

## Appendix B:

### Overview and Scrutiny (Services) - Quarter 1

#### Performance Indicators Exception Report

This Appendix reports performance of indicators against the targets set for the first quarter of 2007/08. Indicators relevant to this Committee are reported by exception.

At the end of the report, performance of all indicators for this Committee is summarised, listing performance for the first quarter, and the first quarter's target, the target for the end of this year, and the outturn for the end of last year.

Any changes to data previously reported are noted under the data quality item.

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## **Data Quality**

As part of the Council's Data Quality processes, any changes to data relevant to directorates for this Committee, or other data quality issues will be reported as a standing Data Quality item.

The following changes to 2006/07 yearend data were made from the figures reported at the last meeting:

### **BV082a % household waste recycled**

17.32% revised to 17.62% (final overall recycling rate including composting 18.25%)

In final reconciliation with County, a small under reporting was identified, from claims made in November, which were not agreed until February. Any future queried claims will be closely monitored by the Waste and Recycling Service, and the overall reconciliation has proved an effective control to ensure that all amounts are accounted for.

This has also made a small difference to the following indicators due to the change in recycling tonnage:

BV082a<sub>ii</sub> Tonnes Household Waste Recycled: 5,470 revised to 5,589

BV084a kg Overall Household waste collected / head: 373.4 revised to 374.9

BV084b Household Waste collection % change: -2.84% revised to -2.45%

The target for recycling collection in 2010 was also increased to match the 40% requirement of the National Waste Strategy, made up of 2% composting and 38% recycling. This was agreed at Cabinet and published in the Corporate Plan.

### **BV109 Planning application processing**

a (major) - 93.55% revised to 90.63%

b (minor) - 88.98 revised to 88.93%

c (other) - 95.31% revised to 94.61%

For 2006/07 the official return for BV109 is taken from Central Government returns submitted by the Planning Service, and the BVPI data is not submitted by Policy & Performance along with all the other BVPIs at yearend. Checking the figures, a difference was found that had occurred from using different systems to produce the internal and external figures. Procedures have now been revised and internal figures are produced using the same system as the government return. The amended figures were published in the Corporate Plan.

### **BV106 % new homes built on Brownfield sites**

87% revised to 86%

3 units built on a Greenfield site in 2006/07 were counted as Brownfield. This was because the application contained two sites, one Greenfield and one Brownfield, which is very unusual, and the units built were all counted together. The two sites are now recorded separately, and future applications like this will be in future.

Any changes to the information published in the Corporate Plan will be reported when we publish our half yearly performance on the Council website.

## Environmental Services

### Exceeded target

- 6 of 7 Environmental Health complaints met their target of 95% response within target time, and for the outstanding indicator - nuisance / general public health complaints, 94% were responded to within 4 working days. For the other 6:  
  
L116 Food hygiene complaints dealt with in 5 days - 100%  
L117 Food purchase complaints dealt with in 2 days - 100%  
L119 Health & Safety complaints responded to in 5 days - 100%  
L122 Licensing complaints responded to in 5 days - 100%  
L125 Drainage complaints in 2 days - 100%  
L126 Pest Control requests in 4 days - 97%
- L115 & L118 Food premises and Health and Safety Inspections carried out - all 18 Health and Safety Inspections scheduled for the first quarter were carried out, and all 118 scheduled food premises inspections were carried out, as well as a further 21 previously outstanding inspections.
- L127 Highway Safety Inspections on time - all Highway safety inspections were carried out on time for the first quarter.
- L128 Highways Planning applications in 14 days - 87% of highways planning applications were dealt with in 14 days, exceeding the 75% target.
- BV218a&b % abandoned vehicles investigated, and % removed within 24 hours - for the first quarter, 98% of abandoned vehicles reported were investigated within 24 hours, and of the 45 vehicles removed, all were within 24 hours of legal entitlement, exceeding the 95% target for each.
- L137 % bus corridor routes patrolled daily - all corridor routes (key bus routes identified by the Quality Bus Partnership) were patrolled daily in the first quarter, exceeding the 95% target.
- L138 % Penalty Charge Notices issued in bus corridor routes - 9% of notices issued in the first quarter were in bus corridor routes, exceeding the 8% target.
- L148 Crimes in Council Car Parks - there were 2 crimes recorded in Council car parks in the first quarter, well below the first quarter target of 20.

### Below Target

- L003 Cliff railway usage - there were 146,520 uses of the cliff railways to the end of June, which is below the target of 170,000 and the 171,005 for the first quarter of last year. This is largely due to the closure of the East Hill railway, and as it will not be operational during the peak summer period the yearend target will not be met.

## **Hothouse**

- BV082 % household waste recycled - the total recycling rate for the first quarter is 20.51% overall, with 19.5% recycled, and 1.02% composted, reaching the statutory 20% overall rate for this year. The recycling rate continues to increase, from 15.9% in 2005/06, and 18.26% last year. This is very good performance prior to the introduction of the Twin Bin scheme later this year, which should increase the rate further. Our targets for the year are 20% recycling, and 1% composting, 21% overall. These figures will be validated with DEFRA\* at the end of the quarter. (\*Department for Environment, Food and Rural Affairs)
- BV199a % of land and highways surveyed with litter or detritus levels not meeting acceptable standard - in the first round of 3 surveys through the year 15% of sites surveyed were below acceptable levels, which is better than our target for the year of 21%, and last year's overall figure of 22.6%.

## Community Well-Being

### Exceeded target

- BV213 Homelessness prevented through housing advice casework / 1,000 households. Homelessness was prevented in 26 cases in the first quarter (0.63 / 1,000 - target 0.61).
- L183 Attain the Decent Homes Standard for vulnerable people in Central St Leonards. This was achieved for 9 homes in the first quarter, above the target of 5 and last year's first quarter figure of 4.
- L337 Improve community safety in priority neighbourhoods (Super Output Areas) through the Secure Accommodation Scheme - safety hardware was installed in 288 dwellings in the first quarter (first quarter target 200). Following the review of the service last year it is on track to deliver on its target for this year.
- L233 Number of people attending White Rock Theatre performances – 14,775 people attended performances in the first quarter of the year, which is better than the target of 14,500, and slightly higher than the 14,581 for this time last year. There were 31 performances in the first quarter, fewer than the 50 for last year's first quarter, but average capacity was much higher, at 45% for the quarter, compared with 27% last year.

### Below Target

- L(BV)183a Length of stay for families in B&B accommodation - This indicator was a Best Value Performance Indicator until the end of last year, when it was withdrawn by the Department of Communities and Local Government. It has been kept as a local indicator, and is noted as L(BV) to indicate that it was a BVPI, and to distinguish it from our existing Local PI L183 relating to the Decent Homes Standard. The average length of stay for families in B&B accommodation this quarter was 2.50 weeks. (Target 2.40 weeks) (April 3.77, May 1.95 & June 1.84 weeks)
- L016 The average length of stay in bed and breakfast accommodation (all placements) Monthly figures were April 6.60, May 6.60 & June 3.40 bringing the figure at Q1 to 5.62 weeks compared to a target of 4.60.
- L338 Number of private sector dwellings (units) brought in line with the current statutory standard. This quarter, 26 units (Target 50) were brought into line. However, there are a number of financial assistance packages and enforcement actions pending, which will help in future quarters.

## Regeneration and Planning

### Exceeded target

- BV106 % new homes built on previously developed land - 29 of the 48 completions in the first quarter were on brownfield land, (60%) which meets the Government target of 60%.
- BV109b-c Planning application indicators exceeded their targets in the first quarter. 59 of the 65 minor applications were determined within 8 weeks, (91%) exceeding the target of 81%.
- For 'Other' applications, 126 of the 134 (94%) were determined within 8 weeks, exceeding the target of 88%.
- BV204 % Planning appeals allowed against refused - none of the 9 appeals presented in the first quarter were allowed. Our target is that fewer than 35% of appeals presented are allowed.
- L165 % ongoing work inspected within three months by building control - 687 out of 1245 inspections were carried out in time, (55.2%) which is better than the target for the year of 50%. The target for this year has been reduced due to staffing issues within the service, and if these are resolved it is hoped to reach former performance levels for the start of the next year.
- L166 % Site visits made on same day - Building Control completed 922 out of 931 inspections requested. (99%, Target 98%)
- Crime BVPIs - the target for 3 of the 4 crime BVPIs is to maintain crime levels at 2006/07 levels or better. For violent crime the target is to reduce levels by 5% over 3 years (target level for this year is 40.5 / 1,000). Rates for all the BVPI crimes for the 12 months to the end of the first quarter, are better than target levels (the rate for the year 2006/07 (April - March), and the violent crime rate is on track for the reduction target). The figures below are crime rates / 1,000, comparing the year 2006/07 with the 12 months to the end of the quarter:
  - BV126 Domestic burglaries: - 13.4 to 11.8, 12% reduction
  - BV127a Violent crime: - 40.8 to 38.7, 5% reduction (target rate for this year 40.5)
  - BV127b Robberies: - 1.6 to 1.4, 12.5% reduction
  - BV128 Vehicle Crime: - 13.8 to 13.3, 3.5% reduction

## **Below Target**

- L162 % Full Plans receiving 14-day response from Building Control. Of 92 plans submitted, 43 were responded to in time (46.7%). This is below the overall target for the year of 50%, which has been reduced as with L165 due to staffing issues. If it is possible to resolve the resource issues performance should increase and the target for the year should be reachable.
- BV109a % Major commercial and industrial planning applications determined within the government's target of 13 weeks. 2 applications out of 5 exceeded the 13-week target this quarter, (60%, Target 70%). As this figure is based on a small number of applications, the percentage may well increase as more applications are processed throughout the year.
- L159 Net number of new homes built. There were 47 net completions this quarter. - Although this is below the required 75 for the quarter, there are a number of large schemes within the Borough nearing completion - Stonecourt, Gillsmans Hill for 22 units, Hornty Allotments for 16 units, 248-282 Harold Road for 36 units and Celandine Drive, where there are 99 units remaining.

## Environmental Services - summary of all Indicators

BV166a Score against checklist of enforcement best practice for environmental health

|                       |                  |
|-----------------------|------------------|
| Status                | Not Met          |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 65%              |
| 07/08 Qtr1 Actual     | 65%              |
| 07/08 Qtr1 Target     | 70%              |
| 07/08 Yearend Target  | 70%              |

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

|                       |                |
|-----------------------|----------------|
| Status                | Yearend        |
| Improvement direction | Target is best |
| 06/07 Yearend Actual  | 450            |
| 07/08 Qtr1 Actual     |                |
| 07/08 Qtr1 Target     |                |
| 07/08 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 |
| 06/07 Yearend Actual  | 0%               |
| 07/08 Qtr1 Actual     |                  |
| 07/08 Qtr1 Target     |                  |
| 07/08 Yearend Target  | 0%               |

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

|                       |                  |
|-----------------------|------------------|
| Status                | Yearend          |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 100%             |
| 07/08 Qtr1 Actual     | 100%             |
| 07/08 Qtr1 Target     | 100%             |
| 07/08 Yearend Target  | 100%             |



L115 Number of planned food premises inspections carried out

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 530              |
| 07/08 Qtr1 Actual     | 139              |
| 07/08 Qtr1 Target     | 118              |
| 07/08 Yearend Target  | 419              |

L116 % of people responded to within 5 working days when making a complaint about food purchased from a shop or catering establishment in the Borough.

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 94%              |
| 07/08 Qtr1 Actual     | 100%             |
| 07/08 Qtr1 Target     | 95%              |
| 07/08 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                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 91%              |
| 07/08 Qtr1 Actual     | 100%             |
| 07/08 Qtr1 Target     | 95%              |
| 07/08 Yearend Target  | 95%              |

L118 Number of planned Health & Safety inspections carried out

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 150              |
| 07/08 Qtr1 Actual     | 18               |
| 07/08 Qtr1 Target     | 18               |
| 07/08 Yearend Target  | 91               |

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 |
| 06/07 Yearend Actual  | 95%              |
| 07/08 Qtr1 Actual     | 100%             |
| 07/08 Qtr1 Target     | 95%              |
| 07/08 Yearend Target  | 95%              |

L122 % licensing complaints responded to within 5 working days

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 98%              |
| 07/08 Qtr1 Actual     | 100%             |
| 07/08 Qtr1 Target     | 95%              |
| 07/08 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 |
| 06/07 Yearend Actual  | 81%              |
| 07/08 Qtr1 Actual     | 94%              |
| 07/08 Qtr1 Target     | 95%              |
| 07/08 Yearend Target  | 95%              |

L125 % drainage complaints responded to within 2 working days

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 85%              |
| 07/08 Qtr1 Actual     | 100%             |
| 07/08 Qtr1 Target     | 95%              |
| 07/08 Yearend Target  | 95%              |

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

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 98%              |
| 07/08 Qtr1 Actual     | 97%              |
| 07/08 Qtr1 Target     | 95%              |
| 07/08 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 |
| 06/07 Yearend Actual  | 17.62%           |
| 07/08 Qtr1 Actual     | 19.5%            |
| 07/08 Qtr1 Target     | 20%              |
| 07/08 Yearend Target  | 20%              |

BV082aii The total tonnage of household waste arisings which have recycled

|                       |                  |
|-----------------------|------------------|
| Status                | Yearend          |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 5,589            |
| 07/08 Qtr1 Actual     |                  |
| 07/08 Qtr1 Target     |                  |
| 07/08 Yearend Target  | 6,400            |

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

|                       |                  |
|-----------------------|------------------|
| Status                | Not Met          |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 0.63%            |
| 07/08 Qtr1 Actual     | 1.02%            |
| 07/08 Qtr1 Target     | 1%               |
| 07/08 Yearend Target  | 1%               |

BV082bii The tonnage of household waste arisings which have been composted

|                       |                  |
|-----------------------|------------------|
| Status                | Yearend          |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 199              |
| 07/08 Qtr1 Actual     |                  |
| 07/08 Qtr1 Target     |                  |
| 07/08 Yearend Target  | 320              |

BV084a Number of kilograms of household waste collected per head

|                       |                   |
|-----------------------|-------------------|
| Status                | Yearend           |
| Improvement direction | Smaller is better |
| 06/07 Yearend Actual  | 374.9kg           |
| 07/08 Qtr1 Actual     |                   |
| 07/08 Qtr1 Target     |                   |
| 07/08 Yearend Target  | 380.8kg           |

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 |
| 06/07 Yearend Actual  | -2.45%            |
| 07/08 Qtr1 Actual     | -0.61%            |
| 07/08 Qtr1 Target     | 2%                |
| 07/08 Yearend Target  | 2%                |

BV086 Cost of waste collection per household

|                       |                   |
|-----------------------|-------------------|
| Status                | Yearend           |
| Improvement direction | Smaller is better |
| 06/07 Yearend Actual  | £53.73            |
| 07/08 Qtr1 Actual     |                   |
| 07/08 Qtr1 Target     |                   |
| 07/08 Yearend Target  | £49.50            |

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 |
| 06/07 Yearend Actual  | 100%             |
| 07/08 Qtr1 Actual     |                  |
| 07/08 Qtr1 Target     |                  |
| 07/08 Yearend Target  | 98%              |

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 |
| 06/07 Yearend Actual  | 97%              |
| 07/08 Qtr1 Actual     |                  |
| 07/08 Qtr1 Target     |                  |
| 07/08 Yearend Target  | 98%              |

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                | Met               |
| Improvement direction | Smaller is better |
| 06/07 Yearend Actual  | 22.6%             |
| 07/08 Qtr1 Actual     | 15%               |
| 07/08 Qtr1 Target     | 21%               |
| 07/08 Yearend Target  | 21%               |

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

|                       |                   |
|-----------------------|-------------------|
| Status                | Not Met           |
| Improvement direction | Smaller is better |
| 06/07 Yearend Actual  | 1.6%              |
| 07/08 Qtr1 Actual     | 3%                |
| 07/08 Qtr1 Target     | 2.5%              |
| 07/08 Yearend Target  | 2.5%              |

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

|                       |                   |
|-----------------------|-------------------|
| Status                | Met               |
| Improvement direction | Smaller is better |
| 06/07 Yearend Actual  | 0.9%              |
| 07/08 Qtr1 Actual     | 0%                |
| 07/08 Qtr1 Target     | 2.5%              |
| 07/08 Yearend Target  | 2.5%              |

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 |
| 06/07 Yearend Actual  | 3                 |
| 07/08 Qtr1 Actual     |                   |
| 07/08 Qtr1 Target     | 3                 |
| 07/08 Yearend Target  | 3                 |

L020 The average number of failed bin collections per month (per 100,000 collections)

|                       |                   |
|-----------------------|-------------------|
| Status                |                   |
| Improvement direction | Smaller is better |
| 06/07 Yearend Actual  |                   |
| 07/08 Qtr1 Actual     |                   |
| 07/08 Qtr1 Target     |                   |
| 07/08 Yearend Target  | 60                |

L127 Highway Safety Inspections on time

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 100%             |
| 07/08 Qtr1 Actual     | 100%             |
| 07/08 Qtr1 Target     | 100%             |
| 07/08 Yearend Target  | 100%             |

L128 Highways Planning apps in 14 days

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 81%              |
| 07/08 Qtr1 Actual     | 87%              |
| 07/08 Qtr1 Target     | 75%              |
| 07/08 Yearend Target  | 75%              |

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

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 98%              |
| 07/08 Qtr1 Actual     | 98%              |
| 07/08 Qtr1 Target     | 95%              |
| 07/08 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 |
| 06/07 Yearend Actual  | 100%             |
| 07/08 Qtr1 Actual     | 100%             |
| 07/08 Qtr1 Target     | 95%              |
| 07/08 Yearend Target  | 95%              |

L137 % bus corridor routes patrolled daily

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 100%             |
| 07/08 Qtr1 Actual     | 100%             |
| 07/08 Qtr1 Target     | 95%              |
| 07/08 Yearend Target  | 95%              |

L138 % Penalty Charge Notices issued in bus corridor routes

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 9%               |
| 07/08 Qtr1 Actual     | 9%               |
| 07/08 Qtr1 Target     | 8%               |
| 07/08 Yearend Target  | 8%               |

L139 % on street Penalty Charge Notices issued for yellow line offences

|                       |                  |
|-----------------------|------------------|
| Status                | Not Met          |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 42%              |
| 07/08 Qtr1 Actual     | 39%              |
| 07/08 Qtr1 Target     | 40%              |
| 07/08 Yearend Target  | 40%              |

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

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 98%              |
| 07/08 Qtr1 Actual     | 96%              |
| 07/08 Qtr1 Target     | 95%              |
| 07/08 Yearend Target  | 95%              |

L148 Number of crimes reported in Council car parks

|                       |                   |
|-----------------------|-------------------|
| Status                | Met               |
| Improvement direction | Smaller is better |
| 06/07 Yearend Actual  | 35                |
| 07/08 Qtr1 Actual     | 2                 |
| 07/08 Qtr1 Target     | 20                |
| 07/08 Yearend Target  | 80                |

L003 Annual usage of the East and West Hill Cliff Railways

|                       |                  |
|-----------------------|------------------|
| Status                | Not Met          |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 307,022          |
| 07/08 Qtr1 Actual     | 146,520          |
| 07/08 Qtr1 Target     | 170,000          |
| 07/08 Yearend Target  | 310,000          |



## Community Well-Being - summary of all Indicators

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

| Status                | Yearend        |
|-----------------------|----------------|
| Improvement direction | Target is best |
| 06/07 Yearend Actual  | £218,800.00    |
| 07/08 Qtr1 Actual     |                |
| 07/08 Qtr1 Target     |                |
| 07/08 Yearend Target  | £219,000.00    |

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 |
| 06/07 Yearend Actual  | 100%             |
| 07/08 Qtr1 Actual     |                  |
| 07/08 Qtr1 Target     |                  |
| 07/08 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 |
| 06/07 Yearend Actual  | £376,272.00    |
| 07/08 Qtr1 Actual     |                |
| 07/08 Qtr1 Target     |                |
| 07/08 Yearend Target  | £400,000.00    |

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

| Status                | Yearend           |
|-----------------------|-------------------|
| Improvement direction | Smaller is better |
| 06/07 Yearend Actual  | 2                 |
| 07/08 Qtr1 Actual     |                   |
| 07/08 Qtr1 Target     |                   |
| 07/08 Yearend Target  | 3                 |

BV213 Homelessness prevention - 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 (number of preventions / 1,000 households)

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 2.32             |
| 07/08 Qtr1 Actual     | 0.63             |
| 07/08 Qtr1 Target     | 0.61             |
| 07/08 Yearend Target  | 2.44             |

L(BV)183a - 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                | Not Met           |
| Improvement direction | Smaller is better |
| 06/07 Yearend Actual  | 2.04              |
| 07/08 Qtr1 Actual     | 2.5               |
| 07/08 Qtr1 Target     | 2.4               |
| 07/08 Yearend Target  | 2.4               |

L016 - The average length of stay in bed and breakfast accommodation (all placements)

|                       |                   |
|-----------------------|-------------------|
| Status                | Not Met           |
| Improvement direction | Smaller is better |
| 06/07 Yearend Actual  | 4.69              |
| 07/08 Qtr1 Actual     | 5.62              |
| 07/08 Qtr1 Target     | 4.6               |
| 07/08 Yearend Target  | 4.6               |

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 |
| 06/07 Yearend Actual  | 78               |
| 07/08 Qtr1 Actual     | 16               |
| 07/08 Qtr1 Target     | 16               |
| 07/08 Yearend Target  | 65               |

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

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 102              |
| 07/08 Qtr1 Actual     | 24               |
| 07/08 Qtr1 Target     | 15               |
| 07/08 Yearend Target  | 60               |

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

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 32               |
| 07/08 Qtr1 Actual     | 9                |
| 07/08 Qtr1 Target     | 5                |
| 07/08 Yearend Target  | 30               |

L187 Number of licensed Houses in Multiple Occupation

|                       |                  |
|-----------------------|------------------|
| Status                | Not Met          |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 28               |
| 07/08 Qtr1 Actual     | 5                |
| 07/08 Qtr1 Target     | 8                |
| 07/08 Yearend Target  | 34               |

L190 Homes with Disabled Facilities Grant adaptations

|                       |                  |
|-----------------------|------------------|
| Status                | Not Met          |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 110              |
| 07/08 Qtr1 Actual     | 19               |
| 07/08 Qtr1 Target     | 20               |
| 07/08 Yearend Target  | 110              |

L337 Improve community safety in priority neighbourhoods (Super Output Areas) through the Secure Accommodation Scheme

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 338              |
| 07/08 Qtr1 Actual     | 288              |
| 07/08 Qtr1 Target     | 200              |
| 07/08 Yearend Target  | 800              |

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

|                       |                  |
|-----------------------|------------------|
| Status                | Not Met          |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 175              |
| 07/08 Qtr1 Actual     | 29               |
| 07/08 Qtr1 Target     | 50               |
| 07/08 Yearend Target  | 200              |

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 |
| 06/07 Yearend Actual  | 72.7%            |
| 07/08 Qtr1 Actual     |                  |
| 07/08 Qtr1 Target     |                  |
| 07/08 Yearend Target  | 90%              |

L233 Number of people attending White Rock Theatre performances

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 74,578           |
| 07/08 Qtr1 Actual     | 14,775           |
| 07/08 Qtr1 Target     | 14,500           |
| 07/08 Yearend Target  | 73,000           |

L234 % Average capacity per show at White Rock Theatre

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 32.2%            |
| 07/08 Qtr1 Actual     | 44.7%            |
| 07/08 Qtr1 Target     | 30%              |
| 07/08 Yearend Target  | 35%              |

L304 Number of shows at White Rock Theatre

|                       |                  |
|-----------------------|------------------|
| Status                | Not Met          |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 217              |
| 07/08 Qtr1 Actual     | 31               |
| 07/08 Qtr1 Target     | 45               |
| 07/08 Yearend Target  | 195              |

## Regeneration And Planning - summary of all Indicators

L162 % Full Plans receiving 14 day response from Building Control

|                       |                  |
|-----------------------|------------------|
| Status                | Not Met          |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 63.5%            |
| 07/08 Qtr1 Actual     | 46.7%            |
| 07/08 Qtr1 Target     | 50%              |
| 07/08 Yearend Target  | 50%              |

L165 % ongoing building control work inspected within 3 months

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 66.5%            |
| 07/08 Qtr1 Actual     | 55.2%            |
| 07/08 Qtr1 Target     | 50%              |
| 07/08 Yearend Target  | 50%              |

L166 % Site visits made on same day

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 99.6%            |
| 07/08 Qtr1 Actual     | 99%              |
| 07/08 Qtr1 Target     | 98%              |
| 07/08 Yearend Target  | 98%              |

L239 Number of people visiting Castle

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 54,743           |
| 07/08 Qtr1 Actual     | 31,418           |
| 07/08 Qtr1 Target     | 25,500           |
| 07/08 Yearend Target  | 55,000           |

BV126a Domestic Burglaries per 1000 households

|                       |                   |
|-----------------------|-------------------|
| Status                | Met               |
| Improvement direction | Smaller is better |
| 06/07 Yearend Actual  | 13.4              |
| 07/08 Qtr1 Actual     | 11.8              |
| 07/08 Qtr1 Target     | 13.4              |
| 07/08 Yearend Target  | 13.4              |

BV127a Violent Crime per 1,000 population

|                       |                   |
|-----------------------|-------------------|
| Status                | Met               |
| Improvement direction | Smaller is better |
| 06/07 Yearend Actual  | 40.8              |
| 07/08 Qtr1 Actual     | 38.7              |
| 07/08 Qtr1 Target     | 40.5              |
| 07/08 Yearend Target  | 40.5              |

BV127b Robberies per 1,000 population

|                       |                   |
|-----------------------|-------------------|
| Status                | Met               |
| Improvement direction | Smaller is better |
| 06/07 Yearend Actual  | 1.6               |
| 07/08 Qtr1 Actual     | 1.4               |
| 07/08 Qtr1 Target     | 1.6               |
| 07/08 Yearend Target  | 1.6               |

BV128a Vehicle Crimes per 1000 population

|                       |                   |
|-----------------------|-------------------|
| Status                | Met               |
| Improvement direction | Smaller is better |
| 06/07 Yearend Actual  | 13.8              |
| 07/08 Qtr1 Actual     | 13.3              |
| 07/08 Qtr1 Target     | 13.8              |
| 07/08 Yearend Target  | 13.8              |

L001 Reduction in domestic burglaries since 2003/04 (Safer Hastings Partnership baseline year)

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 43%              |
| 07/08 Qtr1 Actual     | 49%              |
| 07/08 Qtr1 Target     | 43%              |
| 07/08 Yearend Target  | 43%              |

BV174 - The number of racial incidents recorded by the authority per 100,000 population

Status  
Improvement direction Smaller is better  
06/07 Yearend Actual 0  
07/08 Qtr1 Actual 0  
07/08 Qtr1 Target  
07/08 Yearend Target

BV175 - The percentage of racial incidents that resulted in further action

Status  
Improvement direction Bigger is better  
06/07 Yearend Actual  
07/08 Qtr1 Actual  
07/08 Qtr1 Target  
07/08 Yearend Target 100%

L028 - Number of complaints resulting in case of Maladministration

Status Met  
Improvement direction Smaller is better  
06/07 Yearend Actual 0  
07/08 Qtr1 Actual 0  
07/08 Qtr1 Target 0  
07/08 Yearend Target 0

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

Status Yearend  
Improvement direction Bigger is better  
06/07 Yearend Actual 76.76%  
07/08 Qtr1 Actual  
07/08 Qtr1 Target  
07/08 Yearend Target 76%



BV109a - Major commercial and industrial applications determined within 13

|                       |                  |
|-----------------------|------------------|
| Status                | Not Met          |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 90.63%           |
| 07/08 Qtr1 Actual     | 60%              |
| 07/08 Qtr1 Target     | 70%              |
| 07/08 Yearend Target  | 70%              |

BV109b - Minor commercial and industrial applications determined within 8

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 88.93%           |
| 07/08 Qtr1 Actual     | 90.77%           |
| 07/08 Qtr1 Target     | 81%              |
| 07/08 Yearend Target  | 81%              |

BV109c - All other applications determined within 8 weeks

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 94.61%           |
| 07/08 Qtr1 Actual     | 94.03%           |
| 07/08 Qtr1 Target     | 91%              |
| 07/08 Yearend Target  | 91%              |

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

|                       |                   |
|-----------------------|-------------------|
| Status                | Met               |
| Improvement direction | Smaller is better |
| 06/07 Yearend Actual  | 22.22%            |
| 07/08 Qtr1 Actual     | 0%                |
| 07/08 Qtr1 Target     | 35%               |
| 07/08 Yearend Target  | 35%               |

BV205 - Quality of service checklist

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 100%             |
| 07/08 Qtr1 Actual     | 100%             |
| 07/08 Qtr1 Target     | 100%             |
| 07/08 Yearend Target  | 100%             |

L160 Number of derelict buildings improved

|                       |                  |
|-----------------------|------------------|
| Status                | Not Met          |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 74               |
| 07/08 Qtr1 Actual     | 0                |
| 07/08 Qtr1 Target     | 7.5              |
| 07/08 Yearend Target  | 30               |

BV106 - Percentage of new homes built on previously developed land

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 86%              |
| 07/08 Qtr1 Actual     | 60%              |
| 07/08 Qtr1 Target     | 60%              |
| 07/08 Yearend Target  | 60%              |

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 |
| 06/07 Yearend Actual  | Yes              |
| 07/08 Qtr1 Actual     |                  |
| 07/08 Qtr1 Target     |                  |
| 07/08 Yearend Target  | Yes              |

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 |
| 06/07 Yearend Actual  | Yes              |
| 07/08 Qtr1 Actual     |                  |
| 07/08 Qtr1 Target     |                  |
| 07/08 Yearend Target  | Yes              |

L159 Net number of new homes built

|                       |                  |
|-----------------------|------------------|
| Status                | Not Met          |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 203              |
| 07/08 Qtr1 Actual     | 47               |
| 07/08 Qtr1 Target     | 75               |
| 07/08 Yearend Target  | 300              |

L027 Number of customers in Information Centres

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 345,819          |
| 07/08 Qtr1 Actual     | 90,263           |
| 07/08 Qtr1 Target     | 80,000           |
| 07/08 Yearend Target  | 300,000          |

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

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 98.57%           |
| 07/08 Qtr1 Actual     | 99.83%           |
| 07/08 Qtr1 Target     | 95%              |
| 07/08 Yearend Target  | 95%              |

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

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 43%              |
| 07/08 Qtr1 Actual     | 45%              |
| 07/08 Qtr1 Target     | 30%              |
| 07/08 Yearend Target  |                  |

BV170a Visits to / usage of museums per 1000 population

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 3,357            |
| 07/08 Qtr1 Actual     | 1,027            |
| 07/08 Qtr1 Target     | 1,020            |
| 07/08 Yearend Target  | 3,500            |

BV170b Visits to museums that were in person per 1000 population

|                       |                  |
|-----------------------|------------------|
| Status                | Not Met          |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 2,667            |
| 07/08 Qtr1 Actual     | 820              |
| 07/08 Qtr1 Target     | 850              |
| 07/08 Yearend Target  | 2,800            |

BV170c Pupils visiting museums and galleries in organised school groups

|                       |                  |
|-----------------------|------------------|
| Status                | Met              |
| Improvement direction | Bigger is better |
| 06/07 Yearend Actual  | 15,160           |
| 07/08 Qtr1 Actual     | 7,284            |
| 07/08 Qtr1 Target     | 6,650            |
| 07/08 Yearend Target  | 16,000           |