

SDP number	SDP Performance Indicator	Portfolio	Cabinet Member	CMT Member	Measure Interval	Assess by	Target figure 2018	Q1 data	Q2 data	Q2 Commentary	Q2 status	Q3 data	Q3 Commentary	Q4 data	Q4 Commentary	Status at Q4	CMT comment at Q4	Previous performance data
SDP1	Major applications determined in 13 weeks	Planning	Councillor Martin Lury	Karl Roberts - Director of Place	Quarterly	Higher is better	80%	71.43%	81.25%	The council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the councils performance was 13 out of 16 or 81.25% (over the 2 quarters). This performance is below the targets set. Whilst securing an extension of time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur. The figures included here are cumulative and include Q1 and Q2 together.	Overachieving	88.24%	The council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the councils performance was 30 out of 34 or 88.24% (over the 3 quarters). This is a big improvement on the previous quarter after Team Leaders were reminded of performance in PDR's. When not taking these agreement s into consideration and just providing raw data on timescales, the Council's performance on these applications was 2 out of 34 or 5.88% determined in 13 weeks. This performance is above the targets set. Whilst securing an extension of time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur.	100%	Q4 data: 9 applications received and 9 determined within 13 weeks. The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Councils performance was 39 out of 43 or 90.70% (over the 4 quarters). When not taking these agreement s into consideration and just providing raw data on timescales, the Council's performance on these applications was 3 out of 43 or 6.98% determined in 13 weeks. This performance is above the targets set. Whilst securing an extension of time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur. The performance demonstrates that we are using Extensions of Time correctly when taking decisions on major applications and that the emphasis on securing them is a message that has been actioned by the staff.	Over achieved	No further CMT comment required to the positive commentary and return detailed	No comparable data available
SDP2	Minor applications determined in 8 weeks	Planning	Councillor Martin Lury	Karl Roberts - Director of Place	Quarterly	Higher is better	90%	85.94%	80.95%	The council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the councils performance was 102 out of 126 or 80.95% (for the two quarters). This performance is below the targets set. Whilst securing an extension of time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur. The figures included here are cumulative and include Q1 and Q2 together.	Not achieving	83.51%	The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Council's performance was 162 out of 194 or 83.51% (for the three quarters). When not taking these agreement s into consideration and just providing raw data on timescales, the Council's performance on these applications was 28 out of 194 or 14.43% determined in 8 weeks. This performance is marginally below the targets set but is an improvement from Q2. Whilst securing an extension of time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur.	87.30%	Q4 data: 63 applications received and 55 determined within 8 weeks. The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Council's performance was 216 out of 255 or 84.71% (for the four quarters). When not taking these agreement s into consideration and just providing raw data on timescales, the Council's performance on these applications was 35 out of 255 or 13.73% determined in 8 weeks. This performance is marginally below the targets set but is an improvement from Q2. Whilst securing an extension of time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur. This data demonstrates that case management needs to be improved so that Extensions of Time are secured before decisions are issued.	Over achieved	No further CMT comment required to the positive commentary and return detailed	No comparable data available
	Other applications			Karl Roberts -						The council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the councils performance was 341 out of 397 or 85.89% (for the two quarters). This performance is below the targets set. Whilst securing an extension of			The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Council's performance was 529 out of 615 or 86.05%. When not taking these agreement s into consideration and just providing raw data on timescales, the Council's performance on these		Q4 data: 216 applications received and 198 determined within 8 weeks. The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Council's performance was 728 out of 833 or 87.39% (over the 4 quarters). When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 420 out of 833 or		No further CMT comment required	

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SDP3	determined in 8 weeks	Planning	Councillor Martin Lury	Director of Place	Quarterly	Higher is better	90%	91.04%	85.89%	time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur. The figures included here are cumulative and include Q1 and Q2 together.	Not achieving	86.05%	applications was 309 out of 615 or 50.24% determined in 8 weeks (for the three quarters). This performance is marginally below the targets set. Whilst securing an extension of time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur.	91.67%	50.42% determined in 8 weeks (for the four quarters). This performance is marginally below the targets set. Whilst securing an extension of time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur. This data demonstrates that case management needs to be improved so that Extensions of Time are secured before decisions are issued.	Over achieved	to the positive commentary and return detailed	No comparable data available
SDP4	Occupied retail units in Littlehampton	Economy	Councillor Dr James Walsh	Karl Roberts - Director of Place	6 Monthly	Higher is better	90%	No data required	92%	On-line shopping continues to grow at the expense of town centre retail. Vacancy rates in Littlehampton remains fairly low, but some key sites remain empty (e.g. HSBC, Waitrose, Natest)	Over achieving		No data required	90.43%	Q4 data: 188 properties and 170 occupied. Downturn in retail has resulted in increased closures over the past 12 months, with 4 sizeable units in Littlehampton town centre as vacant. There is interest in a number of the vacant sites, but slower than normal in occupancy.	Over achieved	No further CMT comment required to the positive commentary and return detailed	2017/18: 92% 2016/17: 93% 2015/16: 94% 2014/15: 93% 2013/14: 94%
SDP6	Vacant private sector dwellings returned to occupation	Technical Services	Councillor Matt Stanley	Karl Roberts - Director of Place	Annually	Higher is better	25	No data required		No data required			No data required	82	Exceeded target and achieved through informal advice and guidance but also effective enforcement work and persistent monitoring to ensure properties are brought back into use.	Over achieved	No further CMT comment required to the positive commentary and return detailed	2017/18: 49 2016/17: 40 2015/16: 20 2014/15: 30 2013/14: 17
SDP7	The total income received from general fund assets	Technical Services	Councillor Matt Stanley	Karl Roberts - Director of Place	Annually	Higher is better	£600K	No data required		No data required			No data required	£1,011,791.71	In 18/19 core general fund asset income was ahead of target at 700k. In addition, an additional £311k in non-core general asset income was received which will be included in the reported figures in future years against an adjusted target of £1m.	Over achieved	No further CMT comment required to the positive commentary and return detailed	No comparable data available
SDP9	Licence applications determined within the various statutory or service time limits	Technical Services	Councillor Matt Stanley	Karl Roberts - Director of Place	Quarterly	Higher is better	90%	Data not available	Data not available	This software needed to produce this information has now gone live, and the data extract report has been successfully set up in the new system. However, the migrated data does not include one of the dates needed to produce the performance indicator. This is because there was no corresponding field in the old EHADD database. To go back through six months' licence applications (which will be over 200 applications) would take an administrative officer a number of days to undertake. There is no spare capacity in the team and it is considered better use of their time to ensure statutory deadlines for determining applications being received now are met, than it is to divert resource to find the information to populate this performance indicator. We will be able to provide figures for applications received in the third quarter.	No data	79.16%	475 applications received and 376 determined within the statutory or service time limits. A new animal licensing regime introduced in October has resulted in a massive increase in workload for the team. An additional post funded by the additional fee income has been agreed to provide necessary capacity and an officer should be in post by end of February 2019. Excluding the animal licensing applications the figure is 89% determined within time limits. Capacity to deal with these has also been impacted by the animal licensing work and secondment of experienced staff to support implementation of a new software system. Of the 11% (non-animal licence applications) not determined within time limits: 13 applications have not been determined due to lack of capacity, 5 applications were determined out of time due to the applications being invisible missing from view due to a system migration issue, and 1 application still has fees outstanding so cannot be determined.	91.80%	Q4 data: 393 applications received and 363 determined within statutory or service time limits. The target for this quarter indicates a slight increase. However there are still deadline failures affecting this indicator; these include Officers still undertaking clearing the backlog of animal inspections. Significant progress is being made in this area, however it will be sometime yet before the task is complete. Two Officers are required currently to undertake such inspections and planning is required to ensure availability around other duties such as complaints investigation, report writing and committees. This has also impacted on the ability to be able to inspect tattooing and piercing premises resulting in a failure. The remainder of applications had been determined but paperwork had not been issued as there is insufficient resource to deal with workload until such a time as we see the full functionality of the new software available. It is noted there has been a very significant improvement in results now we have greater resources to hand.	Over achieved	No further CMT comment required to the positive commentary and return detailed	No comparable data available
SDP11	Residual household waste per household	Neighbourhood Services	Councillor Dan Purchase	Philippa Dart - Director of Services	Annually	Lower is better	450kg	No data required		No data required			No data required	445.87	This figure is an positive improvement of 5 kg/hh on last year. This can be partly be attributed to education campaigns run this year around improving recycling in flats and reducing food waste. This figure is subject to verification.	Over achieved	No further CMT comment required to the positive commentary and return detailed	2017/18: 450.89kg 2016/17: 448.66kg 2015/16: 450.00kg 2014/15: 457.00kg 2013/14: 466.00kg
SDP12	Number of missed refuse and recycling collections per 100,000 within contractual target	Neighbourhood Services	Councillor Dan Purchase	Philippa Dart - Director of Services	6 Monthly	Lower is better	80	No data required	46.61	The figure is on target and Biffa are putting in measures to reduce this figure even further over the forthcoming months.	Over achieving		No data required	40.57	Biffa have put extra monitoring and performance measures in during the year that has had good results in reducing the number of missed bins. This is well within the contractual target and represents good performance.	Over achieved	No further CMT comment required to the positive commentary and return detailed	No comparable data available

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SDP13	Contractor achieving performance target for all green space management operations following monitoring	Neighbourhood Services	Councillor Dan Purchase	Philippa Dart - Director of Services	Annually	Higher is better	>61%	No data required		No data required			No data required	71.40%	Performance target achieved each quarter for 18/19 and overall annual performance score of 71.4% ensures Tivoli have met its contractual responsibility for performance	Over achieved	No further CMT comment required to the positive commentary and return detailed	No comparable data available
SDP15	Increase grass regimes managed specifically for biodiversity purposes	Neighbourhood Services	Councillor Dan Purchase	Philippa Dart - Director of Services	Annually	Higher is better	+5% year on year increase from contract start baseline figure (146,000 sqm)	No data required		No data required			No data required	157,700	Figure increased by 8% from baseline 146,000m2 to 157,700. A number of sites identified where regimes have been changed for fringe areas and woodland edges.	Over achieved	No further CMT comment required to the positive commentary and return detailed	No comparable data available
SDP17	Housing Benefit overpayments recovered	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	Quarterly	Higher is better	110%	106.09%	125.75%	On track to meet overall target. However over payments recoverend are dependant on level of debt raised.	Over achieving	107.23	Should achieve target at year end.	121.35%	Target Achieved. Over payments recoverend are dependant on level of debt raised.	Over achieved	No further CMT comment required to the positive commentary and return detailed	2017/18: 101.4% 2016/17: No data 2015/16: No data 2014/15: No data 2013/14: No data
SDP19	Rent collected on Council housing	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	6 Monthly	Higher is better	94%	No data required	97.27%	£97,465,346.65 owed and £94,801,301 collected. Collection rate remains above target with decreases in secure tenancy arrears of 12 weeks and under . Impact of full roll out of universal credit yet to be seen.	Over achieving		No data required	96.66%	£16,617,661.4 owed and £16,062,084.33 collected. Collection rate is above target. However, this has been significantly impacted by the introduction of Universal Credit and delays in housing costs being paid. It is now taking, at least 4 weeks for payment to reach our residents accounts, and the payment are 4 weeks in arrears. We also have accounts which were not previously in debt, showing arrears which are being repaid at a low rate. Where possible, we are requesting direct payments, to mitigate the impact.	Over achieved	No further CMT comment required to the positive commentary and return detailed	2017/18: 97.47% 2016/17: 97.86% 2015/16: 98.75% 2014/15: 98.85% 2013/14: 99.00%
SDP20	Number of Council housing fraud cases prevented or properties recovered	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	Annually	Higher is better	10	No data required		No data required		No data required		14	14 properties recovered & 14 properties fraudulent applications prevented We have now expanded into DWP & CTRS fraud and our case load has increased year on year.	Over achieved	No further CMT comment required to the positive commentary and return detailed	No comparable data available
SDP23	Wellbeing clients reporting that one or more of their lifestyle goals has been achieved (3 months after the conclusion of an intervention)	Community Wellbeing	Councillor Gill Yeates	Philippa Dart - Director of Services	Annually	Higher is better	80%	No data required		No data required			No data required	84%	Clients accessing Wellbeing services such as Health MOT's and Pre Diabetes are asked as part of the service to consider making changes to their lifestyle and set goals that they would like to achieve in order to make them more healthy. Three months after the interventions have finished, the clients are called back to find out if they have managed to achieve one or more of their lifestyle goals. 287 of the 342 that gave feedback 84% of clients stated that they had achieved at least one or more of their goals.	Over achieved	No further CMT comment required to the positive commentary and return detailed	No comparable data available
SDP8	The inspection of all Arun District Council coastal defence assets twice a year	Technical Services	Councillor Matt Stanley	Karl Roberts - Director of Place	Annually	2 is better	2	No data required		No data required			No data required	2	Full inspections undertaken in July '18 and March '19. Other od hoc inspections carried out on a risk-based frequency. Grouped instructions forwarded to TMT	Achieved	No further CMT comment required to the positive commentary and return detailed	No comparable data available
SDP14	Achieve Green Flag awards for Council Parks, 4 by 18/19 5 by 19/20 and maintain at 5 thereafter	Neighbourhood Services	Councillor Dan Purchase	Philippa Dart - Director of Services	Annually	Higher is better	4 in first year 5 thereafter	No data required		No data required			No data required	4	Target of 4 Green Flag Awards achieved in 2018/19. Norfolk Gardens, Littlehampton awarded Green Flag status for 1st time in 2018/19, alongside Hotham Park, Mewsbrook Park and Marine Park Gardens retaining awards.	Achieved	No further CMT comment required to the positive commentary and return detailed	2017/18: 3 2016/17: 3 2015/16: 3 2014/15: 3 2013/14: 3
SDP22	Number of Council properties with a valid gas safety certificate	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	6 Monthly	Higher is better	100%	No data required	99.96%	2350 properties need to have a valid certificate. Unable to gain access to 1 property. Necessary enforcement action being taken to gain entry to the property to undertake the necessary gas safety checks	Not achieving		No data required	100%	As of 31/3/19 there were no overdue gas safety checks for the 2350 properties requiring a certificate.	Achieved	No further CMT comment required to the positive commentary and return detailed	2017/18: 100% 2016/17: 100% 2015/16: 100% 2014/15: No data 2013/14: 100%
SDP5	Occupied retail units in Bognor Regis	Economy	Councillor Dr James Walsh	Karl Roberts - Director of Place	6 Monthly	Higher is better	90%	No data required	90.80%	This is for the wider BID area and represents 37 empty premises. This in a 0.2% improvement against the April 2018 baseline of 38 empty premises; the previously measured smaller town centre area is at an all-time high of 93.3% occupancy (18 vacant premises), an improvement of 1.5% from April 2018.	Over achieving		No data required	87.70%	Q4 data: 407 properties and 357 occupied. For wider BID area and represents 50 empty premises, a 3% rise in vacancies echoed nationally and in Littlehampton. Also an opportunity; The Arcade has new vacant units from a charity shop leaving which will bring good quality retail/catering .	Didn't achieve	This was only just behind target so no further comment from CMT	2017/18: 92.00% 2016/17: 92.00% 2015/16: 91.20% 2014/15: 90.60% 2013/14: 92.00%

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SDP10	Number of stage 2 corporate complaints found to be justified or partially justified	Council Advice and Monitoring	Councillor Francis Oppler	Nigel Lynn - Chief Executive	Quarterly	Lower is better	10	6	12	In total, 19 complaints have been determined in the first 2 quarters of this reporting year. Of these, 9 were partially justified (8 in Planning and 1 in Housing) and 3 were justified (2 in Housing and 1 in Street Naming team). The Group Head of Council Advice & Monitoring Officer continues to review complaint levels and lessons learned with the Senior Management Team	Not achieving	16	In total, 25 Stage 2 complaints have been received this year. Of these, 3 were justified (2 in Housing and 1 in Street Naming), and 13 were partly justified (11 in Planning, 2 in Housing). There have been a number of repeat complaints relating to particular planning applications (4 relating to one application, and 5 relating to a second application). The Group Head of Council Advice & Monitoring Officer continues to review complaint levels and lessons learned with the Senior Management Team	18	In total, 29 Stage 2 complaints have been received this year. Of these, 3 were justified (2 in Housing and 1 in Street Naming), and 15 were partly justified (11 in Planning, 4 in Housing). There have been a number of repeat complaints relating to particular planning applications (4 relating to one application, and 5 relating to a second application). The Group Head of Council Advice & Monitoring Officer continues to review complaint levels and lessons learned with the Senior Management Team	Didn't achieve	As per the commentary, this is being reviewed and monitored	2017/18: 14 2016/17: 5 2015/16: 10 2014/15: 5 2013/14: 5
SDP16	Business rates collected	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	Quarterly	Higher is better	99%	28.71%	59.80%	Marginally over target, on track to meet Q4 target	Over achieving	85.50%	Q3 marginally over target	98.60%	Marginally under target attributable to the high street downturn.	Didn't achieve	This was only just behind target so no further comment from CMT	2017/18: 99.00% 2016/17: 98.35% 2015/16: 99.36% 2014/15: 98.48% 2013/14: 99.00%
SDP18	Cost of emergency accommodation per annum (net)	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	6 Monthly	Lower is better	£533,000	No data required	£577,221	This year has seen an unprecedented demand for temporary accommodation. This is due to a combination of factor including the implementation of the Homelessness Reduction Act and the increase in homelessness generally, which is reflective of the national picture. More robust management control processes have recently been adopted. The objective is to ensure that households only occupy temporary accommodation for the shortest period of time.	Not achieving	No data required	No data required	£1,271,243.79	Following implementation of the Homelessness Reduction Act (HRA), there has been an increased demand. The national picture one year into the HRA is that 78% of LA's report increased homeless presentations and 60% of LAs have more households in TA. We have significantly raised recovery of contributions from those households placed in emergency accommodation. The focus is now very much on the prevention of homelessness to reduce the number of placements and length of stay in temporary accommodation.	Didn't achieve	As per the commentary, this is being monitored	2017/18: £575,089.23 2016/17: £343,622.01 2015/16: £223,408.00 2014/15: £254,377.00 2013/14: £272,000.00
SDP21	Average time from property vacated to property re let	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	Annually	Lower is better	15 days	No data required	No data required	No data required	No data required	No data required	No data required	32 days	252 properties completed with an average turn around of 32 days. The target has not been met due to dealing with complex ASB issues leaving properties longer than the target of 15 days to enable the ASB issues to be resolved. The indicator is measured from when the property is vacated to the date it is relet.	Didn't achieve	As per the commentary, the reason for not achieving has been explained	No comparable data available