Quarter 3 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
1. Environmental Services – Improve Public Safety	Will not meet target (measure a)
3. Environmental Services – Waste Contract	Slippage possible (measure a & b)
5. Environmental Services – Enforcement action	Slippage possible (measure a)
8. Environmental Services – Safer Hastings Partnership	Will not meet target (measure f)
2. Amenities, Resorts and Leisure – Joint parks management	Slippage possible (measure c)
8. Amenities, Resorts and Leisure – Museum	Slippage possible
11. Amenities, Resorts and Leisure – Leisure Facilities	Slippage possible (measure c)
12. Amenities, Resorts and Leisure – Public realm refurbishment	Slippage possible (measure b)
2. Housing and Planning – compulsory purchases element only	Achieved
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
9. Cross cutting CCTV scheme	Slippage possible

Quarter 3 progress - to end December 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.

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 3 – a) will not meet target; b &c) on target
Progress –

a) Targets for alcohol & drug related crime levels were set before the publication of new national Home Office guidance, which as previously reported has resulted in the requirement for Police to convert many more incidents of this type into crime reports. This was discussed in detail at the meeting held on 10th November, when Inspector Chris Veale gave a presentation and answered Member's questions. It was clear that this was a national issue and not just confined to Hastings or Sussex.
In quarter 3 the licensing team continued to work closely with partner agencies, applicants, complainants / objectors and business owners. Several reports were presented to Licensing Sub Committee and Environment and Safety Board. New licence applications were received for several premises including a new restaurant, an entertainment complex, a convenience store and a new supermarket.
Reports regarding two licensed taxi drivers were submitted to committee in relation to previous convictions.
Officers conducted the second round of test purchase operations on gaming premises with the police and Gambling Commission officers. Three premises out of eight tested failed and as a result 2 were issued with formal warnings, and Committee met in January to consider whether the licence for the third should be revoked. Following extensive liaison with the operator and their representatives additional licence conditions were imposed to ensure the satisfactory future management of the premises. The Gambling Commission have applauded the way we planned and executed this initiative, and it is to be highlighted to licensing authorities as best practice.
On Bonfire night 37 pedlars were checked, several without licences were required to cease trading and one off licence was issued with a fixed penalty notice for underage sales.
Officers also carried out a series of late night compliance visits to licensed premises prior to Christmas, resulting in offences being witnessed and enforcement action.
b) We are still awaiting the implementation of the proposed Licensing Act national fee level changes, but have started to implement the new legislation around the personal licence renewals that started in the New Year.
c) The reduce the strength review conducted earlier in the year has resulted in the scheme being extended to Gensing and Silverhill. All eleven premises in those areas have now been visited and expressed an interest to join, one has already done so. All are to be visited again by both licensing and the Police to encourage them to participate.

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 3 – on target

Progress –

a) The target for the year is 200 fixed penalty notices (FPNs). In quarter three 53 were issued, making a total of 164 for quarters one to three inclusive, which is slightly ahead of the target. Comparisons to last year's quarter 3 figures show that we have issued slightly fewer FPNs for littering offences and more for dog related offences. We have also completed the following 7 prosecutions, and another 2 for dog offences are pending Court proceedings:-

1 for littering
1 for smoking related littering
2 for dog fouling
2 for dog off Lead
1 for fly tipping

It's worth noting that since April we have completed 24 prosecutions for a range of enviro-crime and irresponsible dog ownership offences, such as littering, fly tipping, dogs off lead and fouling. It's hoped that publicising this work will help to deter people from committing such offences in Hastings.

In quarter three 570 penalty charge notices were issued for off street parking offences, which is 216 less than for the same period last year. This reduction continues a trend that has been reported over the previous quarters. The reduction is consistent with customers now using the new chip and pin payment facilities introduced in the Rock-a-Nore and Pelham car parks. There has also been a decrease in penalty charge notices issued in Priory Street car park for quarter 3 from 253 in 2013 to 188 in 2014. However, there has been a significant increase in permit purchases for this car park. It is reasonable to assume that the recipients of a number of penalty charge notices are now complying with parking charges for this car park and have made these permit purchases.

b) The results from the latest independent street cleanliness survey carried out in November continue to demonstrate good standards. The average score across the 5 parameters (litter, detritus, graffiti, fly posting, and dog fouling) was 3.3% against a target of 5%.
The only area of slight concern was the score for detritus which was 10% compared with 8% in the July survey. However, this is essentially a seasonal issue caused by leaf drop. Analysis of the failed transects shows that Definitive Public Rights of Way were the principal concern; and this has been addressed with Kier in order to focus extra attention on them. It is hoped that this overall good performance will continue to be sustained in the longer term.

In addition to their enforcement role reported above, 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 3 – a & b) slippage possible, c) on target

Progress –

a) The overall trend for missed collections continues to reduce from the peaks experienced during the mobilisation in October/November 2013. The number of multiple missed collections has also reduced as special management measures have been targeted in this area. Total numbers of missed collections for quarter three were:-
Oct – 81/100,000
Nov – 122/100,000
Dec – 113/100,000
Average for the quarter was 105/100,000. The target for the year is 60/100,000. The average for the year so far is 121/100,000. We continue to work closely with management at Kier to reduce the missed collections rate to the levels experienced prior to the service changes introduced through the new contract. This is a joint contract wide priority and performance in Hastings is better than in much of the rest of the partnership area.

b) The recycling rate for the period is expressed as a percentage of the overall household waste collected; September's figure is confirmed for information:
The target for this year is 30%.
Sept – Confirmed figure not available at Q2 review – 28.5%
Oct – 27.5%
Nov - 26% (Subject to confirmation)
Dec – Data not yet available

The decline in the recycling rate is concerning, it reflects a similar decline across the waste partnership and nationally. Nationally declining paper and glass usage are being identified as significant factors. The October and November levels are 4% below the same period last year. The East Sussex Waste Partnership which includes ESCC as the waste disposal authority, is working to analyse the reasons for this

worrying trend and to identify the scope for reversing it. In May waste stream analysis will be carried out across the partnership area by a specialist contractor to identify what sort of recyclable materials residents could be recycling more of. This work will hopefully help the partnership to develop a recycling action plan.

c) As reported against target 2(b) above, the standards of street cleanliness independently assessed by our specialist contractor have continued to show good standards are being maintained.

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 3 – on target

Progress –

a) and b) During this quarter 4 Noise Abatement Notices were served. 3 were in relation to noise nuisance emanating from residential premises and 1 was to address noise from a commercial premises. We also successfully prosecuted 1 noise nuisance case in the Magistrates Court, relating to noise nuisance from a residential property where a noise abatement notice was served which prohibited the playing of amplified music and shouting. The abatement notice was breached twice which resulted in a full forfeiture of equipment and the defendant was ordered to pay £600 for the 1st offence, £800 for the 2nd offence , £360 costs and £80 victim surcharge.

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 3 – Target status – a) slippage possible; b &c) on target

Progress –

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 to help to backfill the vacancy. In mid-June a suitable contractor was appointed and they have helped the team to clear the backlog of inspections from 13/14. Another contractor was appointed in mid-December to help complete the current year's inspections. With the additional temporary resources we have deployed, it is hoped that we will complete all of the inspections originally programmed for the year.

The team have carried out a voluntary closure of a food business for filthy conditions. A number of visits were made to ensure compliance and to help the food business operator make the necessary changes to be able to open the kitchen again. A training session was carried out by a member of the team at a large hotel in Hastings which has been experiencing problems maintaining good standards of food hygiene. This was attended by all the catering team at the Hotel, including the owner and management team. A food hygiene training course was facilitated by the team, delivered by a specialist trainer in Chinese. It was a successful event and well attended by Chinese businesses in the Borough.

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 three.

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 3 – on target

Progress –

a) Three senior managers who participate in the out of hours emergency duty rota attended multi agency joint emergency services training in November. Three volunteer rest centre managers attended rest centre manager training in December, and another senior manager attended emergencies on trial training in October.

We contributed to the Sussex Resilience Forum debrief of the Sussex wide multi agency Exercise Citizen held last May.

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 3 – on target
Progress –
The overall CCTV procurement project is progressing well and following the bid evaluation process late last autumn, the contract was let in mid December.

Immediately after Christmas Officers met with the 2 principal contractors and it is hoped that the contract works will be completed by May.

The new CCTV control room is now to be located in Aquila House and the order for the works required to form the new control room have been placed and the Building Regulations Application submitted. Subject to obtaining landlord's consent it is hoped that these relatively minor works can commence shortly.

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 Multi-Agency Tasking Team 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 3 – Target status a to e) on target; f) will not meet target

As previously reported against target one, the impact of Sussex Police adopting more rigorous reporting practising since April 2014 in the recording of violent crime, including domestic violence, has resulted in further increases in the overall crime rate per 1,000 population in the last quarter.

It is worth restating that this is primarily a statistical rise due to the Police implementing new Home Office guidance regarding the conversion of incidents reported to Police into actual crime reports. These increases are being seen across the country and more locally across neighbouring areas in East Sussex like Eastbourne and Rother.

This should not negate the good work which continues to be undertaken by community safety partners and those elements of community safety work coming under the control of the council as outlined in a-f, which continue to be delivered effectively.

a) The weekly Community Safety Hub meetings continue to focus on supporting high and medium risk victims of antisocial behaviour and hate crime. Orbit Housing has hosted a number of these in recent months. The meetings will be used as the review mechanism for cases emerging from the new Community Trigger process, which was introduced on 20th October 2014. To date no trigger requests have been made and it is the same picture across East Sussex.

b) The take up of hot desks by partner agencies has inevitably reduced during the temporary move to Cavendish House. The Police, Anti-social Behaviour Coordinators, Licensing Officers and other partners do use the facilities when needed.

c) The Council commissioned projects like Barwatch continue to play a lead role in areas like managing the evening economy. The working practises adopted are closely aligned to the towns Shop Watch scheme and following support by the Council, Hastings Town Centre Management (TCM) were audited by the National Association of Business Crime Partnerships and were successful in obtaining the Safer Business Award.

d) During the period under review the Council were successful in achieving White Ribbon Town Accreditation status. The national White Ribbon organisation described the application as exemplary and amongst the most thorough they had seen. The award was showcased as part of a Council led White Ribbon Day event on 25th November 2014 and just under 3,000 pledges were signed outside the Town Hall and at other venues in the town.

The Council funded support service for victims of hate crime, delivered by Hastings Voluntary Action (HVA) continues to actively encourage the reporting of hate crimes and to support victims. This has doubtless contributed to a big increase in reporting in the last quarter.

e) Hastings Borough Council has a representative on the Sussex Police and Crime Panel which meets quarterly to oversee the work of the Sussex Police and Crime Commissioner. The representative also chairs the Safer Hastings Partnership. Officer support in these roles is provided by the Councils Community Safety Manager

f) The Safer Hastings Partnership is the term used for the local statutory Crime Reduction Partnership. These were introduced under the provisions of the Crime & Disorder Act 1998. Some administrative support is funded by partners but the council plays a lead role in determining the partnerships priorities, developing plans and performance monitoring.

PERFORMANCE INDICATORS

Name	Improvement Direction	Actual Dec 2013	Direction of Travel	Actual Dec 2014	Status Dec 2014	Target Dec 2014	Yearend Target Mar 2015

Name	Improvement Direction	Actual Dec 2013	Direction of Travel	Actual Dec 2014	Status Dec 2014	Target Dec 2014	Yearend Target Mar 2015
1.1 Improved street and environmental cleanliness (levels of litter, dog fouling, detritus, graffiti and flyposting)	Smaller is better	6%	Better	3%	Met	5%	5%
1.2 Percentage of household waste sent for reuse, recycling and composting	Bigger is better	29.8%	Worse	26.7%	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	89.2%	Better	89.4%	Not Met	95.0%	95.0%
1.4 % of food establishments which are broadly compliant with food hygiene law	Bigger is better	93.2%	Better	94%	Met	93.0%	93.0%
1.5 Overall crime rate / 1,000 population	Smaller is better	70.8	Worse	82.2	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 3 – on target
Progress –

a) As reported at our previous PRP, all Green Flags retained. Progressing work in partnership with our Grounds Maintenance contractor, TLG, to update the management plans for Alexandra Park and St Leonards Gardens for the next round of applications at end of 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 525, up 2 from 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. The fishing boat at the train station has been repaired and repainted. Town centre planters and benches being relocated from the new chemist premises. The peace garden seat, donated by the Quakers has been installed in Alexandra Park. New one way system at the yard at Fairlight Place Farm implemented to facilitate contractor access to the yard. Works to improve our water quality in Alexandra Park continue. Vegetated rolls have been installed in the streams, overhanging trees and vegetation cut back from Buckshole and other areas in order to increase light levels in the water, Buckshole catchment pond 1 has been profiled and proposals are being worked up to vegetate the ponds in the lower park. All improvements are being undertaken in partnership with the Environment Agency and TLG, aimed at improving the quality of water that flows through the park and reaches the sea.

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 3 – on target (a&b), slippage possible (c)
Progress –

a) Governance structure in place and officers meeting regularly. The annual meeting of the Executive group which includes Directors and elected Members met in December to receive the annual performance report. The contract has now bedded down and shows an annual improvement on our standard scoring measure of annual performance. A new Service Delivery Plan for 2015 has been agreed. Hastings continues to lead the development of initiatives within the partnership to ensure there is progress in meeting our annual service improvement targets.

b) Service improvement plan for 2014 completed and a new SIP for 2015 agreed by the Executive Group. We propose to continue to forge a close working partnership with TLG to continue to explore ways that they can do more for us. After the success of the flower towers at Warrior Square and the roundabout, TLG are working on a number of improvement schemes for the seafront, roundabout and Warrior Square. Any new proposals will come to the council for discussion and approval.

c) There is no change in Rother Council's position in relation to their reluctance to consider joint management. There remains little evidence to suggest joint management is a likely outcome.

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 3 – on target

Progress –

a) A planning application for the new Centre at Hastings Country Park Nature Reserve has been submitted. It is envisaged the proposal will be consider at Planning Committee in February. Our partners Groundwork South are progressing with funding bids. Interviews with companies to implement our interpretation in the centre will take place in January. The Project Board which was established to oversee the Project, Chaired by Councillor Poole, have met and will meet again in March once the Planning committee have considered the proposal.

b) Cabinet on 1st December 2014, agreed to the formation of the Community Interest Company for Combe Haven Countryside Park. Once our solicitors have agreed the administrative and legal structure Groundwork will register the new company. We are anticipating we will be up and running by the end of March.

c) We continue to implement our Stewardship agreement. A meeting with Natural England has been arranged for January to review early progress.

Some management operations have caused complaints, mainly from Rother residents who have objected to scrub removal at the Firehills. However the work is prescribed by Natural England to achieve sound ecological objectives.

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 3 – on target
Progress –

a) The quality coast awards were successfully retained for Pelham and Marina beaches for 2014. Tidy Britain Group who administers the awards has now brought forward the application date for the next round of certification to February for 2015. We intend to review the Access Statement and general accessibility onto the beach as part of this year's development.

b) Seven timber groynes were repaired during October as part of our annual capital maintenance programme. This is in addition to other responsive repairs that need to be undertaken through the winter and as a result of ongoing inspections.

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. We are still waiting for final confirmation of the funding awarded and this will inform an update report for CAP.

d) The Camera Obscura is now expected to be delivered and installed during January to allow HBC staff to be trained in its installation. The Cycle Hire scheme is now closed and will re-open it from Easter 2015 with a number of ideas for improvements. The Stade Development Officer has been working since October and has made a great start in her post. The Stade Classroom project opened successfully on 6th May. The management and promotion of the Classroom on the Coast is currently being negotiated.

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 3 – on target
Progress –
a)The partnership actions are on target or completed. In particular, Southern Water is progressing quickly now to assess and repair their assets in catchment areas with pollution problems. Their latest report supports an EA assessment that conditions are slowly improving and, subject to variations in weather, the outlook for 2015 is good.

b)The final Alexandra Park project is the installation of floating islands of vegetation in the lower park ponds and diversion of the stream through the ponds for filtration. A supplier has been identified and the project will begin in late January and be completed in March.

6. Work with partners to implement flood protection measures throughout the town.
Measures:
• Actions from the Strategic Flood Risk Assessment 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 3 – slippage possible
Progress –

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.
HBC are members of an ongoing steering group that is currently considering options following the proposed dissolution of the local Internal Drainage Districts (IDD) the potential impact of these changes will be summarised in the Coast Protection & Flood Risk Management update report.

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 3 – on target
Progress –

a) New TV and sound system order placed for delivery after door works. The new doorway has been designed and approved and it is planned to start

works at the end of January, with an addition to decorate afterwards. Outside ground works contract has been awarded and works begin in January. The Pergola has been designed and ordered for installation with ground works. Interior redecoration will be the final stage. Completion planned for March.

b) Welfare arrangement achieved and is in place and working well, 26 cases since April.

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 3 – on target

Progress –

a) Hastings Museum and Art Gallery the visitor figures have exceeded the target, with an increase of over 3,000 visitors on the same period last year. The best attended event in this quarter was the 'Jaws 'n' Claws' family day in October which brought in around 1,000 visitors. The exhibition preview for 'the Eyes are Listening' in November was attended by 325 people. 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. 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. 'Hastings Remembers: Local Stories of the First World War', the first display of the 5-year HLF-funded WWI commemoration project, finished in November and was followed by an exhibition of contemporary art 'The Eyes are Listening'.

Displays in the Upper Walkway were 'Misogyny is Suicide' and 'Tangible Keepsakes from a Dream'. An exhibition was held at the OTH on 'Voices of Jubilation', an oral history project. 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 October and November.

b) 450 boxes of archives have been packed in preparation of their removal to The Keep for conservation cleaning.

c) A second Wedding Fair has been booked for April. An enhanced wedding package, including hire of glasses etc. for toasts, is now offered.

d) The delivery of the first year of the WWI project is on target, with 8 volunteers currently collecting local stories, and the completion of the exhibition.

e) An application was made to the Arts Council Resilience Fund for a consultancy to consider sustainability and resilience for the Museum. The outcome of the application will be known in March 2015.

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 3 – on target

Progress –

a) Our new externally funded Sport for All project, focusing on increasing opportunities for people with learning disabilities, launched this quarter. Approximately 35 partners and service users came together for a stakeholder event to input in to the development of the project. Additional sports sessions will launch in January.

Active Hastings brought together partners to work on the launch of a Parkrun in Hastings, helping volunteers to raise an additional £2500 of external funding. 40 volunteers have signed up to run the events when they launch in April.

Active Hastings headed up a successful £9k partnership funding application to Sport England, with a further £5.5k of local in-kind and cash. Partners include HVA, Sussex NHS Partnership Trust and Together, who will work together in order to develop a clear pathway into physical activity for people with mental health conditions.

Street Games have been awarded £20k to enable an extension of our local Doorstop Sports Club scheme.

The leisure team continues to seek external funding to sustain work throughout 2015/16.

b) & c) Agreed external funding programmes and strategy targets progressed as planned. Street Games won a National Football Association award for work with young volunteers during this period.

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 3 – on target

Progress –

a) Action plan has been implemented. Actions include hosting the regular local Play Forum, which facilitates opportunities for joint work. Highlights in this period include the continuation of the successful weekly neighbourhood play sessions at Harkness Drive and Waterside Close. The play team's young volunteer scheme received an award at the Hastings Youth Awards. The team supported the Clean Seas Please project and the Hughenden Road pocket park group by providing play work at their community events. A series of play sessions at the Ore Village Primary Academy also took place.

b) Continued support for residents and Groundwork South with proposals for a neighbourhood play area at Combe Valley CP.

Support for Amicus and Orbit housing play space refurbishments also continued.

Plans have been agreed to add new inclusive play equipment at Alexandra Park playground. This has been made possible with a donation of £15k from Charity for Kids. Further discussions are being progressed regarding improving the accessibility of nearby toilets.

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. A further funding application has been submitted to the Blagrave Trust and In2Play are awaiting the decision on the recent Children in Need funding application.

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 3 – b) on target; a) & c) slippage possible

Progress –

a) During this period the scope of the refresh was significantly broadened to include joint involvement from Rother DC colleagues. This will enable a wider geographical assessment, which is essential when assessing larger or more specialist facilities. The assessments of Hastings facilities are progressing, but are more rigorous and time consuming than originally planned. This is to ensure that the strategy is considered to be sufficiently robust by Sport England. The refresh will include updated assessments regarding supply and demand of various facility types. RDC colleagues will shortly be able to confirm their timetable for remaining work. Slippage may occur on some of the areas of joint assessment.

b) The internal project group continue to progress the refresh. A draft version has been circulated to our local Play Forum for comment.

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, Hastings United and 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 3 – a) on target; b) slippage possible, c) on target

Progress –

a) Public convenience maintenance is ongoing. Awarded top local authority public toilet provider in the UK, by a National Toilet Award scheme.

b) Waymarking signs have been installed in St Leonards. Final map designs and artwork for the Hastings signs has been completed. There may be a delay in installation as the St. Leonards signs are experiencing some deterioration in the vitreous enamel finish; we will want to see the corrected product in place this month before proceeding. Intelligent highways signs for car parking directions are ready for installation after supplier and contractor delays.

c) Works by ESCC on lighting column replacements east of “Sticks of Rock II” decorative lighting display nearing completion. The specialist LED light fittings and other control equipment required for the westward extension of the “Sticks of Rock II” scheme has been obtained by the contractor who is ready to proceed once the column replacement works have been completed. New LED lighting to Pier Underground Car Park continues to operate successfully with significantly reduced running costs.

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 3 – on target

Progress –

Attendance figures were 36420 over 76 shows this quarter compared to 30427 attendees at 70 performances during 2013. The average per performance is raised at 479 reflecting the great attendance figures for pantomime during this quarter. An additional 3496 people attended the theatre as participants in events and activities.

The highlight of the period was the pantomime 'Aladdin', which was extremely successful selling more than 4000 seats, more than 2013, despite a reduced number of shows. The production also received much positive feedback.

A number of performances either sold out or sold to large audiences this period including Sally Morgan, Stand Up for Sussex, Paul Carrack and Swan Lake. Sing-a-long-a Frozen attracted an audience of more than 2500.

Family Fun Day was a new free event that saw 280 people visit the theatre and well supported community events have included the Gang Show, craft fair and workshops.

The café has also performed well, operating at full capacity on several shows.

The new sound system has been used throughout the winter season and has provided a much improved quality of sound in all areas of the auditorium.

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 3 – on target

Progress –

a) Delivery of Repairs & Renewals programme works continues. South Lodge external redecorations completed. External redecorations and repairs to South Lodge and Falaise Hall completed. Listed Buildings consent obtained and orders now issued for Installation of Town Hall roof improvement works which include, installation of roof access hatch over the Council chamber and new lighting to the contact centre mezzanine office completed. Removal of large leaking dormer roof to rear elevation planned to go ahead early in 2015.

Tendering of the council's minor works building repair contract well advanced, tenders expected mid-January. Successful bidder expected to commence new five year contract from April 2015.

Strengthening of the Town Hall lift shaft, alteration of the 1st floor lobby and installation of the new passenger lift completed to programme. Final snagging, testing and formal commissioning of the lift is to be undertaken in early January.

b) Programmed annual cyclical and statutory inspections and testing including asbestos and legionella management, fire risk assessments, air-conditioning maintenance, display energy certificates, reservoir inspections, monitoring of retaining walls, promenade concrete safety inspection, energy certification, decorative lighting maintenance, electrical testing, safety anchor testing and automatic door maintenance progressing as planned.

Schedules of dilapidations and schedules of condition along with other inspection and technical reports continue to be prepared as required for various properties within the council's portfolio. Recent reports include 24-28 Theaklen Drive and St Mary in the Castle.

c) Technical support provided on ACE I and II projects to improve the industrial estate and the FLAG project to improve The Stade winch road, lighting and winch sheds. Project to replace two sections of seafront promenade railings now on site for completion within Year 2014-15. Involvement with conversion of the White Rock Baths into a BMX venue and the landlord's refurbishment of Aquila House and the consequent internal remodelling to suit HBC's new working practices continues.

Statutory consents and tenders obtained for capital programme works to the Crematorium chapel to increase its capacity. Works to commence on site in early 2015 and will include a new doorway and audio-visual system to the former eastern flower room, a new external flower pergola and hard paving on the eastern lawn including enlargement of existing disabled parking provision.

Further small building repairs and improvement works recently completed include refurbishment of St Clements Church lanterns, resurfacing of Country Park access road, render repairs to St Mary in the Castle, re-cladding of Tilekiln Sports Pavilion, rebuilding of Undercliff wall. Examples of other works currently progressing include the formation of a new CCTV control room in Aquila House, new fire alarm system to Town Hall, internal redecoration and leak investigation to Hastings Museum, Hastings cliff survey, relief pipeline from Harmers Reservoir and works to the drainage to Marina Pavilion.

PERFORMANCE INDICATORS

Name	Improvement Direction	Actual Dec 2013	Direction of Travel	Actual Dec 2014	Status Dec 2014	Target Dec 2014	Yearend Target Mar 2015
2.1 Number of people attending White Rock Theatre performances	Bigger is better	50,628	Better	57,095	Met	55,000	70,000
2.2 Number of visitors to Hastings Museum and Art Gallery	Bigger is better	29,302	Better	33,291	Met	33,000	44,000
2.3 Total attendances at Council Leisure Centres	Bigger is better	290,861	Worse	289,643	Not Met	297,500	400,000

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 Interreg 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 3 – On target

Progress –

a) The Regeneration Team has recorded engagement, advice and support for 170 businesses. Two Business Breakfasts held in Old Town and St Leonards with 30 attendees in total. Workshop on social media, funding finder and commitments to pledge to Own Grown. Further breakfast planned in January for Town Centre, linking in with Business Improvement District work.

b) Preparations are under way for a 'Hastings Exchange' forum event at the University of Brighton to engage with local business.

Hastings Town Centre Management and HBC have held three meetings with town centre businesses to progress proposals to establish a Business Improvement District (BID) in the area. A steering group has been established, chaired by David Padmore (McDonalds franchise), which is meeting monthly.

c) A sustainable business network meeting was held at the Royal Victoria Hotel on the 18th November 14 which was well attended. The Sustainable Business Partnership (http://sustainablebusiness.org.uk/) still has some audit and follow up grants available to local businesses to reduce their energy consumption. Businesses working from HBC managed industrial parks are being targeted.

d) Building works funded by the ACE project are now complete.

e) SUCCESS grant scheme is on target regarding grant disbursed and private investment and exceeding targets for job creation. In fact, it is likely the scheme will be oversubscribed before the close date of new applications in Feb 2015.

f) Fourteen of the most deprived wards in Hastings (and five in Rother) have been included on the 2014-2020 UK Assisted Areas map. This designation does not come with any dedicated funding streams, but it will be important in pressing the case for public investment via the South East LEP and other national and relevant European funding streams in economic regeneration in Hastings.

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 3 – On target
Progress –
a) Work is ongoing with a series of meetings scheduled for January with different art form sub-sectors to discuss ambitions, barriers and strategies. These will feed into the cultural strategy refresh.
b) Cultural Leaders Group continues to meet regularly, with the last meeting in October where early ideas for the 2016 festival were discussed.
c) Stade Saturdays staged the marvellous Grupo Lokito on October 4th as part of the borough wide Afrikaba Festival bringing another successful season to a close. The overall attendance figures were 17,807 for the whole summer for 14 events at an average of 1272 per event. 1522 people actively participated in Stade Saturdays or related workshops.
d) Hastings Malayalee Cultural Association (HMCA) was supported to plan and produce a high quality arts and cultural event bringing together people from different backgrounds in St Leonard's area. Our support involved rangers to provide info and advice regarding H & S to implement a specific activity that was part of the event.
The Youth Council and the Hastings and District Interfaith Forum were supported to deliver the 2014 Youth Awards event which was attended by over 350 people
HIO delivered a multicultural event at Sussex Hall celebrating cultural diversity attended by over 400 people.
A Winter Festival of Faiths and Cultures event was attended by over 150 people including Council leaders and the Mayor.
e) Work continues on developing key partnerships, both in the UK and in Normandy for the pursuance of national and EU funding streams. Artistic collaboration confirmed with Chris Levine's i-y project developed at Eden in Cornwall. Close communication continues with key potential funders including Arts Council England.

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 3 – On target

Progress –

a) Completed last quarter.

b) The examination in public (EIP) of the Council's Development Management Plan commenced on 18th November. As part of the examination process the Inspector has requested the Council's formal submissions and responses to a number of key Matters, Issues and Questions (MIQs). These are intended to test the justification for the Plan and its effectiveness in delivering the Councils agreed objectives for economic growth, employment, regeneration and housing set down in the adopted Planning Strategy. The Council's formal submissions on all seven of the Matters raised by the Inspector were submitted by the due dates. Further submissions from those objecting to the DMP were also submitted as part of the EIP process. These too related to the Matters that the Inspector intended to cover during the examination and formed part of the hearing session discussions. The final day of the hearing was convened on 16th January. The Planning Inspector's report is expected to be released in late February-early March.

c) 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 3 – On target

Progress –

a) Employability Forum met December 2014, discussion and actions on Own Grown and its priorities for 2015.

b) Own Grown Challenge – 2,014 pledges achieved on 20th November 2014. As of 5th December currently tracking at 104%.HBC taking a leading role in managing the project, including 1-2-1 brokering, social media/publicity. Own Grown 2015 target – partner in county-wide apprenticeship challenge You're Hired: East Sussex – 500 apprenticeship pledges from businesses, 500 pledges from young people who wanted assistance to be ready to take up an apprenticeship across 5 boroughs over 5 months. Alongside this, Own Grown will continue to actively engage and broker other types of pledges (such as work experience, work with schools, mentoring etc) with businesses.

c) January to July 2015 - Own Grown will audit/measure and evidence the impact of the previous 2 years of pledges for the purpose of potentially bidding for European funding for 2016.

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 3 – On target
Progress –
a) Community Cohesion Steering Group met and discussed new ideas and plans to involve the Local Strategic Partnership.
b) Officers currently supporting planning of an Hastings Community Network-led cohesion and inclusion event. Black History Month included a cohesion debate/conference involving two national speakers, and highlighted aspects relating to cohesion that will be followed up at the next community cohesion event in Feb 2015.
The Black and Minority Ethnic Practitioners Group held a policy discussion/debate regarding the diversity of images used in Hastings and Rother marketing materials. This debate led to practical actions and both councils' marketing departments have taken the group's advice on board and are exploring different options to use both local and diverse images.
c) The Cohesion officer has continued to facilitate Hastings and Rother Rainbow Alliance (HRRA) through projects and promoting local mechanisms to report Hate Crime incidents.
The Hastings Intercultural Organisation (HIO) were supported in their search for a permanent base for their Mother Tongue Languages School. This has been successful and it is hoped that HIO will soon be moving to a new base at the YMCA. In addition 10 members of the HIO committee successfully completed training in bookkeeping.
d) The Youth Council has been involved in the planning and support of the White Ribbon campaign to raise awareness of domestic violence with a number of young people signing up to become ambassadors for White Ribbon. The Youth Council has launched 'Youth Cash' which will enable young people from the borough to apply for small grants to improve their community. The Youth Council has has visited different community groups to speak to young people about the issues and concerns they have. As part of the Youth Council's mental health awareness campaign, ongoing work to change the Personal, Social and Health Education (PSHE) taught in St Leonards Academy has been going well with a sexual health nurse and mental health workers signed up to deliver a session in February 2015.
The Hastings and St Leonards Seniors Forum invited the local bus provider to a Q and A session regarding transport. The Seniors' Forum is also actively involved in setting up a Local Dementia Action Alliance in Hastings & St Leonards.
Hastings Older Peoples Ethnic Group (HOPE-G) have held several successful coffee mornings to reduce isolation and to be informed about important issues which have included guest speakers from the fire service and probate information service.
Work continues to enable the Hastings and Rother Disability Forum to become an independent group and they have been successful in applying for £250 from the Police Property fund.

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::

- o Coastal Communities Funding
- o SAFE-ICE cluster programme
- o Community Partnership Fund and small grants funding.
- o Other external regeneration funds the Council may attract.

Performance @ QTR 3 – On target

Progress –

a) Regular meetings of the Task Force continue. The next meeting is scheduled for the new year. At its last meeting the Task Force reviewed progress of high speed broadband roll-out, transport developments and the prioritisation of projects to be funded from the first round of Growth Funding via the South East Local Enterprise Partnership.

b) Further development of a CLLD bid is awaiting government announcements about the prospect of and priorities for CLLD in the UK.

c) Participation in low carbon pan LEP bid (LoCASE) for ESIF first call in March 2015.

d) Opportunities from opening EU funding streams for 2014-20 period are being explored, with a Low Carbon Neighbourhood bid likely for Feb 2015. Creative Europe bid also being explored. The Council has been successful in its second bid to the national Coastal Communities Fund. Approximately £500k will be awarded for various initiatives designed to improve the seafront, promote the cultural programme and support the growth of businesses that are important to the visitor economy.

e) Officers continue to maintain support for the Foreshore Trust Grants programmes and work with the Grant Advisory Panel. The Charity Committee at its December meeting approved changed to the Foreshore Grants application form and assessment methods.

f) Hastings Pier and SCCH are both on target with the delivery of their projects. Pier restaurant due for completion at end of March 15 and Sussex Coast College Hastings will have completed all their educational and training programmes by end of March 2015. Final claims are expected from both organisations by this date.

SAFE-ICE cluster phase 2 coordination on schedule with five work packages. New partnerships and other funding opportunities around these themes are being discussed. Claim 1 is still being processed by the managing authority. ACE claim 6 is approved awaiting receipt of payment and the final claim is now being compiled (submit by March 2015).

Cabinet approved CPF Main Grants (2015-17) in Dec 2014. This is subject to full council approval in February 2015. CPF small grants launched in Nov 2014 and closed on 12th December 2014. Successful applicants will be announced in January 2015.
Coastal communities fund bid submitted in October. Due to learn outcome in Feb 2015.

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 3 – On target

Progress – Regular meetings with representatives of Hastings Pier Charity (HPC) have helped to identify potential new sources of funding for further development on the Pier. These are being pursued by the Charity.

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 3 – On target

Progress – Site 4 on the former Mount Pleasant Hospital Site at Frederick Road has recently been marketed by Seachange. Whilst only limited interest has been shown in bringing forward the site at present for residential development, Seachange are continuing to follow these up.

The development on remaining 2 areas of former millennium communities land will be considered further as and when phase 4 has been successfully brought forward.

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 3 – Achieved

a) 43 long term empty homes have been brought back into use at Q3, giving a total of 87 for the year to date. A further 10 neglected dwellings have also

been improved in Q3 bringing the total so far for the year to 51. The year-end targets for both Empty dwelling and Grotbuster schemes have therefore been met.
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 3 – On target
   Progress –
   a) 178 licenses had been delivered at the end of Quarter three. This is below the quarterly profile of 187. However, there are sufficient applications expected and being processed to meet the target by year end
   b) The consultation exercise on the possible introduction of selective licensing was launched in October 2014 and runs to the 5 January 2015. Once the consultation is complete the results will be collated and analysed and used to inform the selective licensing report, which is due to be considered by Cabinet in March of this year.

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 3 – Slippage possible
   Progress – A draft strategy has been formulated and is currently the subject of consultation with stakeholders ahead of a final report to Cabinet The slight delay in finalising the document means that the final strategy will not be ready until Q4

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 3 – 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 Februarys 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 3 – Will not meet target
   Progress – As stated at Q2, this target has been revised with completion of the THI grant scheme now scheduled for 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 3 – Slippage possible
   Two grant-aided restoration schemes are close to completion. Two further schemes are expected to go on site in March 2015. A couple of other owners are now showing an interest in taking up the scheme and there will be a concerted effort, over the next few months, to get the remaining owners to commit to the project. The Council is now looking at how it can use its enforcement powers, if necessary, to achieve the full restoration project.

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 qualifying planning applications (30 dwellings or more) determined within the quarter, where a pre- application forum have taken place as a proportion of those where the developer has opted not to undertake a forum.

   Performance @ QTR 3 – On target
   Progress – Three held this quarter:
   West St Leonards Primary School – 02 October 2014
   Country Park Visitor Centre – 30 October 2014
   The Grove School – 20 November 2014

PERFORMANCE INDICATORS

Name	Improvement Direction	Actual Dec 2013	Direction of Travel	Actual Dec 2014	Status Dec 2014	Target Dec 2014	Yearend Target Mar 2015
4.01 Number of homelessness acceptances	Smaller is better	75	Worse	95	Met	109	145

Name	Improvement Direction	Actual Dec 2013	Direction of Travel	Actual Dec 2014	Status Dec 2014	Target Dec 2014	Yearend Target Mar 2015
4.02 Number of homelessness cases prevented	Bigger is better	1,487	Better	1,759	Met	1,350	1,800
4.03 Number of private sector dwellings (units) brought in line with the current statutory standard	Bigger is better	87	Better	165	Met	130	175
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	42	Better	87	Met	53	70
4.06 % major residential & commercial planning applications determined within 13 weeks or as agreed with the applicant	Bigger is better	63.3%	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	82.9%	Worse	80.9%	Not Met	85.0%	85.0%
4.08 % householder planning applications determined within 6 weeks	Bigger is better	66.1%	Better	66.2%	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	47	Better	51	Met	37	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 3 – On target

Progress – Progress – During this period our websites had 374 865 visitors, compared to 291 894 for the same period last year, a rise of 28%.

And our Facebook friends increased from 1600 to 3461 (up 116.3%) since Q3 last year, and our Twitter followers from 2783 to 3233 (up 16.2%) over the same time.

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 3 – On target

Progress – Our 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 3 – On target

Progress – Our third Herring Fair which took place over the weekend of 1st/2nd November, was a great success, with some very good media coverage, and positive comments received from both stall-holders and visitors. We were also blessed with better weather than for the previous two years!

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 3 – On target

Progress – As noted previously, 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.

We are pursuing further ways of developing this initiative.

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 3 – On target

Progress – The ICT Board is meeting quarterly as planned, and action items are being progressed.

We continue to 'strip out' and streamline web content in conjunction with each area's 'owners'.
96.4% of Helpdesk calls were resolved within target, and network availability of 99.98% 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 [now Queensway Gateway] as a first order economic and transport priority.
b) Route 1066 principle endorsed by DfT

Performance @ QTR 3 – On target

Progress – Development work continues on the 'Queensway Gateway' with the planning application being registered on 8th October; it is expected to come to planning committee in February.
Site clearance work is now well underway in preparation for 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 continuing to lead on work on to develop 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.
Thameslink work means that no Hastings/Charing Cross trains are calling at London Bridge until August 2018; we lobbied unsuccessfully for London

tickets to be used on HS1 services via Ashford without additional charge, but are continuing to press for this.

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 3 – Original target no longer appropriate
   Progress –As noted previously our HLF bid was unsuccessful, and we are meeting senior representatives of HLF shortly to discuss how best to proceed to secure significant improvements to Hastings Castle. Modest improvements are being proposed in the capital budget for 2015/16.

PERFORMANCE INDICATORS

Name	Improvement Direction	Actual Dec 2013	Direction of Travel	Actual Dec 2014	Status Dec 2014	Target Dec 2014	Yearend Target Mar 2015
5.1 Visits to the Borough website	Bigger is better	905,856	Better	1,082,477	Met	905,000	1,205,000

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 3 – On target

a) A total of 38 units acquired, on site or completed by AmicusHorizon. Funding has been secured for a further 30 units by AmicusHorizon under the HCA Affordable Housing Programme 2015-18. Subject to confirmation of further Council investment to be considered at Budget Cabinet in Q4 the scheme will be extended to deliver a total of 68 homes by the end of 2018.

b) & c) The Council has lobbied successfully with Tendring and Thanet Councils for the inclusion of housing interventions within the South East LEP Growth Plan. An initial investment proposal totalling £10m was submitted to Ministers by HBC on behalf of the LEP in Dec 2014. This will form part of future discussions central government and provide the basis for any bids for available funding that might be accessed by the LEP in future years. Should the current or future bids be successful, it would allow for the further extension of the Coastal Space scheme as well as providing access to a range of other financial benefits including for example loan finance for owners wishing to return empty properties to use.

d) Two dedicated enforcement officers in place and undertaking proactive inspections and enforcement in St Leonards through the Coastal Space and Rogue Landlord programmes. This has resulted in over 540 inspections. 154 of these have revealed serious sub-standard conditions or concerns about management, which have and are being enforced against to bring them up to current standards. So far 72 properties have been improved. The Grot Buster Team are also proactively targeting run down properties in the 7 Streets.

e) We are at present reviewing the action plan with the new St Leonards Town Team leadership and other partners to take account of likely available resources for 15/16.
f) A series of events has been agreed for next year including monthly market from April 15; the return of the upmarket event in spring 15; and the commissioning of the 2015 St L Festival. St Leonards Works will now be closing in Jan 15 and reopen in April 15 at a different location. New funding has been secured from AmicusHorizon, HBC and DWP (tbc). St Leonards signage now installed at various locations.

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 3 – On target

Progress –

a) Public consultation period complete, published with associated responses on website Dec 2014. Revised draft strategy to be considered by Cabinet January 2015. On track
b) Funding package assembled. Saville Jones have been contracted to develop detailed designs and work specifications for the repair of the building and to manage the works and associated aspects. Planning application to be lodged in January. Mini tender process has concluded with preferred contractor due to be appointed by 31st December to work with Saville Jones on the preparation of the detailed works specification. On track.
c) Capital funding has been included in the proposed 15-16 programme for new lighting and concrete repairs to improve the appearance of Bottle Alley. The longer term aspirations outlined in the refreshed Seafront Strategy will be pursued subject to external funding opportunities. There is potential interest from kayak provider and photographic studio operator (see f below).
d) Funding is fully committed and projects are being supported to make prompt and timely claims. Work on the two largest remaining projects which are part of the Big Beach improvement initiative will start in the early spring once tendering processes have reached a satisfactory conclusion.

e) Options for traffic calming at key points along the seafront will be explored following the opening of the Bexhill-Hastings Link Road. The recently adopted refreshed Seafront Strategy identified three key areas in particular - Harold Place, White Rock area and Central St Leonards – as priority areas for improved pedestrian links between the seafront and the rest of the town.
f) Planning approval has been granted for the kiosk at Eversfield Place. Expressions of interest have been received and are undergoing evaluation. Proposals for kayak hire from the lower promenade are progressing and are planned for this summer season. At Sea Road, the potential for an oyster/seafood bar is being explored with an operator.

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 3 – Slippage possible

Progress – The contract was awarded to Chromavision in December, and the pre-contract meeting held with them, BT, and Sussex Police on 5th January. Slight delay was caused by the decision to locate the control room in Aquila House, but work is still planned to be complete by the end of April 2015.

The work will significantly improve the quality of CCTV coverage, and image recording, in Hastings, and allow Sussex Police the ability to monitor all of our CCTV cameras.