

SDP number	SDP Performance Indicator	Portfolio	Measure Interval	Assess by	Target figure 2019	Q2 Data and Commentary	Q4 Commentary	Status at Q4 and CMT recommended actions	2018/19 Q4 Performance	2017/18 Q4 Performance	2016/17 Q4 Performance	2015/16 Q4 Performance
SDP1	Major applications determined in 13 weeks	Planning	Quarterly	Higher is better	80%	<p>94.44% - over achieved</p> <p>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 34 out of 36 or 94%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 2 out of 36 or 6% 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)</p> <p>The figures included here are year to date.</p>	<p>89%</p> <p>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 67 out of 75 or 89%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 9 out of 75 or 12% 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. A lot of additional resources have been directed to the development control teams over the past 6 months particularly and they have been fully staffed for some time. It is disappointing that performance has not improved in this time. This performance should have improved over the past quarter and there is no reason that it hasn't. The Group Head of Planning will be raising this with all Team Leaders.</p>	<p>Over achieved target</p> <p>Group Head to monitor to try to increase performance further</p>	100%	No comparable data available	No comparable data available	No comparable data available
SDP2	Minor applications determined in 8 weeks	Planning	Quarterly	Higher is better	90%	<p>93.55% - over achieved</p> <p>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 116 out of 124 or 93.55% (for the year to date). When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 25 out of 124 or 20.16% determined in 8 weeks.</p> <p>This performance is within the target 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)</p>	<p>91%</p> <p>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 254 out of 278 or 91% (for the year to date). When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 65 out of 278 or 23% determined in 8 weeks.</p>	<p>Over achieved target</p> <p>No action required</p>	87.30%	No comparable data available	No comparable data available	No comparable data available
SDP3	Other applications determined in 8 weeks	Planning	Quarterly	Higher is better	90%	<p>90.87% - over achieved</p> <p>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 378 out of 416 or 90.87% (for the year to date). When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 280 out of 416 or 67.31% determined in 8 weeks.</p> <p>This performance is within the target 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)</p>	<p>92%</p> <p>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 709 out of 772 or 92% (for the year to date). When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 543 out of 772 or 70% determined in 8 weeks. The case loads of officers are much reduced and a lot of additional resources have been directed to the development control teams over the past 6 months particularly. It is disappointing that performance has not improved in this time.</p>	<p>Over achieved target</p> <p>Group Head to monitor to try to increase performance further</p>	91.67%	No comparable data available	No comparable data available	No comparable data available

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SDP6	Vacant private sector dwellings returned to occupation	Technical Services	Annually	Higher is better	25	No data required at Q2 - annual indicator	67 This figure is significantly ahead of the target and reflects the success of the Private Sector Housing team in its interventions in accordance with the Council's Empty Homes Strategy to bring these empty properties back into use following an engage, encourage and enforcement approach. In particular it reflects the work of the Empty Homes Officer who won the Empty Homes Practitioner of Year award from the Empty Homes Network.	Over achieved target No action required	82	49	40	20
SDP7	The total income received from general fund assets	Technical Services	Annually	Higher is better	£1m	No data required at Q2 - annual indicator	£1,061,805 The income is above target despite arrears accumulating in some units in the Arcade, for which robust recovery processes were being initiated by the Council's managing agent. These have been paused due to the Covid-19 pandemic, but will resume when restrictions are lifted and more normal trading conditions resume.	Over achieved target No action required but to be monitored during 2020 following Covid-19	£1,011,791.71	No comparable data available	No comparable data available	No comparable data available
SDP9	Licence applications determined within the various statutory or service time limits	Technical Services	Quarterly	Higher is better	90%	93.30% - over achieved The team have managed to exceed the target ahead of the expected introduction of an online self-service portal in the next quarter that should improve efficiency.	99.50% There was a slight decline in the number of applications coming in towards the back end of 2019. This has afforded an opportunity to achieve targets.	Over achieved target No action required	91.80%	No comparable data available	No comparable data available	No comparable data available
SDP11	Residual household waste per household	Neighbourhood Services	Annually	Lower is better	450kg	No data required at Q2 - annual indicator	422.80kg There has been a significant decrease in the amount of residual waste collected per household. This is a trend that has been seen nationally, with a greater awareness around the global environmental issues and the importance of recycling. Whilst the tonnage of recycling collected has remained broadly similar we collected 28388 Tonnes of residual waste over 1000 tonnes less than in 2018/19	Over achieved target No action required	445.87kg	450.089kg	448.66kg	450.00kg

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SDP12	Number of missed refuse and recycling collections per 100,000 within contractual target	Neighbourhood Services	6 Monthly	Lower is better	80	47.93 - over achieved 47.93 missed bins per 100,000 which is within target, however Biffa are putting in additional performance monitoring procedures to reduce this further.	48.42 This figure is well within the target for the year and also represents good performance. The number of missed recycling bins has gone up from last year and this is something that Biffa are monitoring and putting measures in place.	Over achieved target No action required	40.57	No comparable data available	No comparable data available	No comparable data available
SDP13	Contractor achieving performance target for all green space management operations following monitoring	Neighbourhood Services	Annually	Higher is better	>61%	No data required at Q2 - annual indicator	75.35% Performance target achieved each quarter for 19/20 and overall annual performance score of 75.35% ensures Tivoli have met its contractual responsibility for performance.	Over achieved target No action required	71.40%	No comparable data available	No comparable data available	No comparable data available
SDP15	Increase grass regimes managed specifically for biodiversity purposes	Neighbourhood Services	Annually	Higher is better	157,700	No data required at Q2 - annual indicator	171,900 Significant progress + 14,200m2 above target has been made in identifying significant areas for grassland habitat enhancement across the estate. As opposed to 2018/19 where much of the habitat enhancements were undertaken at woodland edges/field margins. The regime change has been challenging to communicate to the public.	Over achieved target No action required	157,700	No comparable data available	No comparable data available	No comparable data available
SDP17	Housing Benefit overpayments recovered	Residential Services	Quarterly	Higher is better	110%	158.64% - over achieved Significantly above target, however fluctuates depending upon amount of debt raised in quarter	191.53% Due to the roll out of universal credit for our working age customers, the number of overpayments expected when the target was set has drastically reduced as they are now no longer our Housing Benefit customers. We are therefore now recovering significantly more overpayments than we are raising and it is likely the target will need to be reviewed if the pattern continues	Over achieved target No action required	121.35%	101.4%	No previous data available	No previous data available

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SDP19	Rent collected on Council housing	Residential Services	6 Monthly	Higher is better	94%	96% - over achieved	96% Target collection rate exceeded	Over achieved target No action required but to be monitored during 2020 following Covid-19	96.66%	97.47%	97.86%	98.75%
SDP20	Number of Council housing fraud cases prevented or properties recovered	Residential Services	Annually	Higher is better	10	No data required at Q2 - annual indicator	21 12 x Social Housing Tenancy Fraud Cases 9 x Fraudulent Housing Register Applications	Over achieved target No action required	14	No comparable data available	No comparable data available	No comparable data available
SDP8	The inspection of all Arun District Council coastal defence assets twice a year	Technical Services	Annually	2 is better	Twice a year	No data required at Q2 - annual indicator	Twice a year Coastal Defence asset inspection to assess condition, function and safety has been prioritised.	Achieved target No action required	2	No comparable data available	No comparable data available	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	Annually	Higher is better	5	No data required at Q2 - annual indicator	5 The Council has now achieved it's 5th green flag award winning park (Old Rectory Gardens) There is a commitment to ensure 5 parks are maintained to meet the Green Flag standard, however the service is hopeful of achieving a 6th award (Brookfield Park) either in 2020/21 or 2021/22. Covid-19 will impact whether the 6th award is forthcoming owing to changes to the judging model.	Achieved target No action required	4	3	3	3

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SDP22	Number of Council properties with a valid gas safety certificate	Residential Services	6 Monthly	Higher is better	100%	100% - achieved	100% 100% compliance achieved	Achieved target No action required	100%	100%	100%	100.00%
SDP5	Occupied retail units in Bognor Regis	Economy	6 Monthly	Higher is better	90%	89.80% - behind target This is a good improvement across the wider BID area of the town centre from 50 vacant units to 41. The smaller town centre area for which data has been recorded since 2011 is showing 92.5% occupancy, the second best recorded rate. A number of interventions are being delivered by the Council to support our high streets and retail offer, this includes: •Funding to support a range of events that will increase footfall and improve the shopping experience • The use of vacant shop premises as Pop-Up shops to encourage new and start-up retail businesses • Promotion of our towns through 'Place branding' (Bognor Regis) • Retail training to our local business • Grants to improve shopfronts • Town centre management and support	87.8% (97.55% of target achieved) This shows a decline across the BID area to 49 empty units out of 402 total = 12.2% vacant. The smaller town centre area also saw an increase in empty units to 25 out of 266 = 9.4%. Previous data shows this decline is not uncommon after the winter months, and it is in line with national performance. Closures reflect national trends of retail contraction and chains ceasing to trade (Thomas Cook), however food and drink outlets are also beginning to struggle (Fusion Restaurant, Warren's Bakery closed) as are service outlets (American Nails, Money Shop, Heaps of PCs closed). New openings are mostly health, (Queensway Podiatry) hair and beauty, (8 in total - barbers, hair salons, bronzing, body shaping) shops (Edinburgh Woollen Mills, Reeves Jewellery) with several cafes rebranding under new ownership. The long term impact of Covid-19 is yet to be determined. Business support grants, loans and job-retention schemes are some of the business support packages offered by government, with ADC administering the grants and rates rebates. Many businesses have temporarily closed as per government directive, residents are in lockdown and high street footfall nationally is down 85% on last year	Behind target No action required but to be monitored during 2020 following Covid-19	87.70%	92%	92%	91.20%
SDP16	Business rates collected	Residential Services	Quarterly	Higher is better	99%	57.90% - over achieved On target. Customers now have ability to pay over 12 months.	97.30% (98.28% of target achieved) Under target, various factors including high street downturn and COVID 19. Last Direct Debit run affected by COVID 19	Behind target No action required but to be monitored during 2020 following Covid-19	98.60%	99.0%	98.35%	99.36%

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SDP4	Occupied retail units in Littlehampton	Economy	6 Monthly	Higher is better	90%	<p>89% - behind target</p> <p>The vacancy rate is stabilising at the moment at 13% (188 ground floor shop front retail & other businesses with 24 vacancies). However, with uncertainty around the multiples with many high street brands on the 'danger' list, this could impact negatively on the core town centre area. We are seeing a small increase in the service and hospitality sectors moving into the town centre. A number of interventions are being delivered by the Council to support our high streets and retail offer.</p>	<p>87% (96.6% of target achieved)</p> <p>The vacancy rate is currently at 13% (188 ground floor shop front retail & other businesses with 24 vacancies). The units that have remained unoccupied for longest tend to be the bigger units, e.g. former Hartleys, but also smaller units in Beach Road. The former Natwest bank has reopened as a restaurant and the former Bunce's unit is undergoing renovation with a neighbouring business to take over the premises. The closure of Bon Marche is significant as it was a footfall driver as well as occupying a large unit. The long term impact of Covid-19 is yet to be determined. Business support grants, loans and job-retention schemes are some of the business support packages offered by government, with ADC administering the grants and rates rebates. Many businesses have temporarily closed as per government directive. The joint funding from ADC and Littlehampton Town Council for events, with additional marketing resources will help mitigate against negative impact of the coronavirus as we come out of the epidemic.</p>	<p>Behind target</p> <p>No action required but to be monitored during 2020 following Covid-19</p>	90.43%	92%	93.00%	94.00%
SDP10	Number of stage 2 corporate complaints found to be justified or partially justified	Council Advice and Monitoring	Quarterly	Lower is better	10	<p>7 - over achieved</p> <p>Total justified/partially justified complaints for 2019/20 (as at Q2) is 7.</p> <p>6 Stage 2 complaints were determined during Q2 - 1 was justified (Housing), 3 were partially justified (2 for Housing, 1 for Planning, all from the same complainant).</p> <p>Complaint levels continue to be monitored by the Group Head of Council Advice & Monitoring Officer with both the Corporate Management Team and Group Heads. This includes reviewing trends in individual service areas and lessons learnt from both justified complaints and where the Ombudsman has found fault in the Council's actions.</p>	<p>13</p> <p>3 x Stage 2 complaints determined in Q4: 1 x Justified (Planning), 2 x Not Justified (Revs & Bens and Housing).</p> <p>Of the 13 x Stage 2 complaints found to be Justified/Partially Justified for 19/20 - it is worth noting that 3 of these originate from 1 customer and all relate to Housing Repairs. We continue to monitor complaints both through the Reviewing Officer signing off any complaint investigation and lessons learnt being flagged with the relevant Group Head. We will be reviewing end of year comparisons with previous years when the next quarter report is made to Cabinet and OSC</p>	<p>Didn't achieve target</p> <p>Group Head to monitor situation and bring a report to a future Cabinet and OSC meeting</p>	18	14	5	10

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SDP18	Cost of emergency accommodation per annum (net)	Residential Services	6 Monthly	Lower is better	£533,000	£592,000 - didn't achieved Cost of Emergency accommodation is £562k as at 30 September. A supplementary estimate is being requested at 9 December Cabinet for Full Council approval on 15 January 2020	£1,136,000 NET Expenditure in line with revised budget following supplementary estimate as approved by Full Council on the 15 January 2020	Didn't achieve target No action required but to be monitored during 2020 following Covid-19	£1,271,243.79	£575,089.23	£343,622.01	£223,408.00
SDP21	Average time from property vacated to property re let	Residential Services	Annually	Lower is better	15 days	No data required at Q2 - annual indicator	38 days The property vacated to property re let is 38 days of which 20 days was the repair time . The target has been recently adversely been affected by COVID 19 and contractor performance. (The target 24 days key to key is the standard as per the new contract with Osbornes which commenced on the 1 April 2020) the target of 15 days must be adjusted to reflect this.	Didn't achieve target To be monitored during 2020 following Covid-19 Recommendation to Cabinet to approve increasing target from 15 days to 24 days	32 days	No comparable data available	No comparable data available	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	Annually	Higher is better	80%	No data required at Q2 - annual indicator	74% Clients accessing Wellbeing services 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. 122 of the 165 clients (74%) that gave feedback stated that they had achieved at least one or more of their goals. This is a lower sample than last year due to COVID-19	Didn't achieve target No action required but to be monitored during 2020 following Covid-19	84%	No comparable data available	No comparable data available	No comparable data available