

SDP number	SDP Performance Indicator	Portfolio	Cabinet Member	CMT Member	Measure Interval	Assess by	Target figure 2020	Q1 data	Q1 Commentary	Q1 status	Q2 2020/21	Q2 2019/20	Q2 Commentary	Q2 status	CMT comment
SDP17	Housing Benefit overpayments recovered	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	Quarterly	Higher is better	110%	748.00%	Above target. Collection rates are dependent upon the level of debt raised against overpayments. All recovery action was suspended on 23 March 2020 and recommences on 13 July 2020 due to Covid 19. As a result no new invoices were raised to offset against collection rates hence the 748% return.	Over achieved	-255.00%	158.64%	All recovery action suspended due to Covid until end of August when all invoices raised between March - August raised. O/S @ 01.04.20 £1,764,000 O/S @ 30.11.20 £1,448,635	Not achieving	To be monitored by Director of Services
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	No commentary required		£485,000	592,000	Based on the 6 month outturn, we are profiling a overspend of £120k. This is due to placements being accommodated for a longer period as a result of government directive that local authorities do not ask people to leave during the first three months of Covid lockdown (April-June).	Not achieving	To be monitored by Director of Services
SDP4	Occupied retail units in Littlehampton	Economy	Councillor Dr Walsh	Karl Roberts - Director of Place	6 Monthly	Higher is better	90%	No data required	No commentary required		89%	87%	Whilst Littlehampton is facing challenges set by the Covid-19 pandemic, a few new smaller units have opened bringing the vacancy rate down by number. Some of the leases for new ventures are more flexible, with short leases/ pop-up shops now a consideration. The larger units as previously occupied by Bon Marche and Hartleys remain closed, whilst the former Natwest Bank is now operating as restaurant bar Bar Saint and the former Bunces is now occupied by Casino.	Behind Target	No action required as only just behind target and not something the Council can directly control
SDP5	Occupied retail units in Bognor Regis	Economy	Councillor Dr Walsh	Karl Roberts - Director of Place	6 Monthly	Higher is better	90%	No data required	No commentary required		86.50%	89.80%	Vacancy rates audited in September 2020 showed a small rise in vacant units since the pandemic started from 9.4% (25/266) in March to 10.9% (29 vacancies) for the core town centre and from 12.2% (49/402) in March to 13.5% (54 vacant) for the wider BID area. The closures have been predominantly national chains (Trespass, Carphone Warehouse), however there are signs that new independent service-related businesses like barbers are taking up vacant space. Less optimistically other independent outlets are known to be struggling and are likely to close. In the near future it is likely that the downturn caused by the pandemic, the cessation of furlough and the well-publicised continued demise of national chains will have a negative impact on these figures. During lockdown it was estimated by retail organisations that around 25% of retail outlets nationally may not reopen once lockdown is fully eased. Footfall has held up during the pandemic better than other similar towns but is still down on last year by 20-30%.	Behind Target	No action required as only just behind target and not something the Council can directly control
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	3	9 x Stage 2 complaints determined in Q1 20/21: - 6 x Not Justified 3 x Partially Justified - 2 x Planning (same issue) and 1 x Housing Complaint levels are being monitored during an interim period by the Group Head of Corporate Support 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 Councils actions.	Achieving target	5	7	6 x Stage 2 complaints determined in Q2 20/21: - 4 x Not Justified 2 x Partially Justified (Housing - same complainant) Complaint levels are being monitored during an interim period by the Group Head of Corporate Support 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 Councils actions.	Achieving target	To be monitored by all of CMT
SDP16	Business rates collected	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	Quarterly	Higher is better	99%	24.90%	As the billing is spread over 10 months and scheduled to be collected by the end of January the target for the end of September is 59.41. Currently we are on target. This is due to the collectable debt being almost halved as a result of numerous reliefs.	Not achieving target	60.50%	57.90%	As the billing is spread over 10 months and scheduled to be collected by the end of January, the target for the end of September is 59.41%. Currently we are on target. This is due to the collectable debt being almost halved as a result of numerous reliefs introduced by central government.	Achieving target	To be monitored by Director of Services
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	No commentary required		100%	100%	On target	Achieving target	No action required
SDP1	Major applications determined in 13 weeks	Planning	Councillor Martin Lury	Karl Roberts - Director of Place	Quarterly	Higher is better	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 Council's performance was 20 out of 21 or 95%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 7 out of 21 or 33% 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 case loads are down. The Group Head of Planning has targeted performance again over the last couple of months on a one to one basis and performance is improving slowly.	Over achieved	93%	94.44%	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 28 out of 30 or 93%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 11 out of 30 or 37% determined in 13 weeks. This performance is above the targets set. The Group Head has been through a process of Performance Management with all staff over a three month period and new systems have been set up to ensure performance is improved. The first stage of this was to clear all of the old applications that were slowing all performance and these have now all but gone. Performance in this quarter was a significant improvement on Q1 (+11% of applications determined within the statutory time).	Over achieving	No action required

SDP number	SDP Performance Indicator	Portfolio	Cabinet Member	CMT Member	Measure Interval	Assess by	Target figure 2020	Q1 data	Q1 Commentary	Q1 status	Q2 2020/21	Q2 2019/20	Q2 Commentary	Q2 status	CMT comment
SDP2	Minor applications determined in 8 weeks	Planning	Councillor Martin Lury	Karl Roberts - Director of Place	Quarterly	Higher is better	90%	97.00%	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 72 out of 74 or 97%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 33 out of 74 or 45% determined in 8 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 case loads are down. The Group Head of Planning has targeted performance again over the last couple of months on a one to one basis and performance is improving slowly.	Over achieved	97%	93.55%	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 126 out of 130 or 97%. 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 130 or 50% determined in 8 weeks. This performance is above the targets set. The Group Head has been through a process of Performance Management with all staff over a three month period and new systems have been set up to ensure performance is improved. The first stage of this was to clear all of the old applications that were slowing all performance and these have now all but gone. Performance in this quarter was a significant improvement on Q1 (+14% of applications determined within the statutory time).	Over achieving	No action required
SDP3	Other applications determined in 8 weeks	Planning	Councillor Martin Lury	Karl Roberts - Director of Place	Quarterly	Higher is better	90%	96.00%	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 156 out of 162 or 96%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 96 out of 162 or 59% determined in 8 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 case loads are down. The Group Head of Planning has targeted performance again over the last couple of months on a one to one basis and performance is improving slowly.	Over achieved	96%	90.87%	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 350 out of 365 or 96%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 278 out of 365 or 76% determined in 8 weeks. This performance is above the targets set. The Group Head has been through a process of Performance Management with all staff over a three month period and new systems have been set up to ensure performance is improved. The first stage of this was to clear all of the old applications that were slowing all performance and these have now all but gone. Performance in this quarter was a significant improvement on Q1 (+31% on applications determined within the statutory times).	Over achieving	No action required
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%	95.80%	Exceeding target. A number of matters remain undetermined due to Covid. This is because officers cannot meet with taxi drivers and because premises inspections cannot be undertaken so some types of licence cannot be granted. One application received around the start of lockdown required a hearing by Licensing Subcommittee via video-conference which resulted in delay but has now been determined. Outstanding matters are 5 tattooing applications, 2 animal applications & 15 taxi matters. All other outstanding applications were determined.	Over achieved	97.30%	93.30%	Exceeding target. Current applications outstanding we have been unable to process due to Covid. Skin Piercing and Tattooing inspections have now recommenced, however we now have a backlog and 3 remain outstanding. We also have one street trading application which will be held until policy review is undertaken and a number of taxi matters require us to have face to face meetings with applicant drivers before we deem them to be fit and proper to drive.	Over achieving	No action required
SDP12	Number of missed refuse and recycling collections per 100,000 within contractual target	Neighbourhood Services	Cllr Samantha Staniforth	Philippa Dart - Director of Services	6 Monthly	Lower is better	80	No data required	No commentary required		59	47.93%	There has been a slight increase in the number of missed bins due to operational issues as a result of the pandemic and some disruption to rounds due to staffing changes. An action plan is being put in place by Biffa to improve supervision and drive service improvement.	Over achieving	No action required
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	No commentary required		95.40%	96%	Robust and consistent management of rent accounts continues to be applied during these unprecedented times as a result of Covid 19. Added focus has been given to low level arrears, as early intervention is key.	Over achieving	No action required