

Quarter 2 2014/15 Exception Report Summary

The following targets for this committee's area of responsibility in Part II of the Council's 2014/15 Corporate Plan have been identified as exceptions.

Please note, 'Exceptions' are defined as those targets not meeting expected performance and targets achieved. Full details of 'Target Status' are listed in the accompanying covering report.

Target no./Service	Target Status
2. Housing and Planning – compulsory purchases element only	Achieved (measure b)
4. Housing and Planning – Housing Strategy	Slippage Possible
6. Housing and Planning – Townscape Heritage	Will not meet target
7. Housing and Planning – Pelham Arcade	Slippage Possible
1. Environmental Services – Improve Public Safety	Slippage Possible (measure a)
3. Environmental Services – Waste Contract	Slippage Possible (measure a)
5. Environmental Services – Enforcement action	Slippage Possible (measure a)
8. Environmental Services – Safer Hastings Partnership	Will not meet target (measure f)
6. Amenities, Resorts and Leisure – Flood protection	Slippage Possible
8. Amenities, Resorts and Leisure – Museum	Slippage Possible
10. Amenities, Resorts and Leisure – Play Strategy	Slippage Possible (measure c)
11. Amenities, Resorts and Leisure – Leisure Facilities	Slippage Possible (measure c)

Quarter 2 progress - to end September 2014/15

The following updates are given against targets in the Council's Corporate Plan 2014/15 – 2016/17.

Targets are listed under the service responsible for delivery. By achieving these targets, the Council will be delivering our overarching priorities for 2014/15 shown below. These are listed in no particular order:

Fairness and Equality

To provide high quality services that meet the needs and improve the quality of life of all our citizens, promoting equality of opportunity through a culture of openness, fairness and transparency, enabling local people to hold us to account.

Economic & Physical Regeneration

To secure economic & physical regeneration that produces high quality new developments while preserving the best of our heritage, promoting infrastructure improvements, economic growth and employment, particularly in tourism, creative industries, and high-tech manufacturing & research.

Narrowing the Gap

To 'narrow the gap' between the opportunities of our most deprived communities and those of the rest of the town, as well as between Hastings and the rest of the South East.

Facing Financial Challenges

To meet the current financial challenges by maximising the resources available to us through efficiency improvements, income generation, attracting external funding and investigate sharing services, maintaining an organisation that values its staff and is good to work for.

Interventionist Council

To keep the town clean, safe and attractive, using direct actions to tackle enviro-crime, poor housing, eyesore properties, derelict land and improvements to the public realm.

Environmental Sustainability

To tackle climate change and improve the borough's environment by reducing our own carbon footprint, maintaining high-quality green spaces, promoting sustainable transport, and encouraging 'green' industries.

REGENERATION DIRECTORATE

REGENERATION AND PLANNING POLICY SERVICES

1. Support the growth of jobs and businesses to increase the economic opportunities for local people.

Measures:

- a) Inward investors and indigenous business growth supported through the provision of information, and links to financial and specialist business support and workforce development opportunities.
- b) Facilitation of the Evening Economy steering group and delivery of agreed action plan.
- c) Continuation of Green Business Forum.
- d) Completion of building improvements and carbon reduction guidance policy framework, subject to EU approval of ACE project extension.
- e) Delivery of RGF funded SUCCESS programme
- f) To continue work with partners to pursue Assisted Area Status and to seek to take advantage of this status if awarded to the area.

Performance @ QTR 2 – On target

- a) The Regeneration Team has recorded engagement, advice and support for 96 Hastings businesses.
- b) The Reduce the Strength campaign, introduced in October 2013, is currently being reviewed. Brighton University Freshtival was from 26th September to 12th October 2014. There is an organised activity taking place every day of the festival including exploring all the main attractions in Hastings and the surrounding area.
- c) The Sustainable Business Network met for an energy efficiency business breakfast in Hastings on 24th September. There were several speakers from local businesses who have implemented energy efficient systems or adopted operational approaches. Council officers are working with the Sustainable Business Partnership to offer free environmental audits and grants to local businesses. We have initially targeted business working from HBC managed premises.
- d) Phase 1 (30 – 36 Theaklen Drive) and Phase 2 (12 – 14 Theaklen Drive) of ACE funded refurbishment works has now been completed. In total 6 factory units have been refurbished to different levels reducing emissions from these by (approximately) 20%.
- e) SUCCESS grant scheme underway with major implementation changes this quarter to mitigate risk of shortfall on grant dispersed. Programme now includes widened areas, increased creative definition scope, extra private investment leveraging and simplifying of grant intervention rate (up to 50% for all). For the project as a whole, we are on target to meet the jobs, grant dispersed and private investment indicators.

- f) Hastings and Bexhill assigned Assisted Area Status. Awaiting further clarity on opportunities this designation might open up.

2. Pursue a cultural regeneration strategy and a programme of cultural activity that attracts people into the town and strengthens the position of Hastings as a cultural hub.

Measures:

- a) Cultural strategy refreshed
- b) Hastings-Rother Cultural steering group established and action plan agreed.
- c) Continuation of programme of cultural events initiated through the successful Stade Saturdays programme.
- d) Continued support for cultural events that celebrate the diversity of the town's population.
- e) Working with cultural, business and other partners to prepare plans for the celebration of the 950 anniversary of the Battle of Hastings in 2016 and maximise its economic and cultural benefits.

Performance @ QTR 2 – On target

- a) and e) Work ongoing with Cultural Strategy Development Specialist in post and working with stakeholders and Cultural Leaders Group to develop refreshed Cultural Regeneration Strategy and commence initial ideas and proposals for 2016.
- b) The group continues to meet and a successful strategic planning workshop took place in September.
- c) The Stade Saturdays programme in 2014 has continued successfully through July, August and September with good audiences attending a varied programme, and high quality performances including young folk rock (Bare Knuckle Parade), classical music (Graffiti Classics) carnival (Carnival Collective) Morris dance (Demon Barbers) circus (Ramshacklicious) and jazz (Perhaps Contraption) as well as partnerships with local promoters (Shanty Festival, Busker's Fair and Journey Dance Festival) and the annual community performance day Eight Foot Square.
- d) Eat Global Festival business participants were supported to take part in the St Leonards Festival to promote their businesses and offer their services, including food from diverse cultures. Their contribution was one of the greatest successes of the St Leonards Festival.

3. Continue to develop the Local Plan and supplementary planning policies, responding to national planning policy developments and assisting in the delivery of planning policy targets.

Measures:

- a) Respond to the outcome of the public consultation on the Development Management Plan.
- b) Undertake the necessary work for an Examination in Public of the draft Development Management Plan.

- c) Full compliance with the duty to cooperate in the development of the Local Plan.

Performance @ QTR 2 – On target

The Revised Proposed Submission Version of the Development Management Plan (DMP) was submitted for public examination on 31st July. Preparation for the examination, which begins with a Pre-Hearing Meeting (PHM) on 7th October is underway. The Council's response to the Inspector's 'matters, issues and questions' (MIQs) will be submitted to the Inspector on October 31st. (This deadline is subject to confirmation at the PHM). The hearing sessions will commence on November 18th and are scheduled to run for 3 weeks, ending on Dec 4th. Full compliance with the duty to cooperate has been set out in a report which formed part of the DMP submission documents.

4. Continue to support the provision of apprenticeships, work experience, and employability skills for local people.

Measures:

- a) Regular meetings of the Employability Forum
- b) Successor action plan to Own Grown campaign agreed and implemented.
- c) Secure new funding stream to support apprenticeships and/or employability skills development.

Performance @ QTR 2 – On target

- a) The Employability Forum and Own Grown Steering Group both met in July and Sep 2014. The Employability Forum discussed briefing on Talent Match Funding and current/future work of attendees and opportunities for partnership working. The Own Grown Steering Group discussed the draft Academies Employability action plan, and agreed a series of events/breakfasts for both business and young people.
- b) Own Grown Challenge - 1,502 pledges to date, towards a target of 2,014 pledges by end of 2014. HBC taking a leading role in managing the project, including 1-2-1 brokering, social media/publicity. Academies Employability Action Plan – HBC officers and FSB are working with Heads of the 4 Academies to finalise actions to better coordinate and increase business engagement with the Academies. Long-term goal to better prepare young people for the world of work.
- c) Apprenticeship Promotion - National Apprenticeship Service funded project ended July with all targets exceeded, including 75 apprenticeship starts (target of 50). Further funding bid submitted to deliver further Own Grown business engagement initiatives.

5. Work with partners to deliver the revised Community Cohesion strategy, focusing available resources on actions that tackle exclusion and build greater understanding and appreciation of the town's diverse population.

Measures:

- a) Facilitate regular meetings of the Community Cohesion steering group.
- b) Develop a coordinated partnership approach to community cohesion and hate crime prevention activity.
- c) Support events and organisations which celebrate diversity and which bring different groups of people together in positive activities.
- d) Dedicated officer support for young people, seniors and disabled groups.

Performance @ QTR 2 – On target

- a) The Steering Group has met and is currently seeking to encourage more members with strategic influence in their organisations as the Group seeks to establish mainstream responsibility for cohesion amongst a wider partnership of stakeholders in the town.
- b) Sussex Police have recruited a county-wide Hate Crime Coordinator working closely with all the local Hate Crime Steering Groups and linking with relevant community leaders and organisations. This adds another strand to the partnership work currently undertaken.
- c) July saw the various communities from the Africa diaspora in Hastings come together to join the international and national celebrations to mark Africa Day 2014. The event was a great success and attended by over 200 people.

In August the annual Garden Full of Cultural Delights attracted over 300 people to celebrate the good relations in our diverse and fascinating community.

The 6th Hastings International Football Tournament took place in Alexandra Park in September bringing together key local partners with communities from different backgrounds in 16 local football teams. A key message for the 2014 tournament was 'Hastings loves football, Hastings hates racism'.

- d) In this quarter, members of the Youth Council:
 - Participated in the Big Debate with the British Youth Council to help inform Parliament about the current issues important to young people.
 - Met with 2 different community groups across the town to speak to young people and reporting back to local councillors in addition to their regular presentations for all elected members.
 - Ran a successful stand at Sussex Coast College's Freshers' Fair promoting their work.

Campaigns are another feature of the Youth Council's work and they officially launched their mental health campaign in August with an event in Priory Meadow. 831 pledges to speak out about mental health were signed on the

day and further work is continuing with schools and exploring the best ways of influencing service providers.

The Hastings and St Leonards Seniors Forum (HSSF) celebrated their 10 year anniversary at Azur with over 250 attending. They continued their ongoing consultation work with a stand in Priory Meadow and are also involved in setting up a Local Dementia Action Alliance. A special joint event with Hastings Museum was put on as part of the World War 1 anniversary, bringing together over 50 seniors who have never been to the local museum before. Hastings Older Peoples Ethnic Group (HOPE-G) held a successful event called Mind and Body with 60 seniors from BME backgrounds attending. Both HSSF and HOPE-G have had officer support to successfully apply for grants from a variety of funders. Work with the Hastings and Rother Disability Forum continues to enable them to become an independent and sustainable group.

6. Continue to drive the implementation of the Hastings-Rother Task Force's 6-Point Plan for growth. Develop and maintain partnership structures that support the procurement and management of new and existing funding streams for area-wide regeneration.

Measures:

- a) Facilitation of the Hastings and Rother Task Force.
- b) Development of a Community Led Local Development partnership structure and business plan.
- c) Active participation in the Local Enterprise Partnership and its thematic and geographical structures.
- d) New funding opportunities for economic development identified and pursued.
- e) Provide administrative support and management of the Foreshore Trust grants regimes.
- f) Manage the delivery of a number of funding programmes including:
 - i) Coastal Communities Funding
 - ii) SAFE-ICE cluster programme
 - iii) Community Partnership Fund and small grants funding.
 - iv) Other external regeneration funds the Council may attract.

Performance @ QTR 2 – On target

- a) The Task Force has revised its six point plan, and continues to monitor the development of key sites across the Hastings and Rother area.
- b) A small public/ third sector working group has been established to further develop CLLD proposals for Hastings and Bexhill in preparation for further announcements about the implementation of this EU programme in the UK.
- c) Leader and Director attend meetings of the LEP. Active involvement in the coastal thematic group which is looking to develop proposals supporting improvement in private rented accommodation and tourism development in certain coastal areas including Hastings.
- d) Second stage Coastal Communities Fund bid in development.

- e) Officers continue to maintain support for the Foreshore Trust Grants programmes and work with the Grant Advisory Panel. The Charity Committee at its September meeting approved the Foreshore Small Grants allocations for 14/15.
- f)
 - i) Growing Coastal Economies – Hastings Pier and SCCH are both on target with the delivery of their projects. Work to the Pier restaurant due for completion at end of March 15 and SCCH business, educational and training skills programmes are also on target.
 - ii) SAFE-ICE cluster phase 2 coordination has started with 5 work packages and HBC's involvement in these which will develop partnerships and other funding opportunities. Claim 1 is being processed by the managing authority. ACE claim 6 has also been approved and with activity finish of 30/9/14 the final claim is now being collated.
 - iii) CPF Main Grants second stage applications close on 9th October 2014. Eighteen organisations have been invited to complete the second stage application and the selection process will be completed by November 2014.
 - iv) No other external funding at this time.

7. Support the Pier's renewal and the programme of activity which will give it long term sustainability.

Measures:

- a) To support fundraising efforts, particularly further bids for external funding.
- b) To support the Pier Charity in bringing forward its longer term plans for the leisure, community and commercial activity which will support the economic life of the Pier and seafront.

Performance @ QTR 2 – On target

The Council secured funding through the first round of Coastal Communities Fund to support the development of the first building on the newly repaired Pier. This work is on track.

HOUSING AND PLANNING SERVICES

1. Work with partners to bring forward viable plans for the future development of the former Millennium Community land at Ore Valley.

Measures: Support partners in the marketing of development land on the former Mount Pleasant hospital sites, including securing funding and other action that may be appropriate.

Performance @ QTR 2 – On target

Hastings & Bexhill Renaissance Limited Board approval has been granted to market Phase 4 of the Ore Valley site. Agents are to be appointed in due course. The land has also been put forward as a possible site for housing development within the SELEP growth plan.

2. Through our zero tolerance approach to neglected and derelict buildings and land, take tough measures, including Compulsory Purchase if necessary, to remove eyesores and bring back empty homes or buildings to use.

Measures:

- a) Return a minimum of 70 empty dwellings (long term 2+ years) to use and improve 50 neglected/derelict buildings.
- b) Bring forward a further programme of compulsory purchases orders in respect of long term empty homes.

Performance @ QTR 2 – On target

Part a - On target

Part b - Achieved

- a) 44 long term empty homes have been brought back into use at Q2, ahead of target for the year to date, and officers are confident that the year-end target will be met. 41 buildings have been improved through the Grotbusting scheme this financial year so far, 25 in Q2. We are on course to meet the year-end target.
- b) A further programme of 27 long term empty homes were considered and approved for compulsory purchase by Cabinet on the 7 July. This target has therefore been achieved.

3. Build on the success of the existing HMO licensing schemes and publicly consult on proposals to introduce selective licensing of all privately rented property in specified areas of the town where there is evidence to support its introduction.

Measures:

- a) License a minimum of 250 Houses in Multiple Occupation in the four wards of Gensing, Central St Leonards, Braybrooke and Castle.
- b) Undertake a public consultation exercise with regards to the possible introduction of selective licensing.

Performance @ QTR 2 – On target

- a) 100 licenses have been delivered in the first half of the year. This is below the quarterly profile of 125. However, a further 54 applications have been received and are being processed.

The emphasis in Q2 has been the identification of licensable HMOs and sending out application packs to the landlords of such properties. So far this year the team have sent out 349 packs and will continue to send out further packs for several more weeks. This has taken priority over the processing of licences as the team want to ensure that sufficient licence applications are received to enable the target for licensed HMOs to be met by end of the financial year.

Therefore, officers remain confident that the target will be met by year end.

- b) Following a detailed research study into the evidence that might support the introduction of a Selective Licensing Scheme, the Council will be undertaking a comprehensive consultation exercise beginning in October 2014, which will run for ten weeks.

4. Publish a new 5 year housing strategy for the town incorporating the councils approach to identifying and addressing the housing needs and aspirations of current and future residents - be that through access to new housing, the regeneration and improvement of existing property and neighbourhoods or support for vulnerable people, including those who find themselves homeless.

Measure: Prepare, consult and adopt a new strategy by Nov. 2014

Performance @ QTR 2 – Slippage possible

Progress – Work is underway to revise the strategy and action plan. Although there is a risk that the consultation process and internal procedures for adopting the strategy may slip past the November 2014 target.

5. Build upon the success of the Council's Letstart scheme and further develop the Council's approach to improving access and management of privately rented accommodation.

Measure: Bring forward proposals for the setting up of a social lettings agency

Performance @ QTR 2 – On target

Progress – A feasibility study has been completed and proposals for the piloting of a social lettings agency in 2015/16 will be taken to December Cabinet for consideration.

6. Complete the Townscape Heritage Initiative for the conservation and repair of specific buildings in the Central St. Leonards Renewal Area.

Measure: Completion of grant works by September 2014.

Performance @ QTR 2 – Will not meet target

Progress – This target has been revised with a new end date for the THI grant scheme of December 2015. This is beyond the Council's control and has been

agreed in order to enable more time for the critical repair project at Congregational Church to be completed. This extended time scale has been agreed with our project partners at Heritage Lottery Fund (HLF).

7. Complete the current grant funded improvements to the Pelham Arcade. Deliver with English Heritage opportunities to bring about further improvement to those properties not yet substantially improved.

Measure:

- a) Explore with English Heritage and property owners to ensure that the current programme is fully completed by December 2015.
- b) Bring forward proposals for dealing with those properties still at risk.

Performance @ QTR 2 – Slippage possible.

Two grant-aided restoration schemes are now close to completion. Two further schemes are waiting to start, but have been delayed by factors outside the Council's control. Other owners are now showing an interest in taking up the scheme.

8. Convene pre-application consultation forums where appropriate bringing together developers, councillors and the community to consider significant planning developments in advance of planning applications being submitted.

Measure: Number of pre-application forums held in respect of all planning applications received for 30 dwellings or more.

Performance @ QTR 2 – On target

Progress – One forum was held on the Queensway gateway proposals, no other proposals that met the criteria for a forum in this quarter.

PERFORMANCE INDICATORS

Name	Improvement Direction	Actual Sep 2013	Direction of Travel	Actual Sep 2014	Status Sep 2014	Target Sep 2014	Yearend Target Mar 2015
4.01 Number of homelessness acceptances	Smaller is better	52	Worse	61	Met	73	145
4.02 Number of homelessness cases prevented	Bigger is better	963	Better	966	Met	900	1,800
4.03 Number of private sector dwellings (units) brought in line with the current statutory standard	Bigger is better	41	Better	118	Met	87	175

Name	Improvement Direction	Actual Sep 2013	Direction of Travel	Actual Sep 2014	Status Sep 2014	Target Sep 2014	Yearend Target Mar 2015
4.04 Number of affordable homes delivered	Not suitable for quarterly reporting, for reporting at yearend only						
4.05 Long term (2+ years) empty properties returned to use	Bigger is better	32	Better	44	Met	35	70
4.06 % major residential & commercial planning applications determined within 13 weeks or as agreed with the applicant	Bigger is better	73.3%	Better	100.0%	Met	70.0%	70.0%
4.07 % minor residential & commercial planning applications determined within 8 weeks or as agreed with the applicant	Bigger is better	81.2%	Worse	79.2%	Not Met	85.0%	85.0%
4.08 % householder planning applications determined within 6 weeks	Bigger is better	66.0%	Better	74.5%	Met	65.0%	65.0%
4.09 Net number of new homes built	Not suitable for quarterly reporting, for reporting at yearend only						
4.10 Number of neglected and derelict buildings improved	Bigger is better	39	Better	41	Met	25	50

MARKETING AND COMMUNICATIONS SERVICES

1 Provide a comprehensive communications service for the Council (internal and external)

Measures: Web visits increased year on year, increase number of twitter and facebook followers by 20%.

Performance @ QTR 2 – On target

During this period our websites had 441 923 visitors, compared to 374 017 for the same period last year, a rise of 18%.

Our Facebook friends increased from 2759 to 3269 (up 18%) during this quarter, and our Twitter followers from 3060 to 3173 (up 3.7%)

2 Produce a tourism marketing plan for Hastings & 1066 Country for implementation in the 2015 season, and deliver the associated work programme

Measures: Plan completed by September 2014 and subsequently delivered.

Performance @ QTR 2 – On target

The outline 2015 marketing plan has been agreed, it will focus on new product development (including Hastings pier, and the skateboard/BMX development at the White Rock baths site, of course), our cultural offer, and the preparations for 2016. The emphasis on e-marketing will continue.

3 Support Hastings' different festivals and events, and organise the Seafood & Wine Festival, and the 'fish events' on behalf of the Fisheries Local Action Group, to attract visitors and make the town a better and more inclusive place to live

Measures: All HBC-supported events delivered successfully in partnership with their respective organisers, acknowledging that the support for and delivery of these events may be different, and the 2014 Seafood and Wine Festival, and fish events, delivered successfully.

Performance @ QTR 2 – On target

The 11th Seafood & Wine Festival which took place over the weekend of 20th /21st September, was a great success, with some excellent feedback on it from both stallholders and visitors, and some very positive media coverage too.

Work is well under way now on our third Herring Fair, to take place over the weekend of 1st/2nd November.

4 Continue to develop, and use, the new 'Famously Hastings' brand and website, ensuring appropriate 'buy-in' from partners

Measures:

- a) More partners using 'Famously Hastings' branding in their marketing, and further content added to the 'Famously Hastings' website, ensuring it is the 'go to' website for those living in, visiting, or wanting to study or invest in Hastings.
- b) Raised awareness of the branding

Performance @ QTR 2 – On target

A number of shops, particularly independent retailers, are now carrying 'Famously Hastings' window stickers in their windows. We continue to add content to the Famously Hastings website.

Some excellent work has been done with the Education Futures Trust and primary and secondary schools in the town, and for their 'transition' project (primary to secondary school) every year 6 student produced a piece of work on Famously Hastings. This has already received excellent publicity, and these posters were used to decorate the fencing around the Seafood & Wine site in September. It was great to see children, parents and friends looking for 'their' piece of work.

5 Implement the Information & Communications Technology (ICT) review, ensuring that it delivers the planned outcomes (including additional work generated by other service reviews, etc.), develop and introduce a more user-friendly, and transactional website, continue to maintain the Council's IT network, and provide IT support to enable the smooth running of the Council.

Measures:

- a) ICT review implemented on time and on budget
- b) Website content streamlined
- c) 95% of all Helpdesk calls within target time resolved
- d) Network availability of 99% achieved.

Performance @ QTR 2 – On target

The ICT Board is meeting quarterly as planned, and action items are being progressed. Additional resources were brought in during the summer to upgrade laptops and PCs, and this worked very well indeed.

We continue to 'strip out' and streamline web content in conjunction with each area's 'owners'.

96.6% of Helpdesk calls were resolved within target, and network availability of 99.99% was achieved.

6 Contribute to a number of partnerships to further the town's infrastructure regeneration efforts by lobbying for improvements to road transport links in light of link road build (and pressing the case for the A21 to be re-branded 'Route 1066') and campaigning to retain, improve and develop rail links to serve the town.

Measures:

- a) To continue to support the Baldslow Link as a first order economic and transport priority.
- b) Route 1066 principle endorsed by DfT

Performance @ QTR 2 – On target

Progress – Work continues on the 'Queensway Gateway' (the road formerly known as the Baldslow link) with a planning application expected imminently; a positive pre-application forum was held on 24th September, with c50 attendees. Work is due to start by the end of the year on dualling a further section of the A21, the 'missing link' between the Tonbridge and Pembury bypasses. Work is also progressing on evaluating options for the A21 south of Lamberhurst.

Hastings Borough Council, Rother District Council and East Sussex County Council are leading work on developing a regeneration case for the electrification of the 'Marshlink' line between Hastings and Ashford, this is being done in parallel with Network Rail's more narrowly focussed business case.

7. Work up a high quality Stage 2 bid for Heritage Lottery Funding for improved access (physical and intellectual) to Hastings Castle and improved visitor and staff facilities if Stage 1 bid is successful (decision expected March 2014)

Measure: TBC

Performance @ QTR 2 – Original target no longer appropriate

Progress – The HLF bid was, very disappointingly, unsuccessful. We are considering options on how best to proceed, acknowledging that we have to do something, and that 2016 is the 950th anniversary of the Battle of Hastings.

PERFORMANCE INDICATORS

Name	Improvement Direction	Actual Sep 2013	Direction of Travel	Actual Sep 2014	Status Sep 2014	Target Sep 2014	Yearend Target Mar 2015
5.1 Visits to the Borough website	Bigger is better	650,093	Better	750,421	Met	603,000	1,205,000

ENVIRONMENTAL SERVICES DIRECTORATE

ENVIRONMENTAL SERVICES

1. Work with partners, licensees and residents to help improve public safety and the atmosphere of the town centres and reduce alcohol and drug related anti-social behaviour.

Measures:

- a) Alcohol & drug related crime levels.
- b) Amendments to Licensing Act reviewed as they arise and implemented locally as appropriate.
- c) Level of participation by licensed premises in the 'Reduce the Strength' campaign.

Performance @ QTR 2 – a) will not meet target; b &c) on target

a) In quarter two the Licensing Team worked closely with interested parties including applicants, business proprietors, complainants/objectors, colleagues in the Environmental Protection Team and the Police, in relation to various reports for the Licensing Sub Committee and the Environment and Safety Board. There was a review of a town centre public house, an application for a new off licence in the Kings Road saturation zone, and an application for a taxi drivers licence from an individual with a criminal record.

We also continued to participate in the Safety Advisory Group meetings for local events such as the Hastings Carnival and Bonfire.

As was reported at quarter one, despite the good multi-agency work of our Licensing Team, the number of drug and alcohol related crime reports has continued to increase. This is primarily due to changes to the way that the Police have been required to process and record their investigations, since new Home Office instructions were implemented in April. Another factor that is thought to have increased the number of drug related crime reports, is that in the last 9 months the Police have increased resources targeted at this crime, and are therefore detecting more drug related crime.

In the circumstances it is most unlikely that this trend will be reversed, and this part of the target will therefore almost certainly not be met by year end.

b) There have been no further new licensing Act provisions to implement since quarter one. The long awaited national changes to the licence fees have still not been issued by the Home Office.

c) The reduce the strength scheme continued within Castle, Old Town and Central St Leonards with 31 out of 35 premises participating. All new premises opening in the Borough are also being encouraged to join the scheme and to date all have agreed. The scheme was reviewed in quarter two, and it is likely that there will be a recommendation to extend the voluntary scheme to cover Silverhill and Bohemia, as there appears to have been some displacement to these areas.

2. Operate a high profile Street Warden Service, helping to maintain good streetscene standards by taking a proactive and robust enforcement approach to enviro-crime and dog laws, and enforcing parking rules in Council operated car parks.

Measures:

- a) Number of Fixed Penalty Notices and Penalty Charge Notices issued per year.
- b) Results on improved street and environmental cleanliness.

Performance @ QTR 2 – on target

a) The target for the year is 200 fixed penalty notices. In quarter two 53 were issued, making a total of 111 for quarters one and two, which is slightly ahead of our target. It is also more than the 96 that were issued for the same period last year. Numbers issued for litter offences are similar, whilst there has been a significant increase in those issued for irresponsible dog ownership offences; from 19 in 2013 to 29 in 2014.

In quarter two we issued 1,122 penalty charge notices for off street parking offences, which is 262 less than for the same period last year. This continues a trend that was reported last quarter, and is thought to be due to customers using the new chip and pin payment facilities introduced in the Rock-a-Nore and Pelham car parks.

b) As reported following quarter one, the results from the latest independent street cleanliness survey carried out in July were the best since 2009. It is hoped that this improvement has been sustained and will be confirmed when the next independent survey is carried out later this autumn. The Warden Service continue to play an important role in helping our 2 Waste and Streetscene Officers to monitor the standard of street cleanliness across the borough. They are trained to grade streets using the system specified within the waste and cleansing contract, and tasked to monitor hotspots for issues such as fouling and littering, and to investigate complaints about such issues. Their assessments are then entered onto the waste and cleansing contract management system which triggers a job sheet for the cleansing contractor to deploy resources to bring the street back up to an acceptable standard in compliance with the contract terms.

3. Work with the East Sussex Waste Partnership and our new waste and cleansing contractor Kier Services to improve refuse, recycling and cleansing services across the borough.

Measures:

- a) Low level of substantiated customer complaints;
- b) Improved recycling rate;
- c) Improved standards of 'streetscene' such as less litter and dog fouling, and improved public perception of 'streetscene', as measured by the modified BV195 indicator and public perceptions surveys specified within the new waste and cleansing contract.

Performance @ QTR 2 – a) slippage possible; b & c) on target

a) Levels of missed collections have continued to reduce from the peaks experienced during the mobilisation in October/November 2013. The number of multiple missed collections has also reduced. Total numbers of missed collections for quarter two were:-

July – 115/100,000
Aug – 133/100,000
Sept – 115/100,000
(Baseline/target – 60/100,000)

We continue to work closely with management at Kier to continue this downward trend.

b) The recycling rate for the period expressed as provisional percentages is encouraging as they average at about 30%, as follows:-

June – 31% (as was not available for the Quarter one report)
July - 29%
August – 29.6%
Sept – Not yet available

The slight decrease over the summer is associated with a seasonal dip in garden waste, which may pick up in the next couple of months.

c) As reported against target 2(b) above, the standards of street cleanliness independently assessed by our specialist contractor have improved significantly.

4. Improve the quality of life for residents by tackling statutory nuisances such as excessive noise, defective drainage, and common air quality issues such as inconsiderate use of bonfires and businesses operating inappropriate ventilation/extraction systems. Provide an effective emergency environmental health service to deal with serious statutory nuisances occurring outside office hours.

Measures:

- a) Residents contacting the Council in relation to statutory noise nuisance will receive a good service and where their complaint is substantiated it will be resolved.
- b) Notices served and prosecutions taken.
- c) Participation in profile raising initiatives, such as noise awareness week and 'quality streets events'.

Performance @ QTR 2 – on target

a and b) During this quarter 12 Noise Abatement Notices were served. 8 were in relation to noise nuisance emanating from residential premises and 4 were noise from commercial premises. We also successfully prosecuted 3 noise nuisance cases in the Magistrates Court. One related to noise nuisance from a town centre business premises that regularly played very loud music from their shop disturbing nearby residents. This resulted in a full forfeiture of equipment from the premises and the defendant was fined £250, plus costs of £330 and a £25 victim surcharge. The second was noise nuisance from a residential property, this resulted in a full forfeiture of equipment and the defendant was fined £200, plus costs of £333 and a £25 victim surcharge and was ordered to pay a compensation order of £640. The third was also noise nuisance from a residential property, resulting in a full forfeiture of equipment and the defendant was fined

£150 for the 1st offence, £0 for the 2nd offence, plus costs of £678 and a victim surcharge of £20.

Two formal cautions were also issued during this quarter, as this was deemed to be more appropriate than a prosecution. One for nuisance emanating from a business and the other from a residential property.

c) Nothing further to report since quarter one.

5. Ensure that all local businesses where the Council is the enforcement agency for food hygiene and health and safety enforcement, take their hygiene and health and safety responsibilities for staff and customers seriously. Where appropriate take enforcement action to help achieve this.

Measures:

- a) Achievement of our priority inspection programmes.
- b) Good performance maintained in relation to local 'broadly compliant' data for catering premises.
- c) Good food hygiene rating system scores maintained for the majority of local catering premises.

Performance @ QTR 2 – a) slippage possible; b & c) on target

a) Last year a backlog of food hygiene inspections had accumulated due to the retirement of one of the team and a shortage of specialist contractors available to help backfill the vacancy. In mid-June a suitable contractor was appointed and they have been helping the team to clear the backlog. The backlog of inspections from last year is almost cleared. However, due to the vacancy in the team they are behind in the current years' inspections. The current contractors have agreed to extend their contracts to help the team meet their inspection targets for the remainder of the year.

The team have carried out several voluntary closures of food businesses, one due to a lack of hot water, another due to a lack of hand washing facilities, and another due to very poor cleaning standards. This required considerable input from the team to raise standards and achieve compliance with the law, so that the businesses could reopen with no risk to the public.

b) The proportion of food premises that meet the broadly compliant definition when they are inspected remains at around 94%. This is in line with the average for Sussex authorities and our CIPFA nearest neighbours group.

c) The national food hygiene rating system still appears to be a good incentive to local food businesses to improve standards of hygiene. As we generally find that ratings are improving, and this was the case again in quarter two.

6. Work with partners in the Sussex Resilience Forum, such as the Police and Fire and Rescue Services, to ensure emergency planning management and response systems are able to respond effectively to issues such as severe winter weather.

Measures:

- a) Adequate training/exercises completed by appropriate staff and management.
- b) Positive feedback from public and partners following incidents requiring an emergency response from the council.

Performance @ QTR 2 – on target

a) Three people have attended emergency planning training in quarter two. One relating to flooding, another for incident loggist training, and another in relation to infectious disease control.

b) Nothing further to report since quarter one.

7. Manage the smooth transition and continue to operate the Council's CCTV monitoring and out of hours call handling service from the existing facilities at Carlisle Base to new facilities at the Town Hall.

Measure: A new cost effective service will be successfully established in the chosen location.

Performance @ QTR 2 – on target

The overall CCTV procurement project is progressing and following a pre qualification questionnaire process a short list of contractors has been selected, and invited to submit tenders by the 24th October.

Following the decision in quarter one, that the control room should be relocated in redundant space to the rear of the lower ground floor at Aquila House rather than the town hall, arrangements for the relatively minor structural works and the equipping of the new facility have all been agreed in principle.

8. Play a lead role in the Safer Hastings Partnership, and work with partners to help reduce crime and improve neighbourhood safety, including commissioning and delivering a range of dedicated community safety initiatives.

Measures:

- a) Run monthly Community Safety Hub meetings and coordinate resulting interventions.
- b) Host the Hastings Community Safety Hub.
- c) Commission targeted interventions to reduce anti-social behaviour and crime against business, to support the evening economy.
- d) Provide additional support to victims of hate crime and domestic violence
- e) Play a full part in the Sussex Police and Crime Panel scrutiny arrangements.
- f) Contribute to the achievement of the Hastings Community Safety Plan targets.

Performance @ QTR 2 – a to e) on target; f) will not meet target

As reported following quarter one, unfortunately despite the good work that is outlined under a to f below, the overall crime rate per 1,000 population for Hastings has increased and will continue to do so. As was reported then and subsequently discussed at the Overview and Scrutiny Committee, this is primarily due to the Police implementing the new Home Office guidance on how to convert incidents of crime into actual crime reports.

Those elements of community safety work coming under the control of the council outlined in a-f continue to work well.

a) The monthly Community Safety Hub meetings continue to focus on supporting high and medium risk victims of antisocial behaviour. Plans are well advanced for the meetings to become the review mechanism for cases emerging from the new

Community Trigger process being introduced on 20th October under the provisions of the Anti-social behaviour Crime & Policing Act 2014

b) Hot desk arrangements remain available within Cavendish House following the temporary move. The take up by agencies has inevitably reduced a little during the transition to upgraded accommodation but the Police Anti-social Behaviour Coordinators, Licensing Officers and staff from Amicus Horizon do use the facilities when needed particularly on Tuesdays when the Community Safety Hub meets.

c) The Councils commissioned projects like Barwatch continue to play a strong part in areas like managing the evening economy. The Barwatch website, used as a secure mechanism for circulating images of banned individuals, is being upgraded and the radio link scheme supporting both Barwatch and Shopwatch has also been upgraded in the last quarter and a quantity of new radios purchased with funding from the Safer Hastings Partnership.

d) The Council commissioned support service for victims of hate crime, delivered by Hastings Voluntary Action (HVA) continues to provide a valuable service to encourage the reporting of hate crimes and to support victims. The linked Hate Crime Service Steering Group provides a platform for lead members of diverse communities in the town to receive information and raise their concerns.

The Councils, Community Partnership Funding (CPF) provides matched funding with East Sussex County Council to enable an additional Independent Domestic Violence Advisor (IDVA) to cover Hastings, supporting medium and high risk victims of domestic violence. Work is progressing well with the Hastings Borough Council application to achieve 'White Ribbon Accreditation' status. The application will be submitted by the end of October and there is a realistic expectation that the award may be achieved by White Ribbon Day, 25th November 2014.

e) The Sussex Police and Crime Panel meets quarterly to oversee the work of the Sussex Police and Crime Commissioner and approve key appointments when required. The Hastings representative on this group is normally the lead member for Community Safety who also chairs the Safer Hastings Partnership. Officer support continues to be provided by the Councils Community Safety Manager who attends as an observer when needed.

f) The Council continues to play a lead role in the Safer Hastings Partnership and uses this forum to monitor local performance against crime targets and to receive information on projects funded by money received from the Police & Crime Commissioner and partners. The partnership will have a key role to play this year in supporting Sussex Police in ensuring the wider community and key opinion formers are made aware of the background to increases in some types of recorded crime.

PERFORMANCE INDICATORS

1.1 The street and environmental cleanliness score relates to the survey carried out in July, which was reported at the last meeting. This survey is carried out 3 times a year and the next one will take place later this Autumn.

1.2 The recycling percentage figure is provisional as the final figure for September is not available yet.

Name	Improvement Direction	Actual Sep 2013	Direction of Travel	Actual Sep 2014	Status Sep 2014	Target Sep 2014	Yearend Target Mar 2015
1.1 Improved street and environmental cleanliness (levels of litter, dog fouling, detritus, graffiti and flyposting)	Smaller is better	3%	Better	1%	Met	5%	5%
1.2 Percentage of household waste sent for reuse, recycling and composting	Bigger is better	27.0%	Better	29.0%	Not Met	30.0%	30.0%
1.3 % statutory nuisance and public health complaints responded to within 5 working days (bonfires, noise, drainage, accumulations etc).	Bigger is better	94.6%	Worse	90.7%	Not Met	95.0%	95.0%
1.4 % of food establishments which are broadly compliant with food hygiene law	Bigger is better	93.9%	Worse	93.7%	Met	93.0%	93.0%
1.5 Overall crime rate / 1,000 population	Smaller is better	70.3	Worse	77.4	Not Met	70.7	70.7

AMENITIES, RESORTS AND LEISURE SERVICES

1. Maintain and improve standards of safety, quality and cleanliness in our parks, playgrounds and open spaces.

Measures:

- a) Green Flags retained at Alexandra Park, Hastings Country Park and St Leonards Gardens.
- b) Increased membership of the Green Dog Walkers Scheme
- c) Maintenance and renewal schedule of park assets developed

Performance @ QTR 2 – On target

- a) All Green Flags retained. Work continues with our Grounds Maintenance contractor, TLG, to update the management plans for Alexandra Park and St Leonards Gardens for the next round of applications in January 2015.
- b) Green Dog Walkers scheme continues to be promoted by the Ranger service including a presence at all parks events. The current number enrolled in the scheme is 523, up from 515 last quarter.
- c) A programme of maintenance and renewals has been developed and is being implemented for repairs and maintenance in the town centre and in parks. All our heritage benches in Alexandra Park have been renovated and new fencing installed along the back of Harmers Reservoirs. The benches in Warrior Square have also been renovated. Replacement of planters and benches near to the Stables Theatre, Old Town, is complete and the War Memorial in Alexandra Park has been redecorated.

2. Develop the grounds maintenance and arboriculture contracts signed with partners Rother District Council and Amicus Horizon.

Measures:

- a) Structures and protocols developed for jointly monitoring the performance of the Grounds Maintenance partnership contract effectively.
- b) The action plan to maximise benefits resulting from the new contract implemented with partners.
- c) Continue to explore opportunities for joint parks management with Rother District Council

Performance @ QTR 2 – On target

- (a) Governance structure in place and officers meeting regularly. The Performance Quality Monitoring System for assessing the contract performance has been adopted and is in place, replacing the former mode of specification monitoring. Reporting of contract performance is tabled monthly, quarterly and annually. Hastings is leading the development of initiatives within the partnership and ensuring there is progress in meeting our annual service improvement targets.
- (b) Service improvement plan agreed and targets being implemented and monitored. New schemes were instigated this year with our contractor such as the bedding at the roundabout at Pelham Place, the flower towers at Warrior Square and new planting in the planters in the town centre. Positive feedback

was received from members of the public and we will continue to work with our contractor to obtain improved outcomes for the town.

(c) Whilst it is unlikely that a formal joint management arrangement will be implemented, we are working very closely with Rother, including shared inspections and joint liaison with the contractor.

3. Manage and develop Hastings Country Park (HCP) Nature Reserve and Combe Valley Countryside Park with partners and stakeholders.

Measures:

- a) HCP Interpretive Centre proposals worked up and partnership funding explored with project completion timelines agreed.
- b) Future management arrangements for Combe Valley CP implemented.
- c) Structures for managing and monitoring the new higher level stewardship regime at HCP established and implemented.

Performance @ QTR 2 – On target

(a) Proposals for a new Centre at Hastings Country Park were approved at Cabinet 6th October. Architects have been appointed and public engagements events have taken place. A Planning Forum is proposed for 30th October and a planning application expected thereafter. The new centre will be in Hastings Borough and determined by Hastings Planning Committee. We continue to work with Groundwork South to deliver the project.

(b) We are also working with Groundwork to deliver a Community Interest Company based on the Combe Haven. A report will be submitted to Cabinet later this year.

(c) Implementation of the Stewardship agreement continues and reviewing of management practices to ensure best value. Stewardship payments cover part of the works required; the rest is found from our existing budgets.

4. Maintain standards of safety and cleanliness on Hastings & St Leonards Seafront and Foreshore; pursue opportunities to enhance the seafront.

Measures:

- a) Quality Coast Awards retained
- b) Annual groyne refurbishment programme completed
- c) Coast protection schemes delivered as DEFRA funding allocated
- d) Fisheries Local Action Group (FLAG), Stade Hall and beach projects delivered

Performance @ QTR 2 – On target

(a) The quality coast awards were successfully retained for Pelham and Marina beaches for 2014. New applications will be submitted for awards for both resort beaches during November for 2015. We intend to review the Access Statement and general accessibility as part of this process.

(b) Repair and refurbishment of seven timber groynes will commence in October as part of our annual capital maintenance programme. This is in addition to other responsive repairs that need to be undertaken during the winter.

(c) For the first time central government has decided to allocate Flood & Coastal Risk Management Grant in Aid capital funding to reduce the risks from flooding and coastal erosion for a six year period (rather than on an annual basis). This will begin from 2015/16 and Hastings has been allocated £2.85m during 2016/17 & 2017/18. The £95k grant awarded by the Regional Flood & Coastal Committee earlier this year will be used to develop the business case and design for the scheme that we have proposed to build additional rock groynes at Carlisle Parade and enhance protection of the Harbour Arm.

(d) The Camera Obscura is expected to be delivered and installed during mid-November (we had hoped to be able to use it during the summer season). The Cycle Hire scheme is now closed and we hope to re-open it from Easter 2015 and have a number of ideas for improving the facility. The Stade Development Officer post has been filled and commences duties mid-October. The Stade Classroom project opened successfully on 6th May. Small snagging items have been dealt with. A number of further requirements for the Classroom including those originally specified but not accepted (DDA worktops and additional fixtures and fittings), were applied for to the Marine Management Organisation (MMO). The MMO has now approved the amended request. The items will be completed by the end of this year.

5. Work with partners to ensure that our bathing water meets the new EU water quality standard in 2015.

Measures:

- a) Ensure that through the executive group the partnership action plan is delivered effectively and on schedule.
- b) All HBC Year 1 Bathing Water actions plan targets met

Performance @ QTR 2 – On target

(a) The partnership action plan is monitored quarterly by the executive group. There were initial delays in Southern Water investigations which are now fully underway with Southern Water's assurances that they will make up the lost time. Similarly, the assessment of longer term solutions, primarily the outfall extension, has been slow but most of the preliminary information on options, costs and timing is now in hand. A final Environment Agency assessment is expected in November which may trigger the start of an outfall extension project. Although this in no way removes the necessity for action over misconnections and water filtration, it is emerging as the only way to ensure consistency of bathing water over the long term, regardless of weather conditions or future system failures.

(b) The action plan targets have generally been met. Works to the middle lawn and ponds (phase 2 of Alexandra Park works) are slightly behind schedule as the works are more expensive than originally budgeted and we are reassessing the scope.

6. Work with partners to implement flood protection measures throughout the town.

Measures:

- Actions from the Strategic Flood Risk Assessment (SFRA) action plan are delivered.

- Participation in the County-led structures for flood resilience planning results in flood prevention activity in Hastings and Rother.

Performance @ QTR 2 – Slippage possible

ESCC has still not arranged a date for a further meeting of the East Sussex Flood Partnership but is hoping to confirm one by the end of this year.

A separate meeting has now been arranged with ESCC's Flood Risk Management Manager to try and agree the timescales and responsibility for taking forward the remaining outstanding actions within the SFRA/Surface Water Management Plan (SWMP).

ESCC is also currently creating a county-wide flood incident database which they will then maintain as the Lead Local Flood Authority.

7. Enhance the environment at Hastings Cemetery and Crematorium to provide an excellent service and protect the Council's income.

Measures:

- a) Chapel enhancements designed and delivered.
- b) New welfare funeral arrangements agreed.

Performance @ QTR 2 – On target

(a) The supplier's proposals received for new sound system have been considered and further options sought on the sizes of TV monitors. The additional options have now been considered and the preferred system has been ordered. The new Chapel doorway has been designed and applications for planning and building regulations consent have been made and a quotation obtained. Further costing to be obtained before the works are instructed. Preliminary proposal with general arrangement drawings received from a supplier for flower pergola together with costing. Outline sketch of site prepared and advice requested on the need for planning and building regulations consents.

(b) Welfare Funeral contract completed. We have agreed terms with the Co-Op for a low cost, set price funeral package and await their confirmation of the draft memorandum of understanding.

8. Provide a Museum exhibition and education programme for visitors. Develop proposals for the long-term sustainability of the service in light of financial constraints.

Measures:

- a) Visitor targets achieved.
- b) Collection and storeroom comprehensive cleaning completed.
- c) Feasibility of enhanced wedding offering assessed.
- d) First year of World War One commemoration programme delivered.
- e) Create an Action Plan to increase Museum sponsorship and income

Performance @ QTR 2 – Slippage possible

At Hastings Museum & Art Gallery (HMAG) the figure exceeds the same quarter last year, but is marginally under the target set. At the Old Town Hall figures

have dropped since the opening of the Tourist Information Centre at Aquila House. The website figures have exceeded the target.

Terms have been agreed with the ESCC archive to treat our paper-based artefacts. Packing and recording of material from the store has commenced in preparation for its removal and conservation. Staff will be cleaning the archaeological items in-house. We are awaiting prices for treatment of paintings, which will complete the cleaning project.

A Wedding Fair was held on 14 September attracting 800 people and was followed up by increased interest. A total of 15 ceremonies have so far been booked for 2015 and 2 for 2016. A brochure to advertise ceremonies at the Museum has been produced and distributed, including to ESCC Wedding Fair at Bluewater Shopping Centre.

There was a full programme of exhibitions and events during this quarter. Three different temporary displays were on show at HMAG each with associated talks and family activities. 'Rainforest of the Sea' finished in mid-July to be followed by 'Hastings Remember Local Stories of the First World War'. This is the first display of the 5-year HLF-funded WWI commemoration project, which has included talks, seniors' events and pop-up displays at local libraries.

Photographs of White Rock Baths by Bryan Rybolt were on display in the Upper walkway. Weekly Play and Learn sessions continue to be held in term-time in partnership with Hastings & St Leonards Children's Centre, In2Play and Hastings Children's Library. The Local Studies Room is open every Wednesday for researchers and those interested in family history. A programme of Local History talks was also delivered during July.

The Museum Forward Plan 2014-19 was approved by Museums Committee in September. It contains proposed actions to increase income generation, including applying to ACE Museum Resilience Fund for funding for a feasibility study.

9. Continue to deliver the Active Hastings and Active Streetgames programmes; deliver the objectives of our sports and physical activity strategy.

Measure:

- a) External funding sourced and secured.
- b) All programme targets met.
- c) Sports and Physical Activity Strategy actions implemented.
- d) Usage targets for Summerfields and Falaise met.

Performance @ QTR 2 – On target

a) Currently working on a Sport England Community Sport Activation Fund application, which will focus on encouraging the use of community centres and open spaces for sport and physical activity. Still awaiting the result of the Sport England Small Grant, which will increase opportunities for people with mental health problems.

b & c) Programme and strategy targets progressed as planned. The Active Hastings Partnership continues to meet, with new partners joining regularly.

During this quarter, contracts were finalised for the 'Sports For All' in Sussex project. The project will be led by the Inclusive Sport and Physical Activity Worker who joined our Active Hastings team at the end of September. The worker is predominantly funded by Sport England.

(d) Usage targets for Summerfields and Falaise are expected to meet targets by the end of the year.

10. Implement the new Play Hastings Strategy and action plan to ensure quality play opportunities and a regular programme of activities for children and young people town wide.

Measures:

- a) Play development year 1 action plan targets met with input from play partners and service users.
- b) Identify need for new or improved play areas delivered in areas of deficiency or low quality and work in partnership with residents' groups and other public agencies to identify means for delivery.
- c) Adventure Playground management arrangements negotiated and funding secured for 2015/2016 onwards.

Performance @ QTR 2 – a) & b) On target c) Slippage possible

(a) Amicus Horizon commissioned our Play Hastings team in partnership with Street Games to provide 36 Street Play sessions in various neighbourhoods over the summer holiday period, free of charge. Two large scale Playdays were held in Alexandra Park over the summer. Working in partnership with our Play Forum, the events benefitted thousands of local families. Orbit Housing provided external funding for a Young Volunteers project. Over twenty young residents from Orbit and Amicus Horizon housing were recruited and trained to support the events. The play team also supported various community events including the St Leonards Festival and St Leonards Garden's Garden Full of Delights event and more.

(b) The play team ran three Community play events at Hughenden Road Pocket Park to support the ongoing community work to regenerate the space. Officer time supported the consultation, tendering and design stages of the refurbishment of the Priory Road play space. The play team also provided free play opportunities at the formal opening. Work continues to support local residents with their fund raising efforts for a play space in Combe Valley countryside park. Officer time supported the new large sandpit on the beach and plans for more externally funded inclusive play equipment to be installed in Alexandra Park play space.

(c) In2play continued to operate the adventure playground, with near capacity attendance (to staff ratio) at peak times. Funding is in place to continue the expected level of free daily after school sessions throughout 14/15. Recent funding applications for 2015/16 have been unsuccessful. Additional funding applications, including an application for continuation funding from Children in Need have been submitted during this quarter; decisions awaited.

11. Develop plans for sustaining and enhancing leisure facilities across the town in cooperation with other providers and users.

Measures:

- a) Reassess and refresh the leisure facilities strategy with partners
- b) Reassess and refresh the play facilities strategy with Amicus Horizon and Orbit
- c) Sustain existing HBC facilities and pursue funding bids for refurbishments as opportunities are identified.

Performance @ QTR 2 – a) & b) On target c) Slippage possible

(a) The initial scoping exercise was initiated this quarter. Various partners have offered to support the process. Sport England is advising us and preparing their assessment of Hastings' facilities to support us.

(b) The internal project group continue to progress the refresh. As part of this work the group have liaised with planning colleagues to revise a new draft of the associated Supplementary Planning Document which relates to the 'Provision of Children's Playspace in Housing Developments'.

(c) As reported last quarter, the refresh of the Leisure Facilities Strategy will highlight local need and potentially identify funding opportunities. Discussions continue with Horntye Park, Summerfields Gym Club, various local sports clubs and Robsack School regarding future options and aspirations.

12. Deliver refurbishment of public realm assets, particularly where justified by energy efficiency and reductions in maintenance liabilities.

Measures:

- a) Delivery of our annual programme of public convenience maintenance
- b) Car parks and pedestrian signage schemes implemented.
- c) Sticks of Rock extended to Marina (west) and Harold Place (east).

Performance @ QTR 2 – On target

(a) Public convenience maintenance is ongoing. The sale of Rock a Nore toilet for £58k was completed in this quarter. Possible partial funding is being explored to enhance accessibility of Alexandra Park toilets.

(b) Variable messaging signs on the highways are scheduled for installation by 17th October. The St. Leonards pedestrian signage is being manufactured; installation is expected during the first week of November. Hastings pedestrian signage is being designed with the advice of local business, education and public sector representatives. Installation expected early in 2015.

(c) Final costing obtained from the lighting contractor for the westward extension of the "Sticks of Rock II" decorative lighting scheme. Order now placed with the contractor through the existing ESCC agreement to complete the works following the necessary lighting column replacements that are also currently being arranged by ESCC. Project to replace lighting to Pier Underground Car Park with new LED lighting also successfully completed and energy consumption significantly reduced. Carlisle Parade Car Park will be the next site for conversion to LED.

13. Monitor the quality and popularity of programming at the White Rock Theatre and its role in the delivery of the Cultural Regeneration Strategy.

Measures:

- a) Attendance targets met.
- b) Actions from the Cultural Regeneration Strategy implemented.

Performance @ QTR 2 – On target

Attendance figures were 4846 over 18 shows this quarter compared to 7024 attendees at 28 performances during 2013. The average per performance is raised at 269 and one of the reasons for the reduced number of shows was the closedown during July for the installation of the new sound system. An additional 2668 people attended the theatre as participants in events and activities.

The Summer Youth Project adaptation of Hairspray was very well received with standing ovations at all performances. There was a focus on social media in particular to enhance a community feel in terms of interaction and to create a buzz about the event. Ticket sales were at an all-time high, achieving a 30% increase above target.

The Youth Theatre programme continues to do well with capacity attendance at all Saturday sessions. The youth company has been postponed with a view to reviewing this in the New Year.

The Theatres most recent Mystery Shopper score was much better than the previous quarter scoring an overall of 92% against a 95% target. Website support continues to be highly rated as are the staff.

14. Deliver building works projects to maintain and enhance the Council's assets

Measures:

- a) 2014-15 Repairs & Renewals works schedule is delivered on time and within budget
- b) Deliver scheduled inspections of HBC estate and conditions surveys/schedules of dilapidations as required on leased property
- c) Deliver refurbishment projects as identified

Performance @ QTR 2 – On target

(a) Repairs & Renewals programme works being delivered. South Lodge external redecorations are complete. External redecorations of the Falaise Hall are well advanced and include further replacement of timber cladding and joinery with low maintenance materials to reduce future maintenance liability. Listed Buildings consent obtained and orders now issued for Town Hall roof improvement works which include removal of large leaking dormer roof to rear elevation, installation of roof access hatch over Chamber to allow clearing of concealed guttering (without the need for scaffolding) and low energy lighting to the mezzanine offices over the contact centre. Installation of the new Town Hall lift progressing to programme, lift shaft strengthening nearing completion, improved 1st floor lobby arrangement ordered and new lift being manufactured for delivery in November.

Cyclical and statutory inspection and testing regimes administered under the Repairs & Renewals programme including asbestos management, automated

remote legionella management, fire risk assessments, air-conditioning maintenance, energy certification, electrical testing, safety anchors and automatic doors all being managed and progressed as necessary.

(b) Schedules of dilapidations and schedules of condition prepared for several industrial units and also St Mary in the Castle. Survey and inspection report completed for roof of block of industrial units. Other inspections and reports completed and technical advice provided for various smaller Estate properties and built assets. Various small building repairs and improvement proposals prepared including a roof to CBCW refuse store, improvements to CBCE internal fire doors, and separation of electricity supplies in Azur, Marina Pavilion.

(c) Involvement with technical support on ACE I and II projects on industrial estate provided and projects now completed. Project to replace two sections of promenade railings designed and tendered for completion within Year 2014-15. Involvement with White Rock Baths conversion and Aquila House refurbishment continue.

PERFORMANCE INDICATORS

Name	Improve ment Direction	Actual Sep 2013	Direction of Travel	Actual Sep 2014	Status Sep 2014	Target Sep 2014	Yearend Target Mar 2015
2.1 Number of people attending White Rock Theatre performan ces	Bigger is better	20,201	Better	20,675	Not Met	21,500	70,000
2.2 Number of visitors to Hastings Museum and Art Gallery	Bigger is better	22,125	Better	23,042	Not Met	25,000	44,000
2.3 Total attendance s at Council Leisure Centres	Bigger is better	200,55 1	Worse	199,851	Not Met	207,000	400,000

CROSS CUTTING TARGETS 2014/15

7. REGENERATION IN ST. LEONARDS

Continue to support the delivery of a broad programme of regeneration activity in central St Leonards in partnership with Amicus Horizon, the local community, Town Team and other partners.

Director: Simon Hubbard

Contributions: All Heads of Service

Lead Member: Cllr Forward

O & S: Services

2014/15 Targets

- (a) acquire and improve a minimum of 51 units of privately let or vacant dwelling over the period 2011-14 through the Coastal Space programme with AmicusHorizon.
- (b) Continue to lobby and press for area based investment and intervention in deprived coastal neighbourhoods such as St Leonards.
- (c) Explore through the Local Enterprise Partnership opportunities for investment in housing improvements and economic inclusion.
- (d) Continue proactive enforcement interventions in support of improvement programmes.
- (e) Work with the partners, the town team and the local community to deliver a regeneration action plan for St Leonards.
- (f) Continue to support community safety, marketing, business support and community development activities in St Leonards.

Performance @ QTR 2 – On target

- a) A total of 44 units now acquired, on site or completed by AmicusHorizon. Funding for a further 30 units secured by AmicusHorizon under the HCA Affordable Housing Programme 2015-17
- b) and c) Proposals for private sector housing investment in coastal towns were included in the SELEP Growth Plan submitted to Ministers in Dec 2013. A bid has been submitted under round 2 of the Growth Deal which includes proposals for housing and cultural investment in Hastings & St Leonards for 2015 onwards. Funding is also being sought (circa £500k) from the Coastal Communities Fund, which includes support for area based activities in areas such as St Leonards
- d) Two dedicated enforcement officers in place and undertaking proactive inspections and enforcement in St Leonards through the Coastal Space and Rogue Landlord programmes. Grot Buster Team also proactively targeting run down properties in the 7 Streets.
- e) Regeneration Action Plan updated and a series of activities planned for next year. This includes more events, street markets and St Leonards town promotion activities. The St Leonards Town team has a new chair keen to continue the level of activities sustained over the last few years.

- f) St Leonards Works will now be open until December 2014; St Leonards Signage due to be installed by end of November 2014 and to be adopted for the other town centres in the borough. St Leonards Market planned from end of November 2014.

8. SEAFRONT STRATEGY

The Seafront Strategy and action plan are overseen by a member/officer group. The action plan is intended to ensure the delivery of a range of action across the Council and maximise the economic, social, environmental and health benefits within existing resources.

Director: Simon Hubbard

Contributions: All Heads of Service

Lead Member: Cllr Chowney

O & S: Services

- 2014/15 Target(s)**
- a) Revise and adopt a refreshed seafront strategy and action plan
 - b) Bring forward proposals for the future of the White Rock Baths
 - c) Further develop proposals for the repair and regeneration of Bottle Alley
 - d) Fully commit funding through the Hastings FLAG programme and achieve its total spend by December 2015
 - e) Bring forward initial proposals for potentially improved pedestrian access to the seafront following the opening of the Hastings/Bexhill Link Road
 - f) Develop with commercial partners catering or other retail facilities at key locations along the seafront

Performance @ QTR 2 – On target

- a) Public consultation on draft refreshed seafront strategy ends in October. On track.
- b) Funding package in place, and Savilles have been contracted through the Council's established procurement process to develop detailed design specifications. On track.
- c) Lighting and associated cabling will be replaced in Bottle Alley, tentatively in Q4. We are expecting quotes and timetables shortly. The current lighting will be replaced by LED lights.
- d) Funding is fully committed and projects are being supported to make prompt and timely claims. The kitchen in the Classroom on the Coast is operational and hosted successful demonstrations and talks at the Seafood and Wine Festival. The Big Beach projects and Eco-Stade are making progress with the support of the Foreshore Trust funding.
- e) Discussions with the County council have begun. An update will be circulated in due course.

- f) We are actively exploring a range of options to provide a purpose built kiosk on the top of Bottle Alley and have advertised for expressions of interest and a planning application will be submitted this week. In addition we are also investigating the feasibility of refurbishing the derelict kiosk on the lower promenade below Bottle Alley and also to convert an existing timber seafront shelter into a kiosk for lease.

9. HASTINGS CCTV SCHEME

Let contract to introduce a new CCTV control room, and new on-street and off-street CCTV provision, in conjunction with Sussex Police.

Director: Simon Hubbard

Contributions: All Heads of Service

Lead Member: Cllr Chowney

O & S: Services

2014/15 Target(s) Scheme to be implemented within budget by Q3 2014/15

Performance @ QTR 2 – On target

Progress - The 'ITT' ('invitation to tender') for the work has been issued, and tender evaluation, and hopefully contract award, are expected this period.