

SDP number	SDP Performance Indicator	Portfolio	Cabinet Member	CMT Member	Measurer name	Measure Interval	Assess by	Target figure 2018
SDP1	Major applications determined in 13 weeks	Planning	Councillor John Charles	Karl Roberts - Director of Place	Nicola Spencer	Quarterly	Higher is better	80%
SDP2	Minor applications determined in 8 weeks	Planning	Councillor John Charles	Karl Roberts - Director of Place	Nicola Spencer	Quarterly	Higher is better	90%
SDP3	Other applications determined in 8 weeks	Planning	Councillor John Charles	Karl Roberts - Director of Place	Nicola Spencer	Quarterly	Higher is better	90%
SDP4	Occupied retail units in Littlehampton	Economy	Councillor Gillian Brown	Karl Roberts - Director of Place	John Edjvet	6 Monthly	Higher is better	90%
SDP5	Occupied retail units in Bognor Regis	Economy	Councillor Gillian Brown	Karl Roberts - Director of Place	Caroline Gosford	6 Monthly	Higher is better	90%
SDP6	Vacant private sector dwellings returned to occupation	Technical Services	Councillor Stephen Haymes	Karl Roberts - Director of Place	Louise Crane	Annually	Higher is better	25
SDP7	The total income received from general fund assets	Technical Services	Councillor Stephen Haymes	Karl Roberts - Director of Place	Paul Broggi	Annually	Higher is better	£600K
SDP8	The inspection of all Arun District Council coastal defence assets twice a year	Technical Services	Councillor Stephen Haymes	Karl Roberts - Director of Place	Roger Spencer	Annually	2 is better	Yes
SDP9	Licence applications determined within the various statutory or service time limits	Technical Services	Councillor Stephen Haymes	Karl Roberts - Director of Place	Sarah Meeten	Quarterly	Higher is better	90%
SDP10	Number of stage 2 corporate complaints found to be justified or partially justified	Council Advice and Monitoring	Councillor Dudley Wensley	Nigel Lynn - Chief Executive	Sharon Lileywhite	Quarterly	Lower is better	10
SDP11	Residual household waste per household	Neighbourhood Services	Councillor Paul Wotherspoon	Philippa Dart - Director of Services	Joe Russell-Wells	Annually	Lower is better	450kg
SDP12	Number of missed refuse and recycling collections per 100,000 within contractual target	Neighbourhood Services	Councillor Paul Wotherspoon	Philippa Dart - Director of Services	Joe Russell-Wells	6 Monthly	Lower is better	80
SDP13	Contractor achieving performance target for all green space management operations following monitoring	Neighbourhood Services	Councillor Paul Wotherspoon	Philippa Dart - Director of Services	Joe Russell-Wells	Annually	Higher is better	>61%
SDP14	Achieve Green Flag awards for Council Parks, 4 by 18/19 5 by 19/20 and maintain at 5 thereafter	Neighbourhood Services	Councillor Paul Wotherspoon	Philippa Dart - Director of Services	Joe Russell-Wells	Annually	Higher is better	4
SDP15	Increase grass regimes managed specifically for biodiversity purposes	Neighbourhood Services	Councillor Paul Wotherspoon	Philippa Dart - Director of Services	Joe Russell-Wells	Annually	Higher is better	+5% year on year increase from contract start baseline figure (146,000 sqm)
SDP16	Business rates collected	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	Andy Dale	Quarterly	Higher is better	99%
SDP17	Housing Benefit overpayments recovered	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	Andy Dale	Quarterly	Higher is better	110%
SDP18	Cost of emergency accommodation per annum (net)	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	Satnam Kaur	6 Monthly	Lower is better	£533,000
SDP19	Rent collected on Council housing	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	Satnam Kaur	6 Monthly	Higher is better	94%
SDP20	Number of Council housing fraud cases prevented or properties recovered	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	Satnam Kaur	Annually	Higher is better	10
SDP21	Average time from property vacated to property re let	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	Satnam Kaur	Annually	Lower is better	15 days
SDP22	Number of Council properties with a valid gas safety certificate	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	Satnam Kaur	6 Monthly	Higher is better	100%
SDP23	Wellbeing clients reporting that one or more of their lifestyle goals has been achieved (3 months after the conclusion of an intervention)	Community Wellbeing	Councillor Mike Clayden	Philippa Dart - Director of Services	Robin Wickham	Annually	Higher is better	80%