

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
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 April 63.59	Achieving Outturn for May 66.33	Achieving Outturn for June 60.44	Achieving Outturn for Q1 63.59	The June figure is the lowest this year and shows a downward trend in missed collections. It is well within the contract target of 80 per 100,000. In particular there were only 46 verified missed collections for recycling in June equating to 29.16/100,000 this is the lowest recorded in the last 5 years.
CP13	Food businesses with food hygiene ratings of 3 (satisfactory and above)	Environment	Karl Roberts	Monthly	Higher is better	93%	Achieving Outturn for April 98.9%	Achieving Outturn for May 99.2%	Achieving Outturn for June 99.13%	Achieving Outturn for Q1 99.08%	June: 99.1%, represents 1260 food businesses with a rating of 3 or above, with 11 businesses failing to achieve this. Q1: 99.1%; standards being maintained above target. Follow up actions and support completed this quarter include; 93 written warnings, 3 notices, 1 voluntary closure and 2 sampling visits.
CP22	Vacant private sector dwellings returned to occupation	Environment	Karl Roberts	Quarterly	Higher is better	50	No data - quarterly indicator	No data - quarterly indicator	No status - quarterly indicator	Achieving Outturn for Q1 19	Target is 50 properties annually. The team are therefore ahead of the target for the 1st quarter. 7 of these properties required significant input including enforcement work from the Empty Homes Team and they equated to a combined total of 54 years empty.
CP23	Residual household waste per household per annum	Environment	Philippa Dart	Quarterly	Lower is better	450kg	No data - quarterly indicator	No data - quarterly indicator	No status - quarterly indicator	Achieving Outturn for Q1 109.84kg/hh	This is profiled to be less than the target of 450kg/hh for the year
CP24	Household waste sent for re use, recycling and composting	Environment	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 Outturn for Q1 49.03%	This is higher than the corresponding period last year with a particularly strong green waste performance and tonnage
CP25	Contractor achieving performance target for all green space management operations following monitoring	Environment	Philippa Dart	Quarterly	Higher is better	>66%	No data - quarterly indicator	No data - quarterly indicator	No status - quarterly indicator	Not achieving but within the 15% range Outturn for Q1 63.94%	This is the first quarter period since the contract started (Jan 2017) where Tivoli have failed to meet the minimum contractual performance score of 66%. This has been due to the exceptionally wet winter meaning that ground conditions have not enabled access for large grass machinery until the end of April, and this has impacted performance. Tivoli and Arun staff worked closely to deploy contract contingency resources in early April which lasted until the end of May. As a result, performance scores improved through June as standards improved. 78 sites were inspected for performance monitoring. 27 sites failed to reach the minimum 66% contractual minimum score. This triggered a remedy notice on each occasion. 4 sites exceeded 80% (exceptional).
CP37	Building Regulation submissions processed within 5 weeks (or 2 months if client requests extension)	Environment	Karl Roberts	Monthly	Higher is better	100%	Achieving Outturn for April 100%	Not achieving but within the 15% range Outturn for May 95%	Achieving Outturn for June 100%	Not achieving but within the 15% range Outturn for Q1 99%	June - Target met Q1 - Target not met but only by 1% Due to staff vacancies and annual leave commitments Note - Administrator vacancy now advertised with replacement Building Control Inspector post filled in July 2024.
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 April 100%	Achieving Outturn for May 92%	Achieving Outturn for June 95%	Achieving Outturn for Q1 96%	June - Target exceeded Q1 - Target exceeded
CP39	% of Building Control applications registered within 3 days	Environment	Karl Roberts	Monthly	Higher is better	60%	Achieving Outturn for April 77%	Not achieving Outturn for May 36%	Not achieving Outturn for June 28%	Not achieving Outturn for Q1 47%	June Target not met Q1 - Target not met Due to staff vacancies and annual leave commitments. Note - Administrator vacancy now advertised with replacement Building Control Inspector post filled in July 2024.
CP40	Building control site inspection dealt with within one day	Environment	Karl Roberts	Monthly	Higher is better	100%	Not achieving but within the 15% range Outturn for April 98%	Not achieving but within the 15% range Outturn for May 98%	Not achieving but within the 15% range Outturn for June 95%	Not achieving but within the 15% range Outturn for Q1 97%	June Target not met - 22 Inspections missed against 403 undertaken Q1 - Target not met - 44 Inspections missed against 1358 undertaken Due to staff vacancies and annual leave commitments Note - Administrator vacancy now advertised with replacement Building Control Inspector post filled in July 2024.