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| **Key Performance Indicators – To End Q1 2025-26****Generated on:** 30 July 2025 | The logo of Chichester District Council.  |

| **Symbol** | **PI Status** |
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| **This is an image of a red hexagon, indicating that performance is significantly off target.**  | Alert |
| **This is an image of a yellow triangle, indicating that performance is slightly off target.**  | Warning |
| **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | OK |
| **This is an image of a blue square with a white question mark in the centre, indicating that the status is currently unknown.**  | Unknown |
| **This is an image of a data chart, indicating that the performance indicator has no target and is reported for information only.**  | Data Only |

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| **Cabinet Member for Community and Wellbeing Services** |

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|  |  |  |  |  |  |  | **Year to Date Position** | **Last Complete Year Outturn** |
| **PI Code & Short Name** | **Collection Frequency** | **Data Type** | **Last Update** | **Target** | **Current Value** | **Status** | **2025/26** | **2024/25** |
| **Value** | **Status** | **Value** | **Status** |
| **LPI 005a** % of Individuals Accessing the Wellbeing Service who are from identified High Risk Groups | Quarters | Cumulative  | Q1 2025/26 | 40% | **35.3%** | **This is an image of a yellow triangle, indicating that performance is slightly off target.**  | 35.3% | **This is an image of a yellow triangle, indicating that performance is slightly off target.**  | 35.3% | **This is an image of a yellow triangle, indicating that performance is slightly off target.**  |
| **LPI 005b** Chichester Wellbeing Stop Smoking Service - Number of Quits Achieved | Quarters | Cumulative  | Q1 2025/26 | 12 | **5** | **This is an image of a red hexagon, indicating that performance is significantly off target.**  | 5 | **This is an image of a red hexagon, indicating that performance is significantly off target.**  | 48 | **This is an image of a yellow triangle, indicating that performance is slightly off target.**  |
| **LPI 005c** Chichester Wellbeing NHS Health Checks Delivered | Quarters | Cumulative  | Q1 2025/26 | 25 | **16** | **This is an image of a red hexagon, indicating that performance is significantly off target.**  | 16 | **This is an image of a red hexagon, indicating that performance is significantly off target.**  | 139 | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 011a** % of CSC enquiries resolved at first point of contact | Months | Single period and year to date  | June 2025 | 85% | **87%** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 87.3% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 87.75% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 011b** % of calls to the CSC that are answered | Months | Single period and year to date  | June 2025 | 90% | **82%** | **This is an image of a red hexagon, indicating that performance is significantly off target.**  | 84% | **This is an image of a red hexagon, indicating that performance is significantly off target.**  | 85.17% | **This is an image of a red hexagon, indicating that performance is significantly off target.**  |
| **LPI 212b** All Reported Crime - Chichester | Months | Rolling 12-month average  | June 2025 | -5.8% | **-1.8%** | **This is an image of a red hexagon, indicating that performance is significantly off target.**  | -1.8% | **This is an image of a red hexagon, indicating that performance is significantly off target.**  | -2.3% | **This is an image of a red hexagon, indicating that performance is significantly off target.**  |
| **LPI 230** Choose Work - Number of New Clients Engaged with the Service | Months | Cumulative  | June 2025 | 15 | **30** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 30 | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 124 | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |

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| **Cabinet Member for Culture, Sport and Place** |

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| **PI Code & Short Name** | **Collection Frequency** | **Data Type** | **Last Update** | **Target** | **Current Value** | **Status** | **2025/26** | **2024/25** |
| **Value** | **Status** | **Value** | **Status** |
| **LPI 219** The Novium and TIC - All service admissions | Months | Single period and year to date  | June 2025 | 4,167 | **4,661** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 15,559 | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 50,735 | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |

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| **Cabinet Member for Environmental Strategy** |

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| **PI Code & Short Name** | **Collection Frequency** | **Data Type** | **Last Update** | **Target** | **Current Value** | **Status** | **2025/26** | **2024/25** |
| **Value** | **Status** | **Value** | **Status** |
| **BC MPI 01** Building Control - Site inspections undertaken within 24 hours | Months | Single period and year to date  | June 2025 | 100% | **100%** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 100% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 100% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **BC MPI 03** Building Control - Applications determined within 5 weeks (unless time extension agreed) | Months | Single period and year to date  | June 2025 | 100% | **100%** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 100% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 83.33% | **This is an image of a red hexagon, indicating that performance is significantly off target.**  |
| **LPI 009** Number of Premises Licenced Under the Animal Welfare Act 2018 Inspected | Quarters | Single period and year to date  | Q1 2025/26 | 10 | **34** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 34 | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 89 | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 133a** Number of Industrial Processes with an Environmental Permit that are Inspected | Quarters | Single period and year to date  | Q1 2025/26 | 0 | **0** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 0 | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 21 | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 135** Number of Private Water Supplies Visited for Sampling and/or Risk Assessment | Quarters | Single period and year to date  | Q1 2025/26 | 11 | **24** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 24 | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 66 | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 174** % of food premises due for inspection that were carried out | Quarters | Cumulative  | Q1 2025/26 | 25% | **19.3%** | **This is an image of a red hexagon, indicating that performance is significantly off target.**  | 19.3% | **This is an image of a red hexagon, indicating that performance is significantly off target.**  | 100% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |

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| **Cabinet Member for Finance, Corporate Services and Chichester Contract Services** |

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| **PI Code & Short Name** | **Collection Frequency** | **Data Type** | **Last Update** | **Target** | **Current Value** | **Status** | **2025/26** | **2024/25** |
| **Value** | **Status** | **Value** | **Status** |
| **LPI 001a** Percentage of all searches carried out within 10 working days | Quarters | Single period and year to date  | Q1 2025/26 | 100% | **100%** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 100% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 100% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 001b** Average Number of Working Days Taken to Return a Search | Quarters | Single period and year to date  | Q1 2025/26 | 10 | **4** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 4 | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 4 | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 143** Working Days Lost Due to Sickness Absence | Months | Rolling 12-month average  | June 2025 | 8 days | **9.3 days** | **This is an image of a red hexagon, indicating that performance is significantly off target.**  | 9.3 days | **This is an image of a red hexagon, indicating that performance is significantly off target.**  | 8.77 days | **This is an image of a yellow triangle, indicating that performance is slightly off target.**  |
| **LPI 156** Creditor invoices paid within 30 days | Months | Single period and year to date  | June 2025 | 96% | **93.67%** | **This is an image of a yellow triangle, indicating that performance is slightly off target.**  | 96.64% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 96.85% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 191** Residual household waste in Kg per household | Quarters | Cumulative  | Q4 2024/25 | 420 | Figures not yet available. | N/A | Figures not yet available. |
| **LPI 192** Percentage of household waste sent for reuse, recycling and composting (quarterly) | Quarters | Cumulative  | Q4 2024/25 | 48% | Figures not yet available. | N/A | Figures not yet available. |

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| **Cabinet Member for Growth, Economic Development, Communications, Licensing and Events** |

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| **PI Code & Short Name** | **Collection Frequency** | **Data Type** | **Last Update** | **Target** | **Current Value** | **Status** | **2025/26** | **2024/25** |
| **Value** | **Status** | **Value** | **Status** |
| **LPI 117** % Licensing Act 2003 applications determined within 56 days | Quarters | Cumulative  | Q1 2025/26 | 100% | **97.14%** | **This is an image of a yellow triangle, indicating that performance is slightly off target.**  | 97.14% | **This is an image of a yellow triangle, indicating that performance is slightly off target.**  | 99.26% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 118** % Gambling Act 2005 applications determined within 56 days | Quarters | Cumulative  | Q1 2025/26 | 100% | **100%** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 100% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 100% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 237** % of business planning applications responded to | Quarters | Single period and year to date  | Q1 2025/26 | 90% | **100%** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 100% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 100% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |

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| **Cabinet Member for Housing, Revenues and Benefits** |

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| **PI Code & Short Name** | **Collection Frequency** | **Data Type** | **Last Update** | **Target** | **Current Value** | **Status** | **2025/26** | **2024/25** |
| **Value** | **Status** | **Value** | **Status** |
| **LPI 004b** Time taken to process change events for benefits (inc. Housing Benefit and CTR) | Months | Single period and year to date  | June 2025 | 7 days | **8.5 days** | **This is an image of a red hexagon, indicating that performance is significantly off target.**  | 5.8 days | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 4.3 days | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 013** Households in Nightly-Paid Temporary Accommodation (not CDC Owned) - All Cases | Months | Single period and year to date  | June 2025 | 50 | **85** | **This is an image of a red hexagon, indicating that performance is significantly off target.**  | 83 | **This is an image of a red hexagon, indicating that performance is significantly off target.**  | 80 | **This is an image of a red hexagon, indicating that performance is significantly off target.**  |
| **LPI 015** Number of People Sleeping Rough in the District | Months | Single period and year to date  | June 2025 | 3 | **21** | **This is an image of a red hexagon, indicating that performance is significantly off target.**  | 9.67 | **This is an image of a yellow triangle, indicating that performance is slightly off target.**  | 4.58 | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 017a** Time Taken to Process New Claims for Benefits - Council Tax Reduction Only | Months | Single period and year to date  | June 2025 | 20 days | **23 days** | **This is an image of a red hexagon, indicating that performance is significantly off target.**  | 28.67 days | **This is an image of a red hexagon, indicating that performance is significantly off target.**  | 23.76 days | **This is an image of a red hexagon, indicating that performance is significantly off target.**  |
| **LPI 017b** Time Taken to Process New Claims for Benefits - Housing Benefit Only | Months | Single period and year to date  | June 2025 | 15 days | **13 days** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 15.67 days | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 21.05 days | **This is an image of a red hexagon, indicating that performance is significantly off target.**  |
| **LPI 140** Percentage of Council Tax collected | Months | Cumulative  | June 2025 | 24.48% | **29.37%** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 29.37% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 97.43% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 141** Percentage of Non-domestic Rates Collected | Months | Cumulative  | June 2025 | 24.35% | **27.85%** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 27.85% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 97.49% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |

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| **Cabinet Member for Planning** |

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| **PI Code & Short Name** | **Collection Frequency** | **Data Type** | **Last Update** | **Target** | **Current Value** | **Status** | **2025/26** | **2024/25** |
| **Value** | **Status** | **Value** | **Status** |
| **LPI 124** CDC - Planning appeals allowed | Months | Single period and year to date  | June 2025 | 30% | **25%** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 30% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 29.09% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 124a** SDNP - Planning appeals allowed | Months | Single period and year to date  | June 2025 | 30% | **75%** | **This is an image of a red hexagon, indicating that performance is significantly off target.**  | 71.43% | **This is an image of a red hexagon, indicating that performance is significantly off target.**  | 19.23% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 187a** CDC - % of planning applications determined within 13 weeks: Major Applications | Months | Single period and year to date  | June 2025 | 60% | **75%** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 90% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 92.3% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 187b** CDC - % of planning applications determined within 8 weeks: Minor Applications | Months | Single period and year to date  | June 2025 | 65% | **95.83%** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 98.75% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 89.41% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 187c** CDC - % of planning applications determined within 8 weeks: Other Applications | Months | Single period and year to date  | June 2025 | 80% | **100%** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 100% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 93.39% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 188a** SDNP - % of planning applications determined within 13 weeks: Major Applications | Months | Single period and year to date  | June 2025 | 70% | **100%** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 100% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 100% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 188b** SDNP - % of planning applications determined within 8 weeks: Minor Applications | Months | Single period and year to date  | June 2025 | 80% | **100%** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 93.33% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 86.54% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 188c** SDNP - % of planning applications determined within 8 weeks: Other Applications | Months | Single period and year to date  | June 2025 | 80% | **93.55%** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 90.91% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 90.65% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |

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| **Cabinet Member for Regeneration (Leader of the Council)** |

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| **PI Code & Short Name** | **Collection Frequency** | **Data Type** | **Last Update** | **Target** | **Current Value** | **Status** | **2025/26** | **2024/25** |
| **Value** | **Status** | **Value** | **Status** |
| **LPI 53** % of empty units within our commercial and industrial property portfolio | Quarters | Single period and year to date  | Q1 2025/26 | 10% | **4.76%** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 4.76% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 8.54% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |
| **LPI 54** % of rent and service charge arrears | Quarters | Single period and year to date  | Q1 2025/26 | 8% | **0.4%** | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 0.4% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  | 3.31% | **This is an image of a green circle with a white tick in the centre, indicating that performance is on target.**  |