

SDP number	SDP Performance Indicator	Service Area	CMT Member	Measure Interval	Assess by	Target figure 2018	Target figure 2019	Target figure 2020	Target figure 2021	Q1 data	Q1 Commentary	Q1 status	Q2 data	Q2 Commentary	Q2 status
SDP1	Major applications determined in 13 weeks	Planning	Karl Roberts - Director of Place	Quarterly	Higher is better	80%	450kg	80%	80%	90%	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 9 out of 10 or 90%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 6 out of 10 or 60% determined in 13 weeks. This performance is above the targets set. The Group Head of Planning carried out a full performance management review exercise in mid 2020.	Overachieving	92%	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 22 out of 24 or 92%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 13 out of 24 or 54% determined in 13 weeks. The Group Head of Planning carried out a full performance management review exercise in mid 2020 and has a target of getting much closer to the 80% target without using EoT's.	Overachieving Target
SDP5	Occupied retail units in Bognor Regis	Economy	Karl Roberts - Director of Place	6 Monthly	Higher is better	90%	157,700	90%	90%	No data required	No commentary required		95%	This is a very high and better than expected retail occupancy figure. It is an encouraging sign that the town centre is stabilising after the pandemic lockdown and the temporary closure of retail businesses. Compared with some other local retail centres and data nationally, Bognor Regis is fairing well and remains a buoyant shopping location.	Overachieving Target
SDP9	Licence applications determined within the various statutory or service time limits	Technical Services	Karl Roberts - Director of Place	Quarterly	Higher is better	90%	94%	90%	90%	99.50%	Just one application was not determined in the last measurable quarter. There are a number of taxi matters still outstanding from previous quarters due to covid restrictions, these will be dealt with as soon as possible.	Overachieving	97.40%	We have a number of prospective drivers that still need to pass their knowledge tests before we can grant their applications. There is also one riding establishment that we are awaiting a payment from so that their licence can be granted. The inspection had to be delayed due to Covid.	Overachieving Target
SDP16	Business rates collected	Residential Services	Philippa Dart - Director of Services	Quarterly	Higher is better	99%	99%	99%	99%	20.90%	Below target. The government has made numerous changes to the collection of business rates including reducing retail relief from 100% to 66% from 01/07/21. This resulted us rebilling in June.	Achieving	51.30%	Following rebilling, collection rates have increased as more businesses set up direct debits. Overachieving target at 6 months (if one assumes 49.5% is the 6 monthly target figure).	Overachieving Target
SDP17	Housing Benefit overpayments recovered	Residential Services	Philippa Dart - Director of Services	Quarterly	Higher is better	110%	110%	110%	110%	510.89%	Above target. Recovery action resumed April 21 and invoices issued. A further resource has temporarily been deployed to increase the collection rate.	Overachieving	207.00%	Overachieving target.	Overachieving Target
SDP19	Rent collected on Council housing	Residential Services	Philippa Dart - Director of Services	6 Monthly	Higher is better	94%	94%	94%	94%	No data required	No commentary required		94.95%	The performance reflects our consistent approach of early intervention, providing support and advice on maximising income to resolve debt. The longer notice periods imposed by the Government have allowed us to work with residents over a longer period without having to take enforcement action.	Overachieving Target
SDP3	Other applications determined in 8 weeks	Planning	Karl Roberts - Director of Place	Quarterly	Higher is better	90%	>61%	90%	90%	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 255 out of 269 or 95%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 212 out of 269 or 79% determined in 8 weeks. This performance is above the target set. The Group Head of Planning carried out a full performance management review exercise in mid 2020.	Overachieving	90%	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 453 out of 504 or 90%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 386 out of 504 or 77% determined in 8 weeks. This performance meets the target set. We have been very good with dealing with the smaller applications and performance is always good on this indicator. We have some very good junior Planning Officers who perform very well.	Achieving Target
SDP10	Number of stage 2 corporate complaints found to be justified or partially justified	Council Advice and Monitoring	James Hassett - Interim Chief Executive	Quarterly	Lower is better	10	10	10	10	1	4 x Stage 2 complaints determined in Q1 21/22: - 1 x Partially Justified for Housing Repairs 3 x Not Justified	Overachieving	5	15 x Stage 2 complaints determined in Q2 21/22:- 11 x Not Justified 1 x Partially Justified for Parks 3 x Justified - Housing Repairs (2) and Planning (1)	Achieving Target
SDP4	Occupied retail units in Littlehampton	Economy	Karl Roberts - Director of Place	6 Monthly	Higher is better	90%	5	90%	90%	No data required	No commentary required		89%	204 properties are in use, 26 currently unutilised. Two national chains have closed their premises since the last audit. The majority of vacancies are in the High Street area and, interestingly, the units at the western end of the High Street, which are notoriously difficult to let, are all now occupied by new small businesses.	Behind Target
SDP22	Number of Council properties with a valid gas safety certificate	Residential Services	Philippa Dart - Director of Services	6 Monthly	Higher is better	100%	100%	100%	100%	No data required	No commentary required		99.92%	Two properties had expired LGSRs. We have been granted an injunction for one property. We have applied for an injunction for the second property.	Behind Target

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SDP2	Minor applications determined in 8 weeks	Planning	Karl Roberts - Director of Place	Quarterly	Higher is better	90%	80	90%	90%	90%	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 47 out of 52 or 90%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 36 out of 52 or 69% determined in 8 weeks. This performance is within the target set. The Group Head of Planning carried out a full performance management review exercise in mid 2020.	Achieving	78%	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 89 out of 114 or 78%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 56 out of 114 or 49% determined in 8 weeks. This performance is below the target set. There have been some staff absences in Q2 that affected performance but it is clear that too many decisions were made without securing EoT's. The Group Head of Planning carried out a full performance management review exercise in mid 2020 and the aim is to get much closer to 90% without using EoT's.	Not Achieving Target
SDP12	Number of missed refuse and recycling collections per 100,000 within contractual target	Neighbourhood Services	Philippa Dart - Director of Services	6 Monthly	Lower is better	80	80	80	80	No data required	No commentary required		159	This figure is a direct result of the disruption to workforce caused by the national HGV driver shortage. The recruitment in recent months has been successful and stability is leading to a reduction in missed bins. This situation is being monitored on a monthly basis at meetings.	Not Achieving Target
SDP18	Cost of emergency accommodation per annum (net)	Residential Services	Philippa Dart - Director of Services	6 Monthly	Lower is better	£533,000	£533,000	£533,000	£533,000	No data required	No commentary required		£552,000	The impact of Covid means we are seeing an increase in court evictions and family evictions, along with a high level of complex cases, impacting on the number of placements and length of stay in emergency accommodation.	Not Achieving Target