

Appendix B:

Services Overview and Scrutiny Committee Qtr3

Performance Indicators

This Appendix contains 3 sections:

- Section 1 - Performance to the end of December is reported by exception organised according to Directorate.

Additionally national quartile information* is reported at the end of each Directorate by exception – full details are set out in section 3

- Section 2 - Contains performance data for every indicator, organised by Directorate, giving performance to the end of December against December's target, the target for the end of this year, and the outturn for the end of last year.
- Section 3 - Contains the national quartile data* published by the Audit Commission for 2005/06 with Hastings Borough Council performance.

*Every year in December, the Audit Commission publish BVPI data for all Councils for the previous financial year, and calculate cut off levels of performance, called quartiles, for each indicator. These identify the level above which the best 25% of Councils performed for that indicator, or below which the worst 25% of Councils performed.

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Section 1:

Environment and Safety

Throughout the directorate to the end of December:

10 of 17 Best Value Performance Indicators met their targets (59%)

11 of 22 Local Performance Indicators met their targets (50%)

Overall 21 of 39 indicators met their targets (54%)

Information was not available for 2 indicators.

The Audit Commission published 2005/06 national quartile information for Best Value Performance Indicators in December. This indicates the level at which that the best 25% and worst 25% of Councils performed for each indicator at the end of 2005/06.

Performance to the end of December is reported by exception below, followed by information about the quartiles. The full details of the quarter's performance and quartile data are attached as Appendix A and B at the end of the report.

Exceeded target

- BV128 Vehicle Crimes - there were 15.5 vehicle crimes / 1,000 population for the 12 months to the end of December, a 39% reduction from the 25.6 for the baseline year 2003/04, and better than the target set for the year of 16.3. (Crimes reported for 12 months to the end of the quarter to match Safer Hastings Partnership (SHP) and Local Area Agreement reporting of crime figures).
- BV084a Household Waste Collection - 253.1 kg / head were collected to the end of November (figures for December not available from County yet). This is a 1.6% reduction on last year's collection to November, and ahead of our target of 260 kg / head.

The following indicators met their targets to the end of December:

- BV218a % abandoned vehicles investigated within 24 hours: 98% (95% target)
- BV218b % abandoned vehicles removed within 24 hours of entitlement: 100% (95% target). 63 removed in the third quarter, making 213 to the end of December.
- L137 % bus corridor routes patrolled daily: 100% (target 95%)
- L138 % Penalty Charge Notices issued in bus corridor routes: 8.4% (target 4%)
- L142 % correspondence to Parking: 100% (target 95%)
- L148 Number of car crimes in Council Car Parks: 8 (target 30)

- L119 Health & Safety complaints responded to in 5 days: 95% (target 95%)
- L120 Personal Liquor Licence applications determined within 3 months: 100% (target 100%)
- L121 Premises Liquor Licence variations determined within 2 months: 100% (target 100%)
- L126 Pest Control requests in 4 days: 98% (target 95%)
- L127 Highway Safety Inspections on time (target 100%)
- L128 Highways Planning applications in 14 days (target 75%)

Below target

- BV127a Violent Crime - there were 40.5 violent crimes / 1,000 population in the 12 months to the end of December, which is a small rise from last year (4%), but a 29% rise from 2003/04, and worse than the target of 34.7 for the year. Much of the increase from 2003/04 was due to changes in rules for violent crime recording whereby a broader range of “crimes” are now recorded as “violent crime” compared with the baseline year of 2003/04, and there have been discussions over SHP targets due to this.
- BV127b Robberies - there were 1.9 robberies / 1,000 population in the 12 months to the end of December, not reaching the target of 1.7 set for this BVPI this year, and above the 1.7 for last year. Robbery levels are down 30% from 2003/04 levels though, which is well ahead of the SHP 5% reduction target.
- L139 % Penalty Charge Notices issued for yellow line offences - 36% of notices issued in the 3rd quarter were yellow line offences, not reaching the 40% target. As discussed at the last review, this indicator is to be considered as a management indicator from next year.

Five indicators for speed of dealing with complaints, and one for speed of processing environmental health planning applications missed their 95% target. Four of these came within 5% of the target, the other two were:

- L123 Nuisance / general public health complaints in 4 days: 292 of 373, 78%
- L125 Drainage complaints in 2 days; 127 of 152, 84%

This is because the Environmental Protection Team have suffered staff shortages for the last year. Although the team have successfully increased the amount of high profile enforcement work with respect to noise nuisance, which accounts for a large proportion of the teams complaints, this has been at the expense of some of their other complaint investigation work.

Hothouse

- BV082 % household waste recycled - to the end of September 17.75% of waste has been recycled and composted overall, of which 16.96% was recycled and 0.79% composted. These are the latest figures that have been confirmed with County, and figures for the third quarter are with County at the moment for auditing.
- BV199 Environmental Cleanliness - results for the second round of surveys were as follows, percentage of site with unacceptable levels of:
 - BV199a litter and detritus - 23%
 - BV199b graffiti - 2%
 - BV199c fly posting - 0%

Graffiti and fly posting levels have been better than target, and better than last year's level in both surveys. The litter and detritus levels in the second survey were very close to the 22% target, and a big improvement on the 31% for the first survey. Our figure for the year will be combined from all three surveys, and the high levels in the first survey may mean that we don't reach the 22% target overall.

BV199d fly tipping - this indicator assesses fly tipping levels and enforcement actions for this year and last year, and assigns a rating according to improvement or worsening of performance. Our current rating for BV199d is '3 - Good' on a 4 point scale where 1 is best and 4 is worst. This is based on higher (worse) fly tipping levels - 798 for this year, compared with 678 for last, but also higher (better) levels of enforcement actions 513 for this year, compared with 251 for last. The new enforcement officer who started in post this year has been able to significantly increase our enforcement actions, and it is hoped that this will have an effect on tipping levels in the future too.

Changes in systems and contracts have resulted in difficulties in producing reliable data for:

- BV091 % of population served by kerbside collection of recyclables
- L020 failed bin collections

It is expected that figures will be available for the BVPI by the end of the year. Reliable figures for failed collections may not be available for this year, but this should be resolved in the new year.

2005/06 Best Value Quartile Data

4 of the 22 BVPIs for this directorate that quartile information was produced for were in the best quartile (i.e. 2005/06 performance was in the top 25% of districts). 5 were in the middle quartiles - between best and worst quartile performance, and 13 in the worst quartile. Notable indicators are reported below, and full details are attached at Appendix B at the end of the report.

The four indicators reaching the best quartile level were:

BV218a&b investigation and removal of abandoned vehicles - high performance is likely to be maintained.

BV216b % of sites of potential concern with sufficient information - performance was unusually high (55%) due to the recent completion of the gas survey at the time of reporting.

BV217 pollution control improvements completed on time - performance may be lower this year due to pressures on the service (100% for 05/06).

All four crime indicators remain in the worst quartile.

BV082a % waste recycled was in the middle quartiles, above the worst quartile level. Our composting rate, and combined total for composting and recycling were in the worst quartile for 2005/06 though. Our rates have increased significantly over the last two years, but rates for other councils continue to increase too.

BV199a Environmental cleanliness levels of litter and detritus, levels were in the worst quartile for 2005/06. Our performance has continued to improve, as has that of other councils.

Housing, Communities and Neighbourhoods

Throughout the directorate to the end of December:

All 5 Best Value Performance Indicators met their targets
5 of 8 Local Performance Indicators met their targets (63%)
Overall 10 of 13 indicators met their targets (77%)

The Audit Commission published 2005/06 national quartile information for Best Value Performance Indicators in December. This indicates the level at which that the best 25% and worst 25% of Councils performed for each indicator at the end of 2005/06.

Performance to the end of December is reported by exception below, followed by information about the quartiles. The full details of the quarter's performance and quartile data are attached as Appendix A and B at the end of the report.

Exceeded target:

- L182 Accredited properties - 84 properties have been accredited under the HALO scheme to the end of December, exceeding the target for the year of 60.
- L184 Households out of fuel poverty - 287 households have been taken out of fuel poverty this year, through grant assistance, advice and work with partners, exceeding the yearend target of 200.
- BV213 homelessness prevention - a strong focus has been maintained on prevention through advice casework, with 81 cases prevented so far this year, and already exceeding the target for the year of 60. This has been achieved at a time of change within the team with three experienced members having moved on to other work. Even so an excellent result against this target has been achieved. The Audit Commission have requested that figures are reported per 1,000 households, which would make our return 2 / 1,000 households.
- BV203 families in temporary accommodation - there were 90 families in temporary accommodation at the end of the last quarter, representing a drop of 11% from last year's figures, which is better than our target of 0% increase.
- BV183a length of stay for families in B&B accommodation - average length of stay was slightly higher in the 3rd quarter both for families, and for all households (L016), but both were still comfortably within their targets for the year, and at lower levels than for last year.

Below target:

- L187 licensed Houses in Multiple Occupation (HMO) - 23 HMOs have been licensed this year, just below the target of 24, but a further 19 licenses have been applied for and are expected to be issued before the yearend, exceeding the target of 32 for the year.
- L338 Secure Accommodation Scheme - the target for the scheme in its first year was to install security hardware in 1,200 dwellings in priority neighbourhoods. There has been substantial work with the Safer Hastings Partnership and Home Improvement Agency throughout this year, resulting in a reviewed and revised scheme to provide the best service for residents of the Borough. The scheme now provides a bespoke scheme to meet the clients' needs across the whole Borough, covers additional types of crimes such as anti-social behaviour and domestic violence and provides an emergency response to victims of crimes within 48 hours.

The revised scheme now provides a better service, but more time is spent on each referral, and the target agreed with the Neighbourhood Renewal Unit has been revised from 1,200 per year to 800 (this will be reflected in local targets from next year). 132 dwellings have had hardware installed so far this year, and the target for the year is unlikely to be reached. The work during this year has delivered an improved scheme to meet the needs of local residents, which will be ready to deliver at full capacity from next year.

- L344 households in temporary accommodation - there were 217 households overall in temporary accommodation at the end of the last quarter, which is stable from the end of last year's figure of 216. It is likely that the yearend target of reducing to 178 households in temporary accommodation will not be met.

2005/06 Best Value Quartile Data

3 of the 5 BVPIs for this directorate that quartile information was produced for were in the best quartile (i.e. 2005/06 performance was in the top 25% of districts). One was in the worst quartile, and the other in the middle quartiles - between best and worst quartile performance. The status of the indicators is described below, and full details are attached at Appendix B at the end of the report.

Quartile data was not calculated for BV226 Expenditure on advice and guidance services. Quartile data for BV213 homelessness preventions is inaccurate as due to a change in guidance some authorities have submitted figures per 1,000 households, and some have submitted total prevention figures.

BV064 vacant dwellings returned to occupation was far ahead of the best quartile figure for District Councils at 62, compared with the quartile figure of 38.

BV214 repeat homelessness was in the best quartile with no repeat cases. As 25% of councils reported no cases maintaining best quartile position cannot be guaranteed.

BV183 length of stay in B&B accommodation - did not reach best quartile level, but was well above worst quartile, and performance has continued to improve.

BV203 families in temporary accommodation - this was in the worst quartile for last year following a large increase in the number of families in temporary accommodation. Figures have been falling this year, and performance should be out of the worst quartile for 2007/08.

Leisure and Cultural Development

Throughout the directorate to the end of December:

2 of 3 Best Value Performance Indicators met their targets (67%)

3 of 5 Local Performance Indicators met their targets (60%)

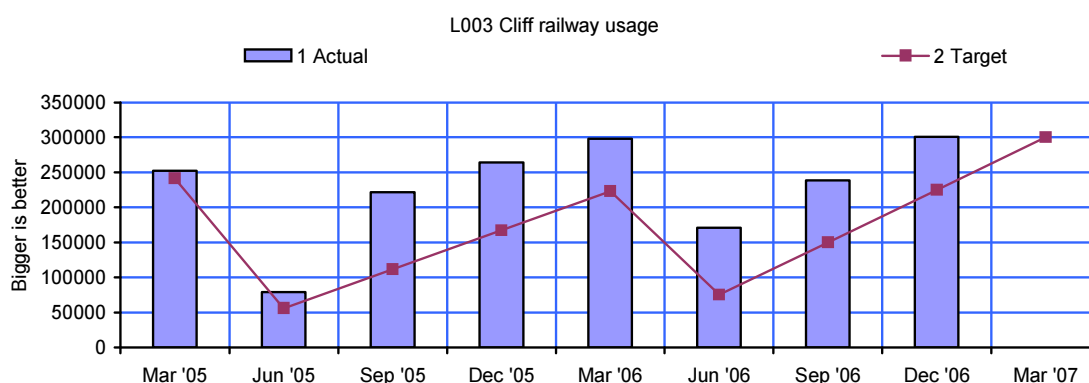
Overall 5 of 8 public facing indicators met their targets (63%)

The Audit Commission published 2005/06 national quartile information for Best Value Performance Indicators in December. This indicates the level at which the best 25% and worst 25% of Councils performed for each indicator at the end of 2005/06.

Performance to the end of December is reported below, followed by information about the quartiles. The full details of the quarter's performance data is attached as **Appendix A** at the end of the report.

Exceeded target

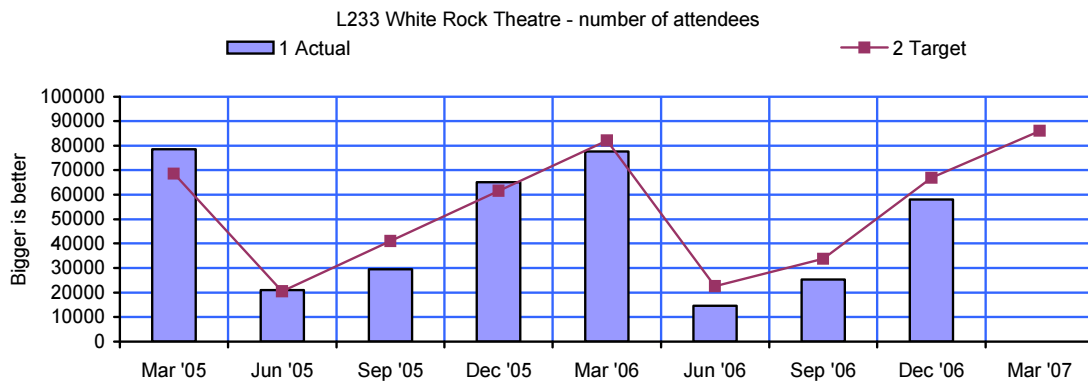
- BV170 Museums visits - BV170a the number of visits and usages (via the internet) and BV170b visits in person exceeded their targets to the end of December, and their positions for this time last year, despite the closure of the main museum. There were 2,852 visits and usages / 1,000 population, of which 2,349 were in person. The number of organised school visits (BV170c) were up from this time last year at the three open museums, though slightly down from last year overall, as the main museum usually has high numbers of school visits. BV170c did not reach its target due to an error in target setting (reported last quarter - not accounting for the effects of the main museum's closure this year).
- L003 Cliff railway usage - there were 300,890 uses of the cliff railways to the end of December, exceeding the target for the year of 300,000, and the total for last year.



- L239 Visitors to Hastings Castle - there were 48,609 visitors to the end of December, comfortably on target, and on track for the yearend target of 51,000.

Below target

- White Rock Theatre - 57,988 people attended performances at the White Rock Theatre to the end of December (L233), with over 30,000 in the third quarter itself, but the target of 66,800 was not reached. The shortfall is due to over optimistic forecasting of attendance in the first quarter which is still affecting overall figures for the year. There were 150 shows, ahead of the target of 140 for this point (L304), and attendance was 36% of capacity, below the target of 45% (L234).



2005/06 Best Value Quartile Data

All 3 of the museums BVPs were in the best quartile (i.e. 2005/06 performance was in the top 25% of districts), and all were considerably above the best quartile level. The Fishermen's and Shipwreck museums, which we provide funding towards, have very high entrance figures. This contributes significantly to our success in this area.

Regeneration and Planning

Throughout the directorate to the end of December all 6 Best Value Performance Indicators met their targets, and 6 of 7 Local Performance Indicators met their targets, making 12 of 13 (92%) in all.

The Audit Commission published 2005/06 national quartile information for Best Value Performance Indicators in December. This indicates the level at which that the best 25% and worst 25% of Councils performed for each indicator at the end of 2005/06.

Performance to the end of December is reported by exception below, followed by information about the quartiles. The full details of the quarter's performance and quartile data are attached as Appendix A and B at the end of the report.

Exceeded target

All planning application indicators continued well ahead of their targets:

- BV109a Major applications - 96% (24 of 25) determined in 13 weeks, better than the target of 69%.
- BV109b Minor applications - (87.8%) 180 of 205 determined in 8 weeks, better than the target of 75%.
- BV109c Other applications - (95.1%) 387 of 407 determined in 8 weeks, better than the target of 88%
- L160 Derelict or run down buildings improved - 32 have been improved so far this year, exceeding the target for the year of 30.
- In the building control service all indicators met their targets, but performance has been affected by staff turnover with one post to be filled, and one which will not be filled. Performance is likely to continue to be affected in the last quarter due to time for recruitment and training, and it is anticipated that two indicators will not meet their targets at yearend. Targets for next year may need to be consider the effects of the post that will not be filled.
- L162 % full plans receiving 14 day response:
Quarter 3 performance - 71.4% (145 of 203) Target - 70%
- L165 % ongoing work inspected within 3 months:
Quarter 3 performance - 80.3% (2302 of 2865) Target - 75%

Below target

- L159 Number of new homes built - 222 new homes have been built by the end of the 3rd quarter, just below the target of 225 and last year's figure of 231. The number of dwellings currently under construction suggests that the yearend target of 300 should be reached in the final quarter

2005/06 Best Value Quartile Data

5 of the 7 BVPIs for this directorate that quartile information was produced for were in the best quartile (i.e. 2005/06 performance was in the top 25% of districts). The other two were in the middle quartiles - between best and worst quartile performance. Four indicators are selected for comment below, and full details are attached at Appendix B at the end of the report.

Quartile data was not calculated for the following indicators:

- BV219a Number of Conservation areas
- BV204 % Planning appeals allowed vs. refused
- BV200 Local Development Framework

- BV219b % of conservation areas that have character appraisals was above the best quartile level (56% with appraisals - above the 26.6% best quartile level).
- BV219c % of conservation areas that have management plans completed was above the best quartile level (38% with management plans - above the 5.5% best quartile level).
- BV109a major planning applications determined in target - the best quartile level for major applications rose to 74.9%, just ahead of our yearend performance of 73%. It is good to see strong performance for major applications this year.
- BV109c Other applications determined in target - this just met the best quartile level (05/06 performance 91.62%, best quartile 91.61%), and performance has been higher this year.

Future performance on planning application speed cannot be guaranteed at the high levels shown so far this year, as it is affected by the number and scale of applications received, and balancing speed with other factors to determine applications appropriately.

Section 2:

Performance to end of December - Environment and Safety

BV126a Domestic Burglaries per 1000 households

Status	Met
Improvement direction	Smaller is better
05/06 Yearend Actual	17.43
06/07 Half year Actual	11.18
06/07 Half year Target	11.22
06/07 Yearend Target	16.32

BV127a Violent Crime per 1,000 population

Status	Not Met
Improvement direction	Smaller is better
05/06 Yearend Actual	38.85
06/07 Half year Actual	32.28
06/07 Half year Target	27.33
06/07 Yearend Target	34.71

BV127b Robberies per 1,000 population

Status	Not Met
Improvement direction	Smaller is better
05/06 Yearend Actual	1.68
06/07 Half year Actual	1.34
06/07 Half year Target	1.1
06/07 Yearend Target	1.66

BV128a Vehicle Crimes per 1000 population

Status	Met
Improvement direction	Smaller is better
05/06 Yearend Actual	15.47
06/07 Half year Actual	10.92
06/07 Half year Target	13.66
06/07 Yearend Target	19.27

L001a Reduction in domestic burglaries since 2003/04 (Safer Hastings Partnership baseline year)

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	25.55
06/07 Half year Actual	28.56
06/07 Half year Target	30
06/07 Yearend Target	30

BV166a Score against checklist of enforcement best practice for environmental health

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	65
06/07 Half year Actual	65
06/07 Half year Target	70
06/07 Yearend Target	70

BV216a Number of sites of potential concern within the local authority area with respect to land contamination

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	1010
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	450

BV216b Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	55
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	0

BV217 Percentage of pollution control improvements to existing installations completed on time

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	100
06/07 Half year Actual	100
06/07 Half year Target	100
06/07 Yearend Target	100

L115 Number of planned food premises inspections carried out

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	470
06/07 Half year Actual	307
06/07 Half year Target	326
06/07 Yearend Target	476

L116 % of people responded to within 2 working days when making a complaint

about food purchased from a shop or catering establishment in the Borough.

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	85
06/07 Half year Actual	93
06/07 Half year Target	95
06/07 Yearend Target	95

L117 % of people responded to within 5 working days when making a complaint about the standards of hygiene at a food premises in the Borough.

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	96
06/07 Half year Actual	94
06/07 Half year Target	95
06/07 Yearend Target	95

L118 Number of planned Health & Safety inspections carried out

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	172
06/07 Half year Actual	83
06/07 Half year Target	46
06/07 Yearend Target	68

L119 % Health and Safety complaints responded to within 5 working days - (% of people responded to within 5 working days when making a complaint about the standards of health and safety in a business premises in the Borough).

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	96
06/07 Half year Actual	95
06/07 Half year Target	95
06/07 Yearend Target	95

L120 Personal Liquor Licence applications determined within 3 months

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	100
06/07 Half year Actual	100
06/07 Half year Target	100
06/07 Yearend Target	100

L121 Premises Liquor Licence variations determined within 2 months

Status	Met
Improvement direction	Bigger is better

05/06 Yearend Actual	100
06/07 Half year Actual	100
06/07 Half year Target	100
06/07 Yearend Target	100

L122 % licensing complaints responded to within 5 working days

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	100
06/07 Half year Actual	90
06/07 Half year Target	95
06/07 Yearend Target	95

L123 % nuisance/general public health complaints responded to within 4 working days (bonfires, noise, accumulations etc).

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	92
06/07 Half year Actual	78
06/07 Half year Target	95
06/07 Yearend Target	95

L124 Environmental Health Planning applications determined within 10 days

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	100
06/07 Half year Actual	93
06/07 Half year Target	95
06/07 Yearend Target	95

L125 % drainage complaints responded to within 2 working days

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	96
06/07 Half year Actual	84
06/07 Half year Target	95
06/07 Yearend Target	95

L126 % of requests for pest control services responded to within 4 working

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	99
06/07 Half year Actual	98
06/07 Half year Target	95
06/07 Yearend Target	95

BV082ai The percentage of the total tonnage of household waste arisings which have been recycled

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	15.29
06/07 Half year Actual	16.96
06/07 Half year Target	18
06/07 Yearend Target	18

BV082aii The total tonnage of household waste arisings which have recycled

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	4929.54
06/07 Half year Actual	2690.2
06/07 Half year Target	2950
06/07 Yearend Target	5900

BV082bi The percentage of the total tonnage of household waste arisings which have been composted (excluding home composting).

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	0.59
06/07 Half year Actual	0.79
06/07 Half year Target	0.5
06/07 Yearend Target	0.5

BV082bii The tonnage of household waste arisings which have been composted

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	189.66
06/07 Half year Actual	125
06/07 Half year Target	75
06/07 Yearend Target	150

BV084a Number of kilograms of household waste collected per head

Status	Met
Improvement direction	Smaller is better
05/06 Yearend Actual	381.11
06/07 Half year Actual	253.1
06/07 Half year Target	260
06/07 Yearend Target	390

BV084b The percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population

Status	Met
Improvement direction	Smaller is better

05/06 Yearend Actual	-0.01
06/07 Half year Actual	-1.6
06/07 Half year Target	2
06/07 Yearend Target	2

BV086 Cost of waste collection per household

Status	Yearend
Improvement direction	Smaller is better
05/06 Yearend Actual	56.5
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	52.7

BV089 Percentage of people satisfied that the authority has met their duty to keep their relevant land and highways for which the authority is responsible clear of litter and refuse

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	62

BV090a Percentage of survey respondents expressing satisfaction with Recycling Facilities

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	86

BV090b Percentage of survey respondents expressing satisfaction with Household Waste Collection

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	60

BV091a Percentage of population resident in the authority's area which are served by kerbside collection of recyclables.

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	93

06/07 Half year Actual
06/07 Half year Target
06/07 Yearend Target 96

BV091b The percentage of households resident in the authority's areas served by kerbside collection of at least two recyclables

Status Yearend
Improvement direction Bigger is better
05/06 Yearend Actual 93
06/07 Half year Actual
06/07 Half year Target
06/07 Yearend Target 96

BV199a The proportion of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable

Status Not Met
Improvement direction Smaller is better
05/06 Yearend Actual 24
06/07 Half year Actual 23
06/07 Half year Target 22
06/07 Yearend Target 22

BV199b The proportion of relevant land and highways from which unacceptable levels of graffiti are visible

Status Met
Improvement direction Smaller is better
05/06 Yearend Actual 3
06/07 Half year Actual 2
06/07 Half year Target 3
06/07 Yearend Target 3

BV199c The proportion of relevant land and highways from which unacceptable levels of fly-posting are visible

Status Met
Improvement direction Smaller is better
05/06 Yearend Actual 3
06/07 Half year Actual 0
06/07 Half year Target 3
06/07 Yearend Target 3

BV199d the year on year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'

Status Unavailable
Improvement direction Smaller is better
05/06 Yearend Actual
06/07 Half year Actual

06/07 Half year Target 3
06/07 Yearend Target 3

L020 The average number of failed bin collections per month

Status Unavailable
Improvement direction Smaller is better
05/06 Yearend Actual 23.07
06/07 Half year Actual
06/07 Half year Target 53
06/07 Yearend Target 53

L339 % of streets that are clean

Status Not Met
Improvement direction Bigger is better
05/06 Yearend Actual 76
06/07 Half year Actual 77
06/07 Half year Target 78
06/07 Yearend Target 78

L127 Highway Safety Inspections on time

Status Met
Improvement direction Bigger is better
05/06 Yearend Actual 100
06/07 Half year Actual 100
06/07 Half year Target 100
06/07 Yearend Target

L128 Highways Planning apps in 14 days

Status Met
Improvement direction Bigger is better
05/06 Yearend Actual 88
06/07 Half year Actual 82
06/07 Half year Target 75
06/07 Yearend Target

BV218a Percentage of new reports of abandoned vehicles investigated within 24hrs of notification

Status Met
Improvement direction Bigger is better
05/06 Yearend Actual 97
06/07 Half year Actual 98
06/07 Half year Target 95
06/07 Yearend Target 95

BV218b Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	97
06/07 Half year Actual	100
06/07 Half year Target	95
06/07 Yearend Target	95

L137 % Bus stops patrolled daily

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	100
06/07 Half year Actual	100
06/07 Half year Target	95
06/07 Yearend Target	95

L138 % Penalty Charge Notices issued in bus corridor routes

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	7.7
06/07 Half year Actual	8.36
06/07 Half year Target	4
06/07 Yearend Target	4

L139 % Penalty Charge Notices issued for yellow line offences

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	40
06/07 Half year Actual	36
06/07 Half year Target	40
06/07 Yearend Target	40

L142 % Correspondence to Parking Services responded to in full within 10 days

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	95
06/07 Half year Actual	100
06/07 Half year Target	95
06/07 Yearend Target	95

L148 Number of incidents of car crime reported in Council car parks

Status	Met
Improvement direction	Smaller is better
05/06 Yearend Actual	8
06/07 Half year Actual	3
06/07 Half year Target	30
06/07 Yearend Target	40

Performance to end of December - Housing Communities & Neighbourhoods

BV226a Total amount spent by the local authority on advice and guidance services provided by external organisations

Status	Yearend
Improvement direction	Target is best
05/06 Yearend Actual	225160
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	225478

BV226b Percentage of monies spent on advice and guidance services provision that was given to organisations holding the Community Legal Services Quality Mark at 'General Help' level and above

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	100
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	100

BV226c Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public

Status	Yearend
Improvement direction	Target is best
05/06 Yearend Actual	318529
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	322843

BV183a - The average length of stay in bed & breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need

Status	Met
Improvement direction	Smaller is better
05/06 Yearend Actual	2.89
06/07 Half year Actual	2.13
06/07 Half year Target	2.5
06/07 Yearend Target	2.5

BV202 The number of people sleeping rough on a single night within the area of the authority

Status	Yearend
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Improvement direction	Smaller is better
05/06 Yearend Actual	0
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	10

BV203 the percentage change in the average number of families placed in temporary accommodation

Status	Met
Improvement direction	Smaller is better
05/06 Yearend Actual	38.87
06/07 Half year Actual	-11.11
06/07 Half year Target	0
06/07 Yearend Target	0

BV213 The number of households who considered themselves as homeless, who approached the local housing authority's housing advice service, and for whom housing advice casework intervention resolved their situation

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	55
06/07 Half year Actual	81
06/07 Half year Target	45
06/07 Yearend Target	60

BV214 The proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two

Status	Met
Improvement direction	Smaller is better
05/06 Yearend Actual	0
06/07 Half year Actual	0
06/07 Half year Target	0
06/07 Yearend Target	0

BV225 assessment of the overall provision and effectiveness of local authority services designed to help victims of domestic violence and prevent further domestic violence across 11 items

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	63.6
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	72.7

L016 - The average length of stay in bed and breakfast accommodation

Status	Met
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Improvement direction	Smaller is better
05/06 Yearend Actual	5.09
06/07 Half year Actual	4.23
06/07 Half year Target	5.1
06/07 Yearend Target	5.1

L343 Number of homelessness acceptances
Status

Improvement direction	Smaller is better
05/06 Yearend Actual	273
06/07 Half year Actual	183
06/07 Half year Target	
06/07 Yearend Target	

L344 Number of households in temporary accommodation

Status	Not Met
Improvement direction	Smaller is better
05/06 Yearend Actual	216
06/07 Half year Actual	217
06/07 Half year Target	183
06/07 Yearend Target	178

BV064 The number of private sector dwellings that are returned to occupation or demolished during the year as a direct result of action by the local authority

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	62
06/07 Half year Actual	60
06/07 Half year Target	47
06/07 Yearend Target	72

L182 Improve standards in the Private Rented Sector through the Accredited Lettings Scheme

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	89
06/07 Half year Actual	84
06/07 Half year Target	45
06/07 Yearend Target	60

L183 Attain the Decent Homes Standard for vulnerable people in Central St Leonards

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	41
06/07 Half year Actual	21

06/07 Half year Target	15
06/07 Yearend Target	30

L184 Number of households out fuel poverty

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	200
06/07 Half year Actual	287
06/07 Half year Target	150
06/07 Yearend Target	200

L187a Number of licensed Houses in Multiple Occupation

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	12
06/07 Half year Actual	23
06/07 Half year Target	24
06/07 Yearend Target	32

L190 Homes with Disabled Facilities Grant adaptations

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	126
06/07 Half year Actual	79
06/07 Half year Target	75
06/07 Yearend Target	110

L337 Improve community safety in priority neighbourhoods (Super Output Areas) through the secure accommodation scheme

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	
06/07 Half year Actual	132
06/07 Half year Target	900
06/07 Yearend Target	1200

L338 Number of private sector dwellings (units) brought in line with the current statutory standard

Status	
Improvement direction	Bigger is better
05/06 Yearend Actual	
06/07 Half year Actual	111
06/07 Half year Target	
06/07 Yearend Target	

L340 Number of energy efficiency grants delivered throughout the Borough

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	1018
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	1000

Performance to end of December - Leisure & Culture

L277 Hectares of Local Nature Reserve per 1,000 population

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	1.69
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	5.85

BV119a Satisfaction with sports and leisure facilities

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	60

BV119d Satisfaction with arts activities and venues

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	60

L233 Number of people attending White Rock Theatre performances

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	77610
06/07 Half year Actual	57988
06/07 Half year Target	66800
06/07 Yearend Target	86000

L234 Average capacity per show at White Rock Theatre

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	43.86
06/07 Half year Actual	36.27
06/07 Half year Target	45
06/07 Yearend Target	35

L304 Number of shows at White Rock Theatre

Status	Met
Improvement direction	Bigger is better

05/06 Yearend Actual	166
06/07 Half year Actual	150
06/07 Half year Target	140
06/07 Yearend Target	230

BV119c Satisfaction with museums

Status	Yearend
Improvement direction	Bigger is better

05/06 Yearend Actual	
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	60

BV170a Visits to / usage of museums per 1000 population

Status	Met
Improvement direction	Bigger is better

05/06 Yearend Actual	3267
06/07 Half year Actual	2852
06/07 Half year Target	2600
06/07 Yearend Target	3000

BV170b Visits to museums that were in person per 1000 population

Status	Met
Improvement direction	Bigger is better

05/06 Yearend Actual	2602
06/07 Half year Actual	2349
06/07 Half year Target	2150
06/07 Yearend Target	2400

BV170c Pupils visiting museums and galleries in organised school groups

Status	Not Met
Improvement direction	Bigger is better

05/06 Yearend Actual	16513
06/07 Half year Actual	13720
06/07 Half year Target	16000
06/07 Yearend Target	18000

BV119e Satisfaction with parks and open spaces

Status	Yearend
Improvement direction	Bigger is better

05/06 Yearend Actual	
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	84

L003 Annual usage of the East and West Hill Cliff Railways

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	298155
06/07 Half year Actual	300890
06/07 Half year Target	225000
06/07 Yearend Target	300000

L239 Number of people visiting Castle

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	53801
06/07 Half year Actual	48609
06/07 Half year Target	38250
06/07 Yearend Target	51000

Performance to end of December - Regeneration and Planning

L162 % Full Building Control Plans receiving 14 day response period

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	79
06/07 Half year Actual	71.4
06/07 Half year Target	70
06/07 Yearend Target	70

L165 % ongoing building control work inspected within 3 months

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	74
06/07 Half year Actual	80.3
06/07 Half year Target	75
06/07 Yearend Target	75

L166 % Site visits made on same day

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	99.9
06/07 Half year Actual	99.9
06/07 Half year Target	98
06/07 Yearend Target	98

BV219a Total number of conservation areas in the local authority area

Status	Yearend
Improvement direction	Target is best
05/06 Yearend Actual	17
06/07 Half year Actual	
06/07 Half year Target	17
06/07 Yearend Target	17

BV219b Percentage of conservation areas in the local authority area with an up to date character appraisal

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	56.18
06/07 Half year Actual	
06/07 Half year Target	56
06/07 Yearend Target	56

BV219c Percentage of conservation areas with published management

Status	Yearend
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Improvement direction	Bigger is better
05/06 Yearend Actual	38.24
06/07 Half year Actual	
06/07 Half year Target	38
06/07 Yearend Target	38

BV109a - Major commercial and industrial applications determined within 13

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	72.97
06/07 Half year Actual	96
06/07 Half year Target	69
06/07 Yearend Target	69

BV109b - Minor commercial and industrial applications determined within 8

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	86.58
06/07 Half year Actual	87.8
06/07 Half year Target	75
06/07 Yearend Target	75

BV109c - All other applications determined within 8 weeks

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	91.62
06/07 Half year Actual	95.09
06/07 Half year Target	88
06/07 Yearend Target	88

BV204 - Percentage of appeals allowed against the authority's decision to refuse planning applications.

Status	Met
Improvement direction	Smaller is better
05/06 Yearend Actual	30.43
06/07 Half year Actual	23.81
06/07 Half year Target	40
06/07 Yearend Target	40

BV205 - Quality of service checklist

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	100
06/07 Half year Actual	100
06/07 Half year Target	100
06/07 Yearend Target	100

L160 Number of derelict buildings improved

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	66
06/07 Half year Actual	32
06/07 Half year Target	22.5
06/07 Yearend Target	30

BV106 - Percentage of new homes built on previously developed land

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	66
06/07 Half year Actual	83
06/07 Half year Target	60
06/07 Yearend Target	60

BV111 Percentage of applicants satisfied with the service provided by the council in processing their application

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	86

BV200a Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme?

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	100
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	100

BV200b Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	100
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	100

BV200c Did the Local Planning Authority publish an annual report by 31st December each year?

Status	Yearend
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Improvement direction	Bigger is better
05/06 Yearend Actual	100
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	100

L159 Number of new homes built

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	338
06/07 Half year Actual	222
06/07 Half year Target	225
06/07 Yearend Target	300

L345a Affordable housing - number of homes to be delivered according to Council Affordable Housing Policy

Status	
Improvement direction	Target is best
05/06 Yearend Actual	
06/07 Half year Actual	0
06/07 Half year Target	
06/07 Yearend Target	

L345b Affordable housing - number of affordable homes negotiated

Status	
Improvement direction	Bigger is better
05/06 Yearend Actual	
06/07 Half year Actual	0
06/07 Half year Target	
06/07 Yearend Target	

L341 % of all land searches carried out in 10 working days excluding personal searches

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	
06/07 Half year Actual	98.42
06/07 Half year Target	95
06/07 Yearend Target	95

L342 Percentage of land searches requested through the National Land Information Service

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	
06/07 Half year Actual	45.3

06/07 Half year Target	30
06/07 Yearend Target	30

Section 3:

2005/06 Yearend Performance with National Quartiles - Environment and Safety

BV082ai The percentage of the total tonnage of household waste arisings which

Quartile	Middle
Improvement	Bigger is better
Actual:	15.29
Best	21.72
Worst	14.79
Family	17.8

BV082aii The total tonnage of household waste arisings which have recycled

Quartile	Worst Quartile
Improvement	Bigger is better
Actual:	4929.54
Best	9082.89
Worst	5279.84
Family	6302.99

BV082bi The percentage of the total tonnage of household waste arisings which

Quartile	Worst Quartile
Improvement	Bigger is better
Actual:	0.59
Best	14.67
Worst	2.68
Family	5.38

BV082bii The tonnage of household waste arisings which have been composted

Quartile	Worst Quartile
Improvement	Bigger is better
Actual:	189.66
Best	6048.83
Worst	933.96
Family	2137.38

BV084a Number of kilograms of household waste collected per head

Quartile	Middle
Improvement	Smaller is
Actual:	381.11
Best	381
Worst	442.7
Family	403.06

BV084b The percentage change from the previous financial year in the number

Quartile	Middle
Improvement	Smaller is
Actual:	-0.01
Best	-3.22
Worst	2.51
Family	1.9

BV086 Cost of waste collection per household

Quartile	Worst Quartile
Improvement	Smaller is
Actual:	56.5
Best	40.28
Worst	52.61
Family	44.96

BV091a Percentage of population resident in the authority's area which are

Quartile	Worst Quartile
Improvement	Bigger is better
Actual:	93
Best	100
Worst	94
Family	91.76

BV091b The percentage of households resident in the authority's areas served

Quartile	Middle
Improvement	Bigger is better
Actual:	93
Best	100
Worst	92.3
Family	88.43

BV126a Domestic Burglaries per 1000 households

Quartile	Worst Quartile
Improvement	Smaller is
Actual:	17.43
Best	5.7
Worst	9.6
Family	10.67

BV127a Violent Crime per 1,000 population

Quartile	Worst Quartile
Improvement	Smaller is
Actual:	38.85
Best	11.1
Worst	18.6

Family 26.43

BV127b Robberies per 1,000 population

Quartile Worst Quartile
Improvement Smaller is
Actual: 1.68
Best 0.2
Worst 0.7
Family 0.83

BV128a Vehicle Crimes per 1000 population

Quartile Worst Quartile
Improvement Smaller is
Actual: 15.47
Best 6.4
Worst 10.5
Family 9.77

BV166a Score against checklist of enforcement best practice for environmental

Quartile Worst Quartile
Improvement Bigger is better
Actual: 65
Best 98.7
Worst 80
Family 72.6

BV199a The proportion of relevant land and highways that is assessed as

Quartile Worst Quartile
Improvement Smaller is
Actual: 24
Best 8
Worst 19
Family 16.33

BV199b The proportion of relevant land and highways from which unacceptable

Quartile Middle
Improvement Smaller is
Actual: 3
Best 0
Worst 4
Family 4.14

BV199c The proportion of relevant land and highways from which unacceptable

Quartile Worst Quartile
Improvement Smaller is
Actual: 3

Best	0
Worst	1
Family	1.29

BV216a Number of sites of potential concern within the local authority area with

Quartile	Middle
Improvement	Bigger is better
Actual:	1010
Best	1198
Worst	323
Family	605.83

BV216b Number of sites for which sufficient detailed information is available to

Quartile	Best Quartile
Improvement	Bigger is better
Actual:	55
Best	8
Worst	1
Family	19

BV217 Percentage of pollution control improvements to existing installations

Quartile	Best Quartile
Improvement	Bigger is better
Actual:	100
Best	100
Worst	85
Family	94

BV218a Percentage of new reports of abandoned vehicles investigated within

Quartile	Best Quartile
Improvement	Bigger is better
Actual:	97
Best	96.12
Worst	71.58
Family	91.97

BV218b Percentage of abandoned vehicles removed within 24 hours from the

Quartile	Best Quartile
Improvement	Bigger is better
Actual:	97
Best	93.95
Worst	56.53
Family	89.69

2005/06 Yearend Performance with National Quartiles - Housing, Communities and Neighbourhoods

BV064 The number of private sector dwellings that are returned to occupation or

Quartile	Best Quartile
Improvement	Bigger is better
Actual:	62
Best	38
Worst	4
Family	71

BV183a - The average length of stay in bed & breakfast accommodation of

Quartile	Middle
Improvement	Smaller is better
Actual:	2.89
Best	1.35
Worst	4.95
Family	5.5

BV202 The number of people sleeping rough on a single night within the area of

Quartile	Best Quartile
Improvement	Smaller is better
Actual:	0
Best	0
Worst	4
Family	3

BV203 the percentage change in the average number of families placed in

Quartile	Worst Quartile
Improvement	Smaller is better
Actual:	38.87
Best	-17.82
Worst	22.22
Family	12.06

BV214 The proportion of households accepted as statutorily homeless who were

Quartile	Best Quartile
Improvement	Smaller is better
Actual:	0
Best	0
Worst	4.19
Family	3.76

2005/06 Yearend Performance with National Quartiles - Leisure and Culture

BV170a Visits to / usage of museums per 1000 population

Quartile	Best Quartile
Improvement	Bigger is better
Actual:	3267
Best	861
Worst	77
Family	1174

BV170b Visits to museums that were in person per 1000 population

Quartile	Best Quartile
Improvement	Bigger is better
Actual:	2602
Best	460
Worst	53
Family	919

BV170c Pupils visiting museums and galleries in organised school groups

Quartile	Best Quartile
Improvement	Bigger is better
Actual:	16513
Best	3302
Worst	260
Family	5994

2005/06 Yearend Performance with National Quartiles - Regeneration and Planning

BV106 - Percentage of new homes built on previously developed land

Quartile	Middle
Improvement	Bigger is better
Actual:	66
Best	89.36
Worst	57.36
Family	82.19

BV109a - Major commercial and industrial applications determined within 13

Quartile	Middle
Improvement	Bigger is better
Actual:	72.97
Best	74.75
Worst	58.05
Family	64.37

BV109b - Minor commercial and industrial applications determined within 8

Quartile	Best Quartile
Improvement	Bigger is better
Actual:	86.58
Best	80.39
Worst	68.6
Family	71.37

BV109c - All other applications determined within 8 weeks

Quartile	Best Quartile
Improvement	Bigger is better
Actual:	91.62
Best	91.61
Worst	83.85
Family	83.32

BV205 - Quality of service checklist

Quartile	Best Quartile
Improvement	Bigger is better
Actual:	100
Best	94.4
Worst	83.3
Family	90.51

BV219b Percentage of conservation areas in the local authority area with an up
Quartile Best Quartile

Improvement	Bigger is better
Actual:	56.18
Best	26
Worst	0
Family	20.72

BV219c Percentage of conservation areas with published management

Quartile	Best Quartile
Improvement	Bigger is better
Actual:	38.24
Best	5.5
Worst	0
Family	5.46