKHSA laboratory), responding to 6 requests for rescore and 25 request for advice or information on food hygiene.	Same as Q1
CP14	% of licence applications determined within the various statutory or service time limits	Licensing	Karl Roberts	Quarterly	Higher is better	90%	Achieving Outturn for Q1 90%	Achieving Outturn for Q2 90%	Q2 - Maintaining performance within target. This has been achieved despite some turn-over of staff and some extended staff absences.	Same as Q1
CP15	Time taken to process Housing/Council Tax Benefit new claims and changes in circumstances	Housing & Wellbeing	Philippa Dart	Monthly	Lower is better	8 days	Achieving Outturn for Q1 3.6 days	Achieving Outturn for Q3 3.6 days	A slight increase in September but still below target	Same as Q1
CP16	Average days to re-let all properties (key to key) excluding major voids	Housing & Wellbeing	Philippa Dart	Monthly	Lower is better	Q1 70 Q2 60 Q3 50 Q4 40	Not achieving Outturn for Q1 80 days	Not achieving Outturn for Q2 73 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	Down by 7 days (better)

No.	Indicator	Service Committee to consider this	CMT Member	Frequency data collected	Assess by	Target 2023	Q1 Outturn and Status (April to June 2023)	Q2 Outturn and Status (April to Sept 2023)	Q2 Commentary	Improved or not since Q1 figure (Q2 compared to Q1)
CP17	Of homeless cases owed a prevention duty, % successfully resolved	Housing & Wellbeing	Philippa Dart	Quarterly	Higher is better	55%	Not achieving but within 15% range **Outturn for Q1 52%**	Not achieving **Outturn for Q2 46%**	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.	Down by 6% (worse)
CP18	Of homeless cases owed a relief duty, % positively relieved	Housing & Wellbeing	Philippa Dart	Quarterly	Higher is better	35%	Not achieving but within 15% range **Outturn for Q1 34%**	Not achieving but within 15% range **Outturn for Q2 30%**	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.	Down by 4% (worse)
CP19	Number of Housing Register applications activated 'live' within 15 working days upon receipt of all verification documents	Housing & Wellbeing	Philippa Dart	Quarterly	Higher is better	75%	No data available	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
CP20	Rent collected as a proportion of rent owed (dwellings)	Housing & Wellbeing	Philippa Dart	Quarterly	Higher is better	97%	Not achieving but within 15% range **Outturn for Q1 95.11%**	Not achieving but within 15% range **Outturn for Q2 95.06%**	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.	Down by 0.05% (worse)

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CP21	Percentage of non-emergency repairs completed within 20 working days	Housing & Wellbeing	Philippa Dart	Quarterly	Higher is better	90%	Achieving Outturn for Q1 90.70%	Achieving Outturn for Q1 96.48%	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.	Up by 5.78% (better)
CP22	Vacant private sector dwellings returned to occupation	Environment	Karl Roberts	Quarterly	Higher is better	50	Achieving Outturn for Q1 23	Achieving Outturn for Q2 37	On target to exceed the target of 50 by the end of March 2024. This is being achieved by both informal engagement with property owners as well as enforcement action.	Up by 14 (better)
CP23	Residual household waste per household per annum	Environment	Philippa Dart	Quarterly	Lower is better	450kg	Achieving Outturn for Q1 109.49kg.hh	Achieving Outturn for Q2 211kg/hh	On target for meeting the 450 kg/hh per year	Up by 101.51 (worse) - **Note: Whilst Q2 is worse than Q1, this is KPI is still achieving its target**
CP24	Household waste sent for re use, recycling and composting. 50% annual target.	Environment	Philippa Dart	Quarterly	Higher is better	50%	Not achieving but within 15% range Outturn for Q1 47.51%	Not achieving but within 15% range Outturn for Q2 46.25%	This is an improved performance over the corresponding period last year. The Green Waste Club continues to grow and there has been increased tonnages collected through this scheme.	Down by 1.26% (worse)

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CP25	Contractor achieving performance target for all green space management operations following monitoring	Environment	Philippa Dart	Quarterly	Higher is better	>66%	Not achieving but within 15% range Outturn for Q1 66.70%	Achieving Outturn for Q2 66%	57 sites inspected for performance monitoring. 11 sites failed to reach the minimum 66% contractual minimum score and action was taken swiftly. 7 sites exceeded 80% (exceptional).	Down by 0.70% (worse) **Note: Whilst Q2 is worse than Q1, this is KPI is still achieving its target**
CP26	Major applications determined in 13 weeks or agreed extension of time	Planning	Karl Roberts	Monthly	Higher is better	80%	Not achieving Outturn for Q1 50% (64%)	Not achieving but within 15% range Outturn for Q2 31% (75%)	Q2 - 5 out of 16 applications determined within time. Of those that 11 were unable to be determined within time, 4 were either needed to be determined at Planning Committee or required a legal agreement.	Up by 11% (better)
CP27	Minor applications determined in 8 weeks or agreed extension of time	Planning	Karl Roberts	Monthly	Higher is better	90%	Not achieving Outturn for Q1 64% (75%)	Not achieving but within 15% range Outturn for Q2 74% (88%)	Q2 - This has seen a significant increase in performance and in productivity during Q2. Significantly more decisions issued in Q2 compared to Q1 (+9/14% more). 50 out of 68 decisions issued in time.	Up by 13% (better)
CP28	% of other applications determined in 8 weeks or agreed extension of time	Planning	Karl Roberts	Monthly	Higher is better	90%	Achieving Outturn for Q1 94% (97%)	Achieving Outturn for Q2 94% (95%)	Q2 - Performance in this area remains excellent.	Down by 2% (worse) **Note: Whilst Q2 is worse than Q1, this is KPI is still achieving its target**

No.	Indicator	Service Committee to consider this	CMT Member	Frequency data collected	Assess by	Target 2023	Q1 Outturn and Status (April to June 2023)	Q2 Outturn and Status (April to Sept 2023)	Q2 Commentary	Improved or not since Q1 figure (Q2 compared to Q1)
CP29	Average number of days to determine householder application	Planning	Karl Roberts	Monthly	Lower is better	55 days	Achieving Outturn for Q1 54 days	Achieving Outturn for Q2 53 days	Q2 - Target achieved and better performance than Q1 (135)	Down by 1 day (better) ⬆
CP30	Average number of days to determine other applications	Planning	Karl Roberts	Monthly	Lower is better	55 days	Not achieving but within 15% range Outturn for Q1 56 days	Not achieving but within 15% range Outturn for Q2 57 days	Q2 - Target not achieved by only 2 days. Significantly more decisions issued in Q2 compared to Q1 (+15)	Up by 1 day (worse) ⬇
CP31	Average number of days to determine applications - Trees	Planning	Karl Roberts	Monthly	Lower is better	40 days	Not achieving but within 15% range Outturn for Q1 46 days	Not achieving but within 15% range Outturn for Q2 45 days	Q2 - Target not achieved by 5 days but better performance than Q1.	Down by 1 day (better) ⬆
CP32	Average number of days to determine application - Discharge of Condition	Planning	Karl Roberts	Monthly	Lower is better	40 days	Not achieving Outturn for Q1 73 days	Not achieving Outturn for Q2 84 days	Q2 - Target not achieved. This performance has been significantly affected by some very old applications being determined in August.	Up by 11 days (worse) ⬇
CP33	Average number of days to determine major planning applications	Planning	Karl Roberts	Monthly	Lower is better	120 days	Not achieving but within 15% range Outturn for Q1 131 days	Not achieving Outturn for Q2 240 days	See CP 26	Up by 109 days (worse) ⬇
CP34	Average number of days to determine minor planning applications	Planning	Karl Roberts	Monthly	Lower is better	55 days	Not achieving Outturn for Q1 64 days	Not achieving Outturn for Q2 67 days	See CP 27	Up by 3 days (worse) ⬇

No.	Indicator	Service Committee to consider this	CMT Member	Frequency data collected	Assess by	Target 2023	Q1 Outturn and Status (April to June 2023)	Q2 Outturn and Status (April to Sept 2023)	Q2 Commentary	Improved or not since Q1 figure (Q2 compared to Q1)
CP35	% of planning applications registered within 5 days	Planning	Karl Roberts	Monthly	Higher is better	70%	Achieving Outturn for Q1 91%	Achieving Outturn for Q2 97%	Q2 - Target achieved	Up by 6% (better)
CP36	Number of new homes completed	Planning Policy	Karl Roberts	Monthly	Higher is better	1288 (22/23) 1247 (23/24) 1059 (24/25)	No status known until Q4 Outturn for Q1 263 homes	No status known until Q4 Outturn for Q1 587 homes	Occupations has shown a dip which is reflective of uncertain market conditions.	Up by 324 homes (better)
CP37	Building Regulation submissions processed within 5 weeks (or 2 months if client requests extension)	Environment	Karl Roberts	Monthly	Higher is better	100%	Not achieving but within 15% range Outturn for Q1 99%	Not achieving but within 15% range Outturn for Q2 99%	September - target met Q2 - marginally below exacting performance target by one percent. Due to work volume, long-term staff absence and current Surveyor vacancy.	Same as Q1
CP38	% of Building Regulation submissions assessed within 21 days of date of deposit with the Council	Environment	Karl Roberts	Monthly	Higher is better	60%	Achieving Outturn for Q1 75%	Achieving Outturn for Q2 84%	September - Target exceeded. No action needed Q2 - Target exceeded. No action needed.	Up by 9% (better)
CP39	% of Building Control applications registered within 3 days	Environment	Karl Roberts	Monthly	Higher is better	60%	Not achieving Outturn for Q1 15%	Not achieving Outturn for Q2 37%	Target exceeded in September but not met for Q2 Outturn. This being due to: - A long-term staff illness (but colleague is now on an extensive long-term Phased Return to work). - The training of Temporary Worker (started 01/07/23). - A continuing long-term SBCS vacancy. However, it can be seen that a significant improvement on performance has been made here since Q1 Outturn- No action required at this time.	Up by 22% (better)

No.	Indicator	Service Committee to consider this	CMT Member	Frequency data collected	Assess by	Target 2023	Q1 Outturn and Status (April to June 2023)	Q2 Outturn and Status (April to Sept 2023)	Q2 Commentary	Improved or not since Q1 figure (Q2 compared to Q1)
CP40	Building control site inspection dealt with within one day	Environment	Karl Roberts	Monthly	Higher is better	100%	Not achieving but within 15% range **Outturn for Q1 97.68%**	Not achieving but within 15% range **Outturn for Q2 97%**	September - not met by only 2.0% (11 Inspections missed against 561 undertaken) Q2 - Exacting target missed by 3.0% (111 Inspections missed against 3221 undertaken) NOTE - CP40 work volume has increased by 9% more during Q2 of 2023 than in Q2 of 2022. Again, long-term staff absence and current Surveyor vacancy have contributed to CP40 Target not being met. NOTE - The Building Control market supplement review has been considered and agreed by CMT to improve recruitment prospects. Recruitment process for this post to commence shortly.	Down by 0.68% (worse)
CP41	Occupied retail units in Littlehampton	Economy	Karl Roberts	6 monthly	Higher is better	90%	No data - 6 monthly indicator	Not achieving but within 15% range **Outturn for Q2 86.61%**	Occupancy rates remain steady and are still performing better than the National average. Some larger units remain vacant however, one has been significantly refurbished and work is in progress on refurbishing another large unit. The new owners of the Arcade are also investing in their property and we are hopeful to see increased occupancy in the future.	N/A - 6 monthly indicator
CP42	Occupied retail units in Bognor Regis	Economy	Karl Roberts	6 monthly	Higher is better	90%	No data - 6 monthly indicator	Achieving **Outturn for Q2 92%**	Occupancy rates in Bognor Regis town centre remain steady. The loss of Wilko will leave a large vacant unit.	N/A - 6 monthly indicator