

No.	Indicator	Service Committee to consider this	CMT Member	Frequency data collected	Assess by	Target 202425	April 24 Status	May 24 Status	June 24 Status	Q1 Status	June 24 Commentary
CP11	Number of Visits to Council Leisure Centres	Housing & Wellbeing	Philippa Dart	Monthly	Higher is better	956, 650	No status known until Q4  <b>Outturn for April 119,032</b>	No status known until Q4  <b>Outturn for May 112,756</b>	No status known until Q4  <b>Outturn for June 110,614</b>	No status known until Q4  <b>Outturn for Q1 342,402</b>	Arun Leisure Centre has slightly more usage but there isn't anything outstanding compared to last year. The Littlehampton Waves increase is from over 1000 more in Group Exercise classes, this is following the pattern of popularity in the classes at Wave and the growing participation since increasing the capacity in the classes. Public swimming also grew by over 1300 Year on Year which is great to see as there wasn't any half terms in June so there wasn't a natural reason for a major influx.
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  <b>Outturn for April 3.6 days</b>	Achieving  <b>Outturn for May 3.12 days</b>	Achieving  <b>Outturn for June 4.4 days</b>	Achieving  <b>Outturn for Q1 3.7 days</b>	Achieving target.
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	Achieving  <b>Outturn for April 60 days</b>	Achieving  <b>Outturn for May 45 days</b>	Achieving  <b>Outturn for June 64 days</b>	Achieving  <b>Outturn for Q1 59 days</b>	In June, we successfully relet 35 properties, including 2 self-contained units at Flaxmean House designated as temporary accommodation for age-appropriate homeless clients. This achievement falls within our target range. However, we anticipate not meeting our target in July due to ongoing efforts to bring the New Road site back into circulation. This site, which has been out of use for over a year, is being prepared to offer accommodation to our street homeless community. Once these efforts are completed, we expect a further reduction in the number of empty properties. Our Q1 figures show that we have let a total of 79 properties with an average key-to-key time of 59 days. It's important to note that we are still validating our figures due to transitioning our Housing Management System to Cx.
CP17	Of homeless cases owed a prevention duty, % successfully resolved	Housing & Wellbeing	Philippa Dart	Quarterly	Higher is better	55%	No data - quarterly indicator	No data - quarterly indicator	No status - quarterly indicator	Not achieving but within the 15% range  <b>Outturn for Q1 53%</b>	Prevention partly relies on our officers' ability to successfully negotiate with landlords to keep their tenants. Unfortunately, the most common reason for landlords serving a Section 21 notice is that they are selling the property. In such cases, we are unable to sustain tenancies.
CP18	Of homeless cases owed a relief duty, % positively relieved	Housing & Wellbeing	Philippa Dart	Quarterly	Higher is better	35%	No data - quarterly indicator	No data - quarterly indicator	No status - quarterly indicator	Not achieving but within the 15% range  <b>Outturn for Q1 31%</b>	The increase in LHA rates in April has not achieved the necessary outcomes for securing private rented accommodation. The LHA rates still fall far short of the actual rental charges in the private rented sector. Most of the tenancies we can secure to relieve homelessness are for single applicants, as the private rented sector remains unaffordable for the majority of families.
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 - quarterly indicator	No data - quarterly indicator	No data available	No data available	We are unable to provide this information as the PI was a new one based on the ability to extract data from Abritas, however, with the delayed implementation, this data is not available. Our current system, QL does not record this information. Abritas is going live during Q2 and data will be provided thereafter.
CP20	Rent collected as a proportion of rent owed (dwellings)	Housing & Wellbeing	Philippa Dart	Quarterly	Higher is better	97%	No data - quarterly indicator	No data - quarterly indicator	No status - quarterly indicator	Not achieving but within the 15% range  <b>Outturn for Q1 93.58%</b>	The year-end figure for the last financial year was reported at 94.46%. This year's Q1 figures show a slight decrease, with rent collection reported at 93.58%. This decline is primarily attributed to an increase during June, which was impacted by systems downtime due to the CX go-live transition. Officers have now been trained on the use of CX to effectively reduce arrears and maximise income recovery. We anticipate an improved position during Q2 as the new system stabilises and the benefits of the training are realised. It's important to note that we are still validating our figures due to transitioning our Housing Management System to Cx.
CP21	Percentage of non-emergency repairs completed within 20 working days	Housing & Wellbeing	Philippa Dart	Quarterly	Higher is better	90%	No data - quarterly indicator	No data - quarterly indicator	No status - quarterly indicator	Not achieving but within the 15% range  <b>Outturn for Q1 87.78%</b>	The Q1 outturn is 87.78%, a marked improvement from the year-end figure of 65.19% last year. This positive trend follows the insourcing of our repairs service and the launch of CX, our new data management system. It's important to note that we are still validating our figures, but this early result is very promising. The transformation of our repairs service has significantly enhanced our ability to deliver efficient and timely services to our residents.
CP43	Overall Tenant Satisfaction	Housing & Wellbeing	Philippa Dart	Quarterly	Higher is better	>58%	No data - quarterly indicator	No data - quarterly indicator	No status - quarterly indicator	Achieving  <b>Outturn for Q1 61%</b>	Overall satisfaction has improved compared to last year, this is a gradual increase which we hope to see continue as we make improvements to the service we deliver.