

Appendix 2 - Foundations at Risk Quarter Two 2024/25

1. Foundations not achieving target

Of the twenty seven foundations there are nine Foundations that are not achieving target.

1.1. Net Expenditure on Temporary Accommodation (TA) Adur and Worthing (2 Red indicators).

Area	Measure	Target	Quarter Two 23/24	Quarter Two 24/25	RAG
Housing and Homelessness	Net expenditure on Temporary accommodation - Adur	£274,627	£274,627	£402,898	Not Achieving Target
Housing and Homelessness	Net expenditure on Temporary accommodation - Worthing	£866,063	£866,063	£1,085,655	Not Achieving Target

1.1.1. Cause & Mitigation

The continuing rise in the number of households in Temporary Accommodation (TA) and increase in costs for TA in Worthing and Adur matches national trends. At 31/3/23, the numbers of households in TA were 104,510 (England) and 12,320 (South East of England); at 31/3/24, the latest available reporting period, they had risen to 117,450 (England) and 14,430 (South East), an increase in one year of 12% and 17% respectively. Both councils continue to have a high number of people presenting, particularly single people, who are already homeless at the point of first contact and to whom there is a legal duty to provide temporary accommodation while their homeless application is assessed. The pressures on numbers in TA and the costs are also impacted by the lack of suitable move-on options for all homeless households due to the lack of affordable general needs housing and insufficient supported housing for single people.

We are currently undertaking an analysis of cases into TA to establish how resources could be utilised better or improved to increase prevention opportunities, enabling the service to intervene at a much earlier stage and avoiding the need for temporary accommodation in the first place.

1.2 Number of households in temporary accommodation - Adur and Worthing (2 Red indicators).

Area	Measure	Target	Quarter Two 23/24	Quarter Two 24/25	RAG
Housing and Homelessness	Number of households in temporary accommodation - Adur	98	98	133	Not Achieving Target
Housing and Homelessness	Number of households in temporary accommodation - Worthing	370	370	448	Not Achieving Target

1.2.1. Cause and Mitigation

These figures have increased nationally since 2020. The number of single people in temporary accommodation has seen the most significant increase. Additional issues in Adur are due to the shortage of Adur properties. An Improvement Plan has been developed to incorporate mitigation activity (see above) (NOTE: these are not cumulative figures, they represent the number of the last day of the reporting period).

1.3 Percentage of stage 1 responses per quarter responded to within 10 working days - Adur and Worthing and

Percentage of stage 2 complaint responses per quarter responded to within 10 working days - Adur and Worthing

Area	Measure	Target	Quarter Two 23/24	Quarter Two 24/25	
Complaints	Percentage of Stage 1 complaint responses per quarter responded to within 10 working days - Adur & Worthing	75%	49.6%	64%	Not Achieving Target
Complaints	Percentage of Stage 2 complaint responses per quarter responded to within 15 working days - Adur & Worthing	75.0%	65.4%	50%	Not Achieving Target

1.3.1 Cause and Mitigation

A new Complaints Manager and Complaint Officer are now in post and work to improve response times are underway. For Stage 1 complaints there has been improvement from the previous quarter two 23/24 (49.6%) and from quarter one 24/25 (54.14%).

For Stage 2 complaints there has been improvement from the previous quarter two 23/24 (49.6%) and from quarter one 24/25 (34.62%).

1.4 Percentage of FOIs, EIRs and DSARs responded to in time in Adur and Worthing

Service	Measure	Assess by	Q2 23/24	Q2 24/25	Target	RAG
FOI Requests	Percentage of FOI requests responded to in 20 working days per quarter - Adur & Worthing	Higher is better	84.10%	73.6%	84.10	Not Achieving Target

FOI Requests	Percentage of EIRs requests responded to in 20 working days per quarter - Adur & Worthing	Higher is better	71.00%	55.80%	71%	Not Achieving Target
FOI Requests	Percentage of DSARs requests responded to in 1 calendar month per quarter - Adur & Worthing	Higher is better	75.00%	22.70%	75.00%	Not Achieving Target

1.4.1 Cause and Mitigation

The recruitment of Information Governance staff and system upgrades in this area are expected to reduce response times for FOI and complaint handling, ensuring residents receive timely and transparent communication.

2. Foundations achieving near target

Of the twenty seven Foundations six are Near Target:

The Foundations which are sitting at near target are:

2.1. Percentage Recycling Rate

Area	Measure	Target	Quarter Two 23/24	Quarter Two 24/25	RAG
Waste and Recycling	Percentage Recycling Rate - Adur	50%	43.25%	46%	Near Target
Waste and recycling	Percentage Recycling Rate - Worthing	50%	47.82%	47.47%	Near Target

2.1.1. Cause and Mitigation

Adur District Council is +2.75% points up in this quarter compared to the same quarter last year. Kerbside recycling is also up by +2.69% points with garden waste showing results of +0.05% points increase. The overall recycling rate and an increase in kerbside recycling figures account for the overall increase in Adur District Council recycling rate. Higher recycling rates mean less waste sent to landfills helping reduce carbon emissions and promoting a greener area.

Worthing Borough Council is -0.35% points down in this quarter compared to the same quarter last year. Kerbside recycling is slightly down by -0.85% points with garden waste showing results of +0.50% points increase. The second quarter of 2024 has shown a fairly neutral period.

2.2 Business rates collection per quarter -Adur and Business rates collection per quarter - Worthing (two amber indicators)

Area	Measure	Target	Quarter Two 23/24	Quarter Two 24/25	RAG
Resident Services	Business rates collection per quarter - Adur.	59.31%	59.31%	58.54%	Near Target
Resident Services	Business rates collection per quarter - Worthing.	64.16%	64.16%	62.62%	Near Target

2.2.1. Cause and Mitigation

More ratepayers are opting to pay over twelve instalments including Southlands Hospital & Worthing Hospital who previously paid their rates in full during the first quarter. We are working with businesses opting for instalments to ensure timely payments, safeguarding the council's ability to deliver essential services.

2.3. Kilograms of residual waste per household

Area	Measure	Target	Quarter Two 23/24	Quarter Two 24/25	RAG
Sustainability and Resources	Kilograms of residual waste per household - Adur	7.09 Kg	7.09 Kg	7.1 Kg	Near Target

2.3.1 Cause and Mitigation

This is a variable figure that is dependent on tonnage of residual waste collected in each quarter. This is very close to the target figure set from last year. A slight reduction in residual waste per household can reduce landfill usage and associated environmental impacts.

2.4. Number of ASB cases reported per quarter

Area	Measure	Target	Quarter One 23/24	Quarter One 24/25	RAG
Housing and Communities	Number of ASB cases reported per quarter - Worthing. Annual total number per year.	32	32	39	Near Target

2.4.1 Cause and Mitigation

Reports are generally higher over the summer months due to increased time outside and anti-social behaviour from young people.

Full list of Foundations can be found in Appendix 3 - Annual Foundations Quarter Two.