

CP number	CP Performance Indicator	Assess by	Target figure 2020/21	2020/21 status and Q4	2020/21 Q4 Performance	2019/20 Q4 Performance	2018/19 Q4 Performance	2017/18 Q4 Performance	2016/17 Q4 Performance	2015/16 Q4 Performance	2014/15 Q4 Performance	2013/14 Q4 Performance
CP1	The level of public satisfied or very satisfied with the overall quality of the Council's services	Higher is better	75%	No data	No data	77%	66%	68%	73.00%	74.00%	76.00%	76.00%
CP2	Food businesses with food hygiene ratings of 3 (satisfactory) and above	Higher is better	93%	Over Achieved	98.20%	97.60%	97%	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
CP3	Council Tax collected	Higher is better	98%	Behind Target	97.10%	97.50%	97.80%	98.01%	98.25%	98.16%	98.01%	98.40%
CP4	The level of customer satisfaction with the cleanliness of the District	Higher is better	70%	No data	No data	78%	Data to be confirmed	64%	72.00%	69.00%	68.00%	69.00%
CP5	Number of visits to Council Leisure Centres per annum	Higher is better	860,300	Didn't achieve target	91,076	1,182,025	1,035,325	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
CP6	Time taken to process Housing Benefit/Council Tax Benefit new claims (days)	Lower is better	8	Over Achieved	2.6	2.3	3.3 days	6.4 days	5.60 day/s	5.50 day/s	5.40 day/s	8.00 day/s
CP7	Homelessness applications where homelessness is prevented	Higher is better	70%	Didn't achieve target	45%	63.00%	85.00%	66.30%	68.82%	68.00%	76.00%	80.00%
CP8	Number of new Council homes built or purchased per annum	Higher is better	35	Achieved target	35	13	40	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
CP9	Number of new homes completed (net)	Higher is better	930	No data	Data to be confirmed Sept 2021	515	602	704	622	890	601	359
CP10	Total rateable business value for the Arun District	Higher is better	£99,000,000	Behind Target	£97,557,516	£99,185,291.00	£98,063,676.00	£98,123,538.00	£90,993,675.00	£88,557,058.00	£86,848,268.00	£87,100,000.00
CP11	Household waste sent for reuse, recycling and composting	Higher is better	50%	Didn't achieve target	41.93%	43.04%	42.01%	40.90%	38.93%	38.34%	37.45%	40.00%