

New CP number	CP Performance Indicator	Council Priority Theme	Cabinet Member	CMT Member	Measure Interval	Assess by	Target figure 2020	Q2 data	Q2 Commentary	Q2 status	Q4 data	% of 2020/21 target achieved	Q4 Commentary	Status at Q4
CP1	The level of public satisfied or very satisfied with the overall quality of the Council's services	Your Council Services	Councillor Francis Oppler	Nigel Lynn - Chief Executive	Annually	Higher is better	75%	No data required	No info required		No data		The Overview Scrutiny Committee wished to review the methodology for the survey in order to increase participation. A changed approach was agreed, but this required quotes to be sought before the approach could be implemented (all within existing budget). The quotation process took longer than anticipated due to the small number of companies interested in a process which continued to involve paper surveys, which was agreed as a requirement by OSC. Therefore, the survey which produces the data for these indicators will not be completed in time for it to be analysed and reported to the Corporate Policy and Performance Committee in June 2021. The outcomes will be reported to the December 2021 meeting in line with the six monthly reporting schedule.	No data
CP4	The level of customer satisfaction with the cleanliness of the District	Your Council Services	Councillor Francis Oppler	Nigel Lynn - Chief Executive	Annually	Higher is better	70%	No data required	No info required		No data		The Overview Scrutiny Committee wished to review the methodology for the survey in order to increase participation. A changed approach was agreed, but this required quotes to be sought before the approach could be implemented (all within existing budget). The quotation process took longer than anticipated due to the small number of companies interested in a process which continued to involve paper surveys, which was agreed as a requirement by OSC. Therefore, the survey which produces the data for these indicators will not be completed in time for it to be analysed and reported to the Corporate Policy and Performance Committee in June 2021. The outcomes will be reported to the December 2021 meeting in line with the six monthly reporting schedule.	No data
CP9	Number of new homes completed (net)	Your future	Councillor Martin Lury	Karl Roberts - Director of Place	Annually	Higher is better	930	No data required	No info required		No data		Data will not be available until September 2021 - will be reported via Q2 reporting	No data
CP2	Food businesses with food hygiene ratings of 3 (satisfactory) and above	Your Council Services	Councillor Matt Stanley	Karl Roberts - Director of Place	Annually	Higher is better	93%	No data required	No info required		98.20%	106%	This figure is based on the most recent inspection, noting that due to COVID there are a significant number of premises that are overdue their physical food hygiene inspection as well as a large number of new businesses yet to receive a rating. Inspections have been prioritised in line with Food Standards Agency (FSA) guidance, which includes conducting remote inspections, however the FSA do not permit re-rating of businesses based on a remote inspection. There were >500 fewer food safety interventions in 20/21 than would have been the case had it not been for COVID. It will not be possible to deliver the whole backlog of interventions within existing resources. However, the FSA will be issuing guidance by the end of June to local authorities on how it expects the backlog of food safety inspections to be managed. It has been agreed in consultation with the Cabinet Member for Technical Services that the food safety service plan for 21/22 can therefore be deferred until after this guidance has been issued, when the resource implications will be better understood. It is expected that additional food safety contractors will need to be engaged, for which preparatory work is underway.	Over Achieved
CP6	Time taken to process Housing Benefit/Council Tax Benefit new claims (days)	Supporting you	Councillor Pauline Gregory	Philippa Dart - Director of Services	6-monthly	Lower is better	8	5.2	On target	Achieving target	2.6	132.50%	Target Achieved	Over Achieved
CP8	Number of new Council homes built or purchased per annum	Supporting you	Councillor Pauline Gregory	Philippa Dart - Director of Services	6-monthly	Higher is better	35	14	On track for 36 completions in total by year end	Achieving target	35	100%	10 x Starling House 1 x Buyback 2 x Longford Rd 14 x Windroos 8 x Quiet Waters	Achieved target

CP3	Council Tax collected	Your Council Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	6-monthly	Higher is better	98%	58.50%	Council Tax is collected over 10 months. The 6 monthly target is 60.82%. At Q2 the Council Tax debt was £118,115,302 and the Council had collected 58.50% of this at Q2. We are slightly below target due to Covid-19. In mitigation, more households have opted to pay over 12 months as opposed to 10. However, it is difficult to predict whether we will remain on target due to the current economic condition and Covid-19, which is impacting households ability to pay, as a result of Covid. Recovery action was extremely limited as the courts were not open during lockdown and for several months after. The courts have now reopened and the first court date for non-payment of Council Tax is on 23.11.20 were we have summonsed over 1000 accounts at this hearing. Further hearings will be scheduled.	Not achieving target	97.10%	99%	Marginally below last years Council Tax collection rate of 97.5%. The team have worked hard to minimise the impact of covid. Collection rate has been affected by court action being suspended, other than in November, as a result of the courts being closed as a result of Covid. This along with cases not being escalated to Enforcement Agents has impacted our ability to collect any outstanding debt due for 20/21.	Behind Target
CP10	Total rateable business value for the Arun District	Your future	Councillor Dr James Walsh	Karl Roberts - Director of Place	6-monthly	Higher is better	£99,000,000	£98,619,356	This indicator is on target.	Achieving target	£97,557,516	98.54%	This figure is for the end of March 2021.	Behind Target
CP5	Number of visits to Council Leisure Centres per annum	Your Council Services	Councillor Gill Yeates	Philippa Dart - Director of Services	Annually	Higher is better	860,300	No data required	No info required		91,076	11%	For much of 2020/21 the Leisure Centres were closed due to Covid. When guidelines permitted the capacity of the centres was greatly reduced. The centres were open for the following periods: 25 July to 24 October and 2 December to 24 December.	Didn't achieve target
CP7	Homelessness applications where homelessness is prevented	Supporting you	Councillor Pauline Gregory	Philippa Dart - Director of Services	6-monthly	Higher is better	70%	66%	This figure is based on the number of prevention cases closed with a positive outcome against the total amount of prevention decisions. This is slightly below target due to Covid 19 lockdown which impacted our ability to prevent homelessness through private rented sector offers.	Not achieving target	45%	64%	Overall performance is below target for a number of reasons, mainly Covid related. Prevention cases are being held open for longer as a result of the ban on evictions. This means that the private rented sector is very stagnant with few move on opportunities becoming available in order to prevent homelessness positively. Family relationships are also under immense strain as a result of the pandemic and subsequent lockdowns and as a result, the ability to negotiate for people to remain living at home has become very limited.	Didn't achieve target
CP11	Household waste sent for reuse, recycling and composting	Your future	Councillor Samantha Staniforth	Philippa Dart - Director of Services	6-monthly	Higher is better	50%	44.77%	This is made up of a dry recycling rate of 25.3% and a composting rate of 19.47%. The overall effect of the pandemic on tonnages has seen a rise in both dry recycling but also the amount of waste going in black bag waste. This mirrors the picture across West Sussex as a result of lockdown.	Not achieving target	41.93%	83.86%	This is made up of a dry recycling rate of 26.06% and composting rate of 15.87%. Benchmarking with similar councils has identified that all have experienced similar reductions in recycling rates which is a direct result of changed consumer habits during the Covid lockdown. Please also note that this figure is subject to verification following confirmation of some March data; the figure may therefore alter slightly.	Didn't achieve target