

Service	Measures	Assess by? (e.g higher is better)	Data 2022/23 (Financial year or year quotes)	Annual Figure 23/24	Target	Please briefly explain your performance data, highlighting changes, comparisons and reasons. April 2024 Commentary	RAG
PLACE							
Parks & Foreshore	Number of Green Flag status parks - Adur	Higher is better	4	4	4	Judging for 2024 will take place in June	Achieving Target
Parks & Foreshore	Number of Green Flag status parks - Worthing	Higher is better	4	4	4	Judging for 2024 will take place in June	Achieving Target
Planning and regulation	Percentage of minor applications determined in 8 weeks or agreed extension of time - Adur	Higher is better	N/A	96.75%	75%	Performance remains at an average of 96% over the government's monitoring period of 2 years (top quartile of in performance table)	Achieving Target
Planning and regulation	Percentage of minor applications determined in 8 weeks or agreed extension of time - Worthing	Higher is better	N/A	93.75%	75%	Performance remains at an average of 86% over the government's monitoring period of 2 years but has improved over latter part of 2023/early 2024	Achieving Target
Leisure	Percentage of the population who are active, defined as doing at least 150 minutes a week - Adur	Higher is better	66.5%	63.30%	66.5%	These figures are collected by Sport England. There has been a small decrease this year but as the figures are based on a relatively small sample size of around 500 people this decrease is not significant.	Near Target
Leisure	Percentage of the population who are active, defined as doing at least 150 minutes a week - Worthing	Higher is better	65%	67%	64.80%	These figures are collected by Sport England.	Achieving Target
Leisure	Number of visits to Adur Council Leisure Centres	Higher is better	331,404	398,993	331,404	In 2022/23 the total number of visitors to Adur Council Leisure Centres was 331,404. In 2023/4 the number of visits has been increasing quarter on quarter with the total number attending by quarter 4 standing at 398,993.	Achieving Target

Leisure	Number of Visits to Worthing Council Leisure Centres	Higher is better	765,598	919,646	765,598	In 2022/23 the total number of visitors to Worthing Council Leisure Centres was 765,598. In 2023/4 the number of visits has been increasing quarter on quarter with the total number attending by quarter 4 standing at 919,646.	Achieving Target
Sustainability & Resources							
Waste and recycling	Percentage Recycling Rate - Adur	Higher is better	39.64%	43.25%	50%	ADC ended; up 1.56% points compared to full results for 2022/23 as an overall recycling rate. Kerbside recycling was down overall by 1.51% points, with green waste accounting for most of the increase with 3.07% up compared to last year.	Not Achieving Target
Waste and recycling	Percentage Recycling Rate - Worthing	Higher is better	41.20%	43.69%	50%	WBC ended; up 0.44% points compared to full year results for 2022/23 as an overall recycling rate. Kerbside recycling was also down overall by 1.22% points, with green waste accounting for most of the increase with 1.66% up compared to last year.	Not Achieving Target
Waste and recycling	Kilograms of residual waste per household - Adur	Lower is better	-	6.7	-	Newly reported figure and have no previous figures to compare to. It is also worth noting that these figures will change depending on the number of new houses built in the district.	RAG not Appropriate
Waste and recycling	Kilograms of residual waste per household - Worthing	Lower is better	-	7.81	-	Newly reported figure and have no previous figures to compare to. It is also worth noting that these figures will change depending on the number of new houses built in the borough.	RAG not Appropriate

Environmental Health and Regulation	Percentage food businesses with food hygiene ratings of 3+ on initial inspection (satisfactory and above) - Adur	Higher is better	-	98.73%	90%	Food businesses are inspected on a risk bases and the majority are not inspected annually. The data includes businesses that have requested a rescore as they may have initially received a Food Hygiene Rating Score of 0-2.	Achieving Target
Environmental Health and Regulation	Percentage food businesses with food hygiene ratings of 3+ on initial inspection (satisfactory and above) - Worthing	Higher is better	-	97.90%	90%	Food businesses are inspected at a risk bases and the majority are not inspected annually. The data includes businesses that have requested a rescore as they may have initially received a Food Hygiene Rating Score of 0-2.	Achieving Target

Sustainability (Carbon and nature)	Annual carbon emissions (council buildings that fall under 2030 targets)	Lower is better	1459	1459	Carbon neutral by 2030	Heat network contract now signed (April '24) and Hemiko are engaged to provide the energy centre (EC). A well established building contractor is now engaged to begin buildings works, commencing initial designs in August '24. These works will enable key council buildings in the civic quarter and leisure facilities to have gas boilers completely removed and replaced with modern low carbon technologies that will enable connection to the worthing heat network (WHN). There are two key phases: The first round of central government funding, called 'PSDS 3b' incorporates Worthing Town Hall (WTH), The Assembly Hall (AH), Connaught Theatre & Studio (CT&S) & PH (Portland House). Connection to the Worthing Heat Network will be in ~12-24 months (approx). The second round of central government funding, called 'PSDS 3c' Incorporates Worthing Museum (WM), Pavilion Theatre (PT) & Splashpoint. Connection to the Worthing Heat Network will be in ~24-36 months (approx).	Achieving Target
Sustainability (Carbon and nature)	Annual carbon emissions from diesel (fleet and pool cars)	Lower is better	1094	1094	Carbon neutral by 2030	No year-on-year reduction as no fleet improvements were made. Progress will be considerably 'stepped' when key fleet vehicles are replaced as will be set out in 2024 fleet strategy. Figure likely to be broadly static until the impact of 5 new EV vans, but biggest changes will be replacement of RCVs. Food Waste collection vehicles will increase this figure.	Achieving Target
Housing & Communities							

Housing and homelessness	Percentage of repairs which were fixed on the first visit per quarter (Adur Homes). Annual average over 4 quarters.	Higher is better	94.80%	94.50%	90%	Good progress is being made despite challenges with delivery capacity (number of operatives). Services have managed to maintain delivery through a combination of tenant engagement and adopting an adaptive service delivery model.	Achieving Target
Community safety	Number of ASB cases reported per quarter - Adur. Annual is total number per year.	Lower is better	92	78	No - will be set for 24/25	Cases still remain higher than pre-pandemic but are decreasing from 22/23 levels, potentially because more people may be returning to the workplace and less focused on issues in their neighbourhood.	Achieving Target
Community safety	Number of ASB cases reported per quarter - Worthing.	Lower is better	124	119	No - will be set for 24/25	Cases still remain higher than pre pandemic but are decreasing from 22/23 levels. Believe this to be as more people return to the workplace and less focused on issues in their neighbourhood.	Achieving Target
Resident Services	Business rates collection per quarter - Adur.	Higher is better	98.69%	97.70%	98.69%	Collection slightly lower than last year by 0.99%, but we are comparable against other West Sussex Local Authorities, the average being 97.78%	Achieving Target
Resident Services	Business rates collection - Worthing.	Higher is better	96.24%	98.36%	96.24%	Collection rate increased this year by 2.12%, and this is higher than the average collection rate across other West Sussex Local Authorities	Achieving Target
Resident Services	Council tax collection - Adur.	Higher is better	97.07%	98.36%	97.07%	Collection rate at the end of the year were down very slightly by 0.12%. The average for West Sussex Local Authorities is £97.41%	Achieving Target
Resident Services	Council tax collection - Worthing.	Higher is better	96.59%	96.59%	96.59%	Collection rates up this by 0.59%. The average for West Sussex Local Authorities is £97.41%	Achieving Target

Housing and homelessness	Number of new affordable homes completed annually - Adur	Higher is better	6	14	Deliver a total of 200 home 2021 - 2025	The target of delivering 200 homes has been set over 4 years. There has been an increase since last year from six to fourteen new homes completed and occupied during 2023/24. Delays due to the insolvency of one contractor impacted delivery but a new contractor is in place to complete the work in Albion Street which will provide 49 units. A number of other schemes totaling 88 units are in the construction phase or design and planning stage with anticipated completion dates by March 2026. Some schemes have been reviewed in light of Adur Homes self referral to the Regulator of Social Housing and subsequent inability to secure development grant funding with partnership delivery options being investigated for delivery.	Not Achieving Target
Housing and homelessness	Net expenditure on Temporary Accommodation per quarter - Adur	Lower is better	£924,236	£1,105,875	£978,380	Demand for the service continues to increase against a backdrop of reduced officer capacity. The housing service is going through a whole service redesign which proposes to increase capacity in key areas. This, alongside revised spend controls will reduce ongoing accommodation as we proactively assist households into alternative accommodation and terminate accommodation where no further duty is owed.	Not Achieving Target

Housing and homelessness	Net expenditure on Temporary Accommodation per quarter - Worthing	Lower is better	£1,105,875	£3,530,374	£2,402,990	Demand for the service continues to increase against a backdrop of reduced officer capacity. The housing service is going through a whole service redesign which proposes to increase capacity in key areas. This, alongside revised spend controls will reduce ongoing accommodation as we proactively assist households into alternative accommodation and terminate accommodation where no further duty is owed.	Not Achieving Target
Housing and homelessness	Number of households in Temporary Accommodation (at end of Quarter) - Adur	Lower is better	92	124	92	This has increased due to a combination of cold weather placements, a lack of move on accommodation and unable to move people on through the register due to shortage of Adur properties - combination of numbers of voids, management transfers and properties held for planned decants.	Not Achieving Target
Housing and homelessness	Number of households in Temporary Accommodation (at end of the quarter) - Worthing	Lower is better	327	378	327	This has increased again which is as expected and in line with the projected increase of households in TA since 2020. This matches the regional and nationwide picture of households in TA. No. of households with children remains stable; no. of singles in TA continues to increase.	Not Achieving Target
Housing and homelessness	Number of new affordable homes completed annually - Worthing	Higher is better	0	0	0	No new homes have been completed in 2023/24. Projects have now begun on homes coming forward in subsequent years.	RAG not Appropriate
Corporate Health							

People Team	Number of sickness absence days for permanent and temporary staff per quarter - Adur & Worthing	Lower is Better	6115.4	4708.86	6115.4	As predicted, the figures for Q4 have been much lower as we've moved out of the winter period. We have therefore exceeded our target of have fewer absence days for 2023/24 than 2022/23 with a total of 4708.86 hours of absence.	Achieving Target
Digital	Number of Ask Digital Total Tickets resolved for each Quarter	Higher is better	10792	9541	10792	Data fluctuates monthly due to trends in requests and faults; but evens out and remains fairly static over quarters.	Achieving Target
People Team	Percentage difference - hourly median pay rate for women compared to men (annually) - Adur & Worthing	Equal is better	9.64%	TBC	9.64%	This figure is reported annually. Work is underway to calculate the gender pay gap as at 31/3/24, to understand the reasons for any change in pay differentials from 2022/23 and to consider the actions required to address inequality.	Data Not Available
FOI Requests	Percentage of FOI requests responded to in 20 working days per quarter - Adur & Worthing	Higher is better	84.50%	77.50%	84.50%	A high percentage of requests are made for one service area that notably has insufficient resources and has to search various systems to check and collate data.	Not Achieving Target
FOI Requests	Percentage of EIRs requests responded to in 20 working days per quarter - Adur & Worthing	Higher is better	85.60%	73.30%	85.60%	A high percentage of requests are made for one service area that notably has insufficient resources and has to search various systems to check and collate data	Not Achieving Target
FOI Requests	Percentage of DSARs requests responded to in 1 calendar month per quarter - Adur & Worthing	Higher is better	69.30%	30.50%	69.30%	A high percentage of requests are made for one service area that notably has insufficient resources and has to search various systems to check and collate data.	Not Achieving Target

Complaints	Percentage of Stage 1 complaint responses per quarter responded to within 10 working days - Adur & Worthing	Higher is better	38.3%	44.70%	50.0%%	Annually 44.7% have been responded in time but this hides a wide variance between services with Waste Cleansing ops answering 90.6% within SLA whilst Housing Needs are showing only 38.3% answered within SLA. Housing and Housing Homelessness and Prevention continued to struggle in Q4 with resourcing issues to respond to complaints although the figures were a little better than in Q3.	Not Achieving Target
Complaints	Percentage of Stage 2 complaint responses per quarter responded to within 15 working days - Adur & Worthing	Higher is better	55.1%	61.90%	60.0%	Annually 61.9% have been responded in time which is an improvement on the previous financial year. Housing and Housing Homelessness and Prevention continued to struggle in Q4 with resourcing issues to respond to complaints although, as with stage 1s, the figures were a little better than in Q3.	Not Achieving Target
Staff Survey	Percentage of staff responding to the staff survey saying their overall wellbeing is positive (5 and above)	Higher is better	75.20%	78.45%	75.20%	Improvement since 2022/23.	Achieving Target

Staff Survey	Percentage of staff responding to the staff survey saying they feel organisation supports skills development and career progression	Higher is better	-	33.44%	-	Did not ask this in previous staff survey, so no comparison available. At the end of July we are launching a skills audit for all staff, this will help us to identify skills and training needs. This work sits alongside the launch of the skills framework which encompasses different layers within the organisation and will provide an outline of the skills required for different roles, thereby supporting progression. This will feed into the personal development programme where staff set targets with their managers to focus on the skills areas they need to develop to support overall workforce development.	RAG not Appropriate