

CP number	CP Performance Indicator	Council Priority Theme	Service Area	CMT Member	Measure Interval	Assess by	Target figure 2021/22	Q2 data	Q2 Commentary	Q2 status
CP6	Time taken to process Housing Benefit/Council Tax Benefit new claims (days)	Supporting you	Residential Services	Philippa Dart - Director of Services	6-monthly	Lower is better	8	3.3	Slight increase on Q1 due to a few outlying claims taking longer than average	Overachieving Target
CP3	Council Tax collected	Your Council Services	Residential Services	Philippa Dart - Director of Services	6-monthly	Higher is better	98%	59.50%	On target. Customers now have ability to pay over 12 months.	Achieving Target
CP10	Total rateable business value for the Arun District	Your future	Economy	Karl Roberts - Director of Place	6-monthly	Higher is better	£99,000,000	£97,588,621	Figure is slightly below target. Some commercial premises have been lost to residential uses. New commercial premises, such as the Salt Box development, are coming online and it is expected this figure will improve.	Behind Target
CP7	Homelessness applications where homelessness is prevented	Supporting you	Residential Services	Philippa Dart - Director of Services	6-monthly	Higher is better	70%	52%	Post pandemic has seen an extremely buoyant private rented market, with rental values increasing rapidly and demand for properties far outstripping supply resulting in landlords being able to command rents way in excess of local housing allowance. Furthermore, the ban on evictions was lifted on the 1st June resulting in a significant increase in the number of clients approaching us for help having been served notice, or are at the point of a possession hearing. Preventing homelessness in these circumstances is therefore becoming increasingly challenging.	Not Achieving Target
CP8	Number of new Council homes built or purchased per annum	Supporting you	Residential Services	Philippa Dart - Director of Services	6-monthly	Higher is better	35	2	Global supply chain issues, coupled with shortage of HGV drivers are impacting on the progress of new build developments. Total number of properties anticipated to be completed by the end of the year is 17	Not Achieving Target
CP11	Household waste sent for reuse, recycling and composting	Your future	Neighbourhood Services	Philippa Dart - Director of Services	6-monthly	Higher is better	50%	43.50%	The recycling rate is 0.6% lower compared with the corresponding period last year. The waste growth in residual black bag waste has continued with the rise in property numbers and working from home. This is combined with a static recycling rate. Indications are that despite the issues with collections the Garden Waste Service has actually an improved tonnage performance over the corresponding period last year. We are exploring with partners other impacts on the service including the introduction of the booking systems at the tip.	Not Achieving Target