

CP Performance Indicator	Council Priority Theme	Portfolio	Measure Interval	Assess by	Target figure 2019	Q2 data & commentary	Q2 status and actions	Q4 data & commentary	Status at Q4 and CMT recommended actions	2018/19 Q4 Performance	2017/18 Q4 Performance	2016/17 Q4 Performance	2015/16 Q4 Performance
CP1: The level of public satisfied or very satisfied with the overall quality of the Council's services	Your Council Services	Policy	Annually	Higher is better	75%	No data required at Q2 - measured annually		The annual Residents Survey has been mailed out to a sample of 1800 addresses in Arun and includes asking for a response on this particular Performance Indicator. The survey runs from 14 April through to 31 May, and we anticipate receiving the analysis report during week commencing 22 June. The results will then be reported to OSC on 1 September and Cabinet on 19 October.	No data available	66%	68%	73.00%	74.00%
CP4: The level of customer satisfaction with the cleanliness of the District	Your Council Services	Neighbourhood Services	Annually	Higher is better	70%	No data required at Q2 - measured annually		The annual Residents Survey has been mailed out to a sample of 1800 addresses in Arun and includes asking for a response on this particular Performance Indicator. The survey runs from 14 April through to 31 May, and we anticipate receiving the analysis report during week commencing 22 June. The results will then be reported to OSC on 1 September and Cabinet on 19 October.	No data available	Data to be confirmed	64%	72.00%	69.00%
CP9: Number of new homes completed (net)	Your future	Planning	Annually	Higher is better	930	No data required at Q2 - measured annually		Data not available until Sept 2020 for 2019/20. Arun's published Housing Delivery Test result: only 68% in 2019 triggering a 20% buffer to be included in the calculation of the authorities 5 year Housing Land Supply.	No data available - to be monitored following Covid-19	602	704	622	890
CP2: Food businesses with food hygiene ratings of 3 (satisfactory) and above	Your Council Services	Technical Services	Annually	Higher is better	93%	No data required		97.6% This figure shows that high food hygiene standards are being maintained across food premises (18/19 - 97%).	Over achieved target No action required	97%	No comparable data available	No comparable data available	No comparable data available
CP5: Number of visits to Council Leisure Centres per annum	Your Council Services	Community Wellbeing	Annually	Higher is better	860,300	No data required at Q2 - measured annually		1,182,025 Increase in numbers reflect the opening of the Littlehampton Wave. March 2020 is an estimate calculated at 60% of the previous month due to Covid-19	Over achieved target No action required but to be monitored during 2020 following Covid-19	1,035,325	No comparable data available	No comparable data available	No comparable data available
CP6: Time taken to process Housing Benefit/Council Tax Benefit new claims	Supporting you	Residential Services	6-monthly	Lower is better	8 days	2.4 days Performance exceeding target figure	Over achieving target No action to take - over achieving target	2.3 days Performance exceeded target	Over achieved target No action required	3.3 days	6.4 days	5.60 day/s	5.50 day/s
CP10: Total rateable business value for the Arun District	Your future	Economy	6-monthly	Higher is better	£91m	£99,112,080 The existing target has been exceeded due to the high level of requirement for industrial properties. This in itself is good news showing reasonable demand. However, companies wishing to locate to Arun or companies wishing to move within the district have little or no choice because of the current lack of properties. Due to the recent revaluation, a more realistic target for this indicator next year (2020/21) would be £99.138m	Over achieving target Action to take - over achieving target and Cabinet agreed to amend the target figure to £99m with effect from Q1 2020	£99,185,291 Cabinet agreed on 9 March 2020 that the target figure be amended to £99m from the first quarter of 2020.	Over achieved target No action required but to be monitored during 2020 following Covid-19	£98,063,676.00	£98,123,538.00	£90,993,675.00	£88,557,058.00
CP3: Council Tax collected	Your Council Services	Residential Services	6-monthly	Higher is better	98%	59.8% On target. Customers now have ability to pay over 12 months.	Achieving target No action to take - achieving target	97.50% (99% of target achieved) The fourth quarter's collections rates have been adversely impacted by Covid-19, which has resulted in households cancelling their direct debit payments.	Behind target No action required but to be monitored during 2020 following Covid-19	97.80%	98.01%	98.25%	98.16%

CP7: Homelessness applications where homelessness is prevented	Supporting you	Residential Services	6-monthly	Higher is better	70%	Due to a change in how statistics are recorded as a result of the Homelessness Reduction Act the % needs be calculated on an annual basis.	No data No action to take - review at Q4	64% (91% of target achieved) The focus of the team continues to be on preventing and relieving homelessness. We have seen an increase in the number of homelessness presentations since the introduction of the Homeless Reduction Act and the start of the Covid-19 pandemic which began before Q4 ended.	Didn't achieve target No action required but to be monitored during 2020 following Covid-19	85.00%	66.30%	68.82%	68.00%
CP8: Number of new Council homes built or purchased per annum	Supporting you	Residential Services	6-monthly	Higher is better	35	10 60 new homes are currently being negotiated across 4 sites. 10 Littlehampton - exchanged contracts. 27 Pagham - in contract 22 working via lawyers towards exchange.	Over achieving target No action to take - expect to over achieve target at Q4	13 (37% of target achieved) 13 new homes have been completed. In addition, we are in contract for the purchase of 62 new homes across four sites. There are a further 16 new homes across two sites where contracts are being negotiated. This gives a total of 78 in the pipeline to be completed over the next three years, well above the target of 35. Clearly there will not be a linear return of completions each year. From contract to exchange to completion on site can take up to three years.	Didn't achieve target No action required but to be monitored during 2020 following Covid-19	40	No comparable data available	No comparable data available	No comparable data available
CP11: Household waste sent for reuse, recycling and composting	Your future	Neighbourhood Services	6-monthly	Higher is better	50%	46.15% This figure is subject to verification but shows an increase of almost 1.26% on the rate at the corresponding period last year. This is mainly attributed to a decrease in black bag waste taken to the MBT. This figure will be vastly improved once the Government introduces weekly food waste collections. It should be noted that the target for this indicator was increased from 40% to 50% for 2019/20 and it is expected that the target of 50% will be reached by the end of this year.	Not achieving target No action to take - expect to achieve target at Q4	43.04% (86% of target achieved) This figure is subject verification but shows an increase of over 1% on the previous year. The target of 50% was increased from 40% to 50% by Cabinet on the recommendation of the Overview Select Committee, but is particularly challenging within the current collection regime. It is anticipated that this will improve significantly following the introduction by Government of weekly food waste collections. A food waste trial is planned to commence in late 2020 The dry recycling rate has stayed similar to the previous year, whilst garden waste tonnage continues to increase as subscriber numbers go up. Overall there has also been a decrease in residual waste collected at the kerbside, which contributes to the higher rate of recycling. The total waste amount produced in the District was 28,388 tonnes, down from 30,009 tonnes in 2018/19.	Didn't achieve target No action to be taken, CMT will monitor the figures during 2020/21	42.01%	40.90%	38.93%	38.34%