

Appendix A

ENVIRONMENTAL SERVICES DIRECTORATE

Environmental Health

In 2007/08 we:

Target 3.2

We continued improving our enviro-crime enforcement work, targeted increased action on smoking related litter, and litter linked to specific premises, as well as accumulations of domestic rubbish in front gardens/yards. We also undertook late night joint operational visits with Police colleagues to ensure compliance with licence conditions and noise abatement. Best Value Indicator 199 relating to street cleanliness achieved the best result ever at 10% for 2007/8.

Target 3.4

We continued to work with partner agencies, including East Sussex County Council to implement actions in the Air Quality Action Plan for Bexhill Road. Examples of progress include the procurement of a new air quality monitoring station, and efforts to attach robust and enforceable conditions to use of the landfill operation to minimise the transfer of mud and dust to the local road network

Target 3.5

We successfully implemented the smoke-free enclosed public places legislation from 1st July 2007. With partners, we promoted smoking cessation services, provided local businesses with information and support on going 'Smokefree'. We also undertook an intensive programme of high profile compliance checks.

Target 3.6

We undertook a review of our environmental health regulation services against the 4 national priorities set out in the Rogers Review published in March 2007, and found that they are broadly aligned.

Target 3.7

Although the Government delayed the timetable, we worked with colleagues across Sussex on an innovative Joint Authorisation project with the Health and Safety Executive.

Target 4.7

We reviewed our arrangements for delivering improvements to the local environment, quality of life and reducing crime, fear of crime and anti social behaviour in the light of changes in the focus of Police resources and external funding changes. From 2008, the Borough Council now provides a team of 4

Environmental Community Officers and 8 Community Officers, all of whom continue to liaise closely with the Police.

Target 4.9

Following a detailed risk review, we started to prepare contingency plans for the highest-risk activities and premises in the town, this work will be ongoing into 2008/09 and beyond.

Changes and Shortfalls:

Target 3.3

We were not able to review and update our strategy for the identification of potentially contaminated land sites due to an on-going vacancy to which we have been unable to recruit. Although there are no serious short-term consequences of not undertaking this work we are exploring alternative means to achieve it in 2008/09.

Target 4.8

Although we originally committed to undertaking two incident exercises to test our preparedness for major incidents, we decided in the interests of efficiency to combine the events and to work with Eastbourne Borough Council and Rother District Council, the Police and the British Red Cross. The exercise we undertook was designed to test and evaluate inter authority resilience and cooperation.

Target 11.8

Although we began to strengthen the Council's own Business Continuity Plans (BCPs) to ensure key services can be delivered in the event of an emergency, we did not make as much progress as we had planned. Work to review and strengthen our BCPs is being overseen by a new Corporate Risk Management Group and will be progressed during 2008/09.

WASTE AND RECYCLING

In 2007/08 we:

Target 5.1

We successfully introduced a new Twin Bin refuse and recycling collection scheme into almost 60% of the Town participating. This has seen a significant increase in recycling rates and diversion from landfill, with January 2008 hitting our highest ever month for recycling at 31.5%. We also introduced the new 'Green Waste Scheme' with over 1200 customer signing up within the first month.

In order to ensure we can appropriately respond to the concerns of local residents who are yet to be included in the scheme, we have had to delay the second phase of the Twin Bin project until spring/summer 2008.

We are continuing discussions with East Sussex County Council in regards to alternative arrangements for processing recyclates to ensure the facilities meet our longer- term needs.

Changes and Shortfalls:

Target 5.3

We contributed to discussions between Districts and Borough Councils and East Sussex County Council to identify improvements to waste services and the steps necessary to synchronise end dates of waste collection contracts. This would allow options for a joint-tendered service to be considered. These discussions have not concluded and will continue into 2008/09.

AMENITIES AND RESORT SERVICES

In 2007/08 we:

Target 10.1

We implemented much of the Parks and Open Spaces Strategy. Successes included Alexandra Park being named 'Best Park in the South East' and both Alexandra Park and Hastings Country Park were awarded Green Flag status. We exceeded our target for improvement in quality open space, completed restoration of St Leonards Gardens with an active 'Friends' group established, and exceeded our Community Strategy milestone target for giving households access to open space within 300m of their home.

There was however slippage in the Alexandra Park path repairs (part of 5 year path network plan) and the Hollington Environmental play space but the issues are now resolved and completion is planned for May and November (respectively) in 2008/09.

Target 10.2

We worked with colleagues in East Sussex County Council and Rother District Council to develop a revised Development Plan and an Implementation Plan for the proposed Pebsham Countryside Park. Both these Plans are due to be considered by Cabinet in June 2008.

Target 10.5

We successfully implemented the 2007/08 targets in the 3-year Biodiversity Strategy Action Plan.

Target 10.7

We continued to manage and maintain the Cemetery and Crematorium. Key activities included dealing with 1472 funeral requests; landscaping for the extended children's burial section; a new Cemetery database and planting trees and shrubs in readiness for natural burials.

Work has also begun on planning for new cremators, scheduled in the capital programme for 2009/2010. This project is in response to EU requirements for mercury abatement, which must be met before 2012.

Changes and Shortfalls:

Target 10.3

Measurement and monitoring for the new European standards for bathing water quality will not now commence until 2012. There is no immediate impact on the Quality Coast Awards and we are not at risk of losing our blue flag.

Target 10.4

We were not able to progress Phase 1 of improvement works to the West Hill Lift as planned because uncertainties arose about the extent and timing of funding

for the closely related Phase II Castle improvement works.

A separate Repair and Refurbishment programme for the East & West Hill Cliff Railways has been prepared and will be proposed to Cabinet in June 2008.

Target 10.6

We undertook work with East Sussex local authority colleagues, as part of the County Traveller and Gypsy Strategy to agree the target number options for permanent pitches for East Sussex. These options have formed part of the current consultation by South East England Regional Assembly (SEERA), which will be adopted within our Local Development Framework.

Target 16.3

We undertook a Best Value Review of maintenance of Council-owned assets. The review took longer than expected and the Improvement Plan was not agreed until the February Cabinet meeting. However a number of targets in the action plan have been implemented, the remainder will be undertaken in 2008/09.

PARKING AND HIGHWAYS

In 2007/08 we:

Target 6.1

We worked with East Sussex County Council following their review of Highways, to retain our Hastings Highways Management Agreement and began implementation of an action plan to improve our partnership working. Progress has been made in developing draft performance indicators, and work is underway to link our staff into the County's Customer Relations Management system in order to improve customer response times.

Target 6.2

We worked with partners to review, agree and began to implement a new Hastings Quality Bus Partnership action plan for 2007 – 2010. A Punctuality Improvement Partnership (PIP) has also been established to help deliver the Bus Quality Action Plan by gaining a better understanding of bus punctuality in Hastings.

Target 6.3

We successfully introduced the new National Concessionary Bus Fare scheme from April 2008, which allows everyone aged 60, and over, and disabled people to travel free during off peak times on all local buses anywhere in England.

Target 6.4

We commissioned a Economic Impact Assessment and undertook further consultation on the proposals for parking controls in Central St Leonards. The Council's Cabinet accepted the report findings. These proposals are being costed with a view to implementation for an interim period in 2009/10.

Target 6.5

We undertook regular liaison meetings with East Sussex County Council colleagues to share our best practice approach to parking enforcement. We also co-ordinated and hosted training on the Traffic Management Act parking provisions, attended by ESCC parking operations teams and Lead Members.

Target 6.6

We worked with Police partners to extend our successful abandoned and untaxed car removal activities to dealing with uninsured vehicles. An HBC Automatic Number Plate Recognition (ANPR) vehicle is in operation with dedicated Police support and this has enabled 98 uninsured cars to be detected.

Changes and Shortfalls:

Target 6.7

We decided that development of a strategy to mitigate the impact of future regeneration projects in the town centres on parking provision needed to form an integral part of the County Council's Local Area Transport Plan. This will aim to

manage parking provision/demand along side initiatives to reduce car dependency, encourage people to use public transport, cycling etc. Further progress on this will be undertaken in 2008/09 and will feed into the Local Development Framework consultation in May 2008.

REGENERATION AND PLANNING DIRECTORATE

REGENERATION

In 2007/08 we:

Target 1.7

Agreed in principle an Economic and Inclusion Strategy which builds on the Five Point Plan developed by the Task Force and provides a platform for the coordination of Working Neighbourhoods Fund intended to address Worklessness, economic development and improve quality of life across the town.

Target 1.8

Responded to SEEDA's consultation on sub regional economic arrangements to look at how best to deliver the Regional Economic Strategy and at a local level established a Hastings Area Based Grants Advisory Group to ensure a joined up approach to economic development and the use of regeneration funds in the area.

Target 1.9

Trained 150 people to gain skills in the construction industry, enabling an additional 35 people to gain employment, as part of the Skillsmatch project to provide the construction industry with the skilled workforce they need to deliver high profile regeneration projects in the town.

Target 1.10

Completed a training profile of the area to identify current provision and worked with employers to make learning provision more responsive to the needs of individuals and employers in the area.

Target 1.11

Successfully delivered training and work experience to all ages of people Not in Employment, Education or Training (NEETs) through programmes such as The Thriving Construction Initiative, FoodLocal Hastings, the Labour Market Solutions Project and Tressell Training, in collaboration with several partners.

Target 1.12

Organised the Seafood and Wine Festival and worked in partnership with the Community Fruit and Veg Project to hold a Christmas Market on the Stade as part of 'Foodlocal Hastings', a Local Enterprise Growth Initiative (LEGI) supported project to promote local food and stimulate food enterprise.

Target 1.13

Through partnership working on delivery of the East Sussex Local Area Agreement we have monitored our contribution to the economic development

and inclusion targets. (2nd year-end LAA performance data being compiled by ESCC).

Target 1.14

Appointed an External Funding Officer to research and identify potential funding sources, including European Funding Programmes, and attract external funding to Hastings.

Target 4.1

As part of the Safer Hastings Partnership, contributed to the East Sussex Local Area Agreement and Safer Hastings Strategy targets by successfully achieving over a three-year period a 48% reduction in car theft, 60% reduction in domestic burglary, 55% reduction in robbery, 32% reduction in serious assaults and 30% reduction in theft from the person.

Target 4.2

As part of the Safer Hastings Partnership, conducted an annual fear of crime survey and carried out consultation with key agencies and the wider community to inform a draft Strategic Assessment and identify strategic priorities for a new three year rolling Community Safety plan.

Target 4.3

As part of the Safer Hastings Partnership, coordinated the delivery of community safety projects and achieved a three-year 27% reduction in British Crime Survey targets, exceeding the target of 23.5%.

Target 4.4

Worked with the Multi Agency tasking Team (MATTs) to identify families needing Intensive Family Support, resulting in significant success and a reduction in antisocial behaviour.

Target 4.5

Reviewed the activities of the Safer Hastings Partnership to ensure appropriate actions are in place to ensure continued safety of patrons and the community surrounding premises where extended liquor licensing hours have been granted.

Target 4.6

Worked with partners to achieve the two year milestones for Safer Stronger Communities contained within the three year East Sussex Local Area Agreement, achieving a 27% reduction of British Crime Survey types which exceeded the target of 23.5%.

Target 9.4

Contracted with a managing company to manage the Coastal Currents Festival which in 2007, which saw 16,000 people attend a range of events across the town.

Target 9.5

Established a steering group to develop a cultural vision in the context of the regeneration of Hastings and Bexhill.

Changes and Shortfalls:

None identified

Additional Part II Targets:

Regeneration and Community Services Targets 2008/09

- 1) Continue to support the cultural sector in its contribution to the regeneration of Hastings through continued funding of an Arts and Cultural Development Officer.
- 2) Continue to support the development of key employment sectors including construction, food and retail, tourism, arts and culture.
- 3) Support the achievement of key targets in the Community Strategy and Economic Development and Inclusion Strategy through the effective commissioning and management of Area Based Grants.
- 4) Foster the building of a more cohesive town through the adoption and implementation of a revised Community Cohesion Action Plan.
- 5) Strengthen community engagement by working with partners to embed Area Coordination across the town.
- 6) Support the Third Sector through the implementation of the Community Partnerships commissioning process

PLANNING SERVICES

In 2007/08 we:

Target 1.1

Worked closely with partners in the Task Force to bring forward proposals for consideration by the Planning Committee including developments at Queensway, Ore Valley and Priory Quarter, phase 1 of which is due for completion in Summer 2008.

Target 1.2

Worked closely with the Learning and Skills Council (LSC) and Hastings College to progress proposals for the development of Sussex Coastal College Hastings at Station Plaza where construction is now underway. Students are expected in September 2009.

Target 1.5

Supported the bid for the Hastings/ Bexhill link road and are awaiting a decision from East Sussex County Council's Planning Committee when they consider the planning application in October 2008.

Target 2.3

Improved 30 properties that were either derelict or neglected using our powers as a local authority to enforce action to improve the appearance of the area.

Target 2.4

Although we allocated £124,000 of grant money for conservation and repair work to buildings, this did not achieve our target of allocating £200,000. A number of eligible schemes were submitted during quarter 4 but have not yet reached the stage where a formal offer of grant monies can be made.

Changes and Shortfalls:

Target 2.2

We met most of our timetable for the current stages of developing the Local Development Framework. The unexpected requirement by government agencies for the production of extra evidence on issues such as Flood Risk and Traffic Impact Assessment put us behind schedule. However Cabinet considered the draft 'Core Strategy Preferred Approaches' on 31 March 2008, and at Council on 16th April 2008 and approval was given to undertake consultation on this draft for 8 weeks in May – July 2008.

PROJECTS

In 2007/08 we:

Target 1.6

As part of the Seafront Strategy we:

- Commenced the refurbishment of Pelham Crescent
- Completed the refurbishment of the upper promenade area of the Marina, including new toilet facilities
- Carried out public consultation on widening the pavement at Pelham
- Restoration work to the canopy at Marine Court has been carried out
- Progressed proposals for a Masterplan for West Marina in engaging with the landowners and assisted by English Partnerships
- Jerwood Gallery proposals have been subject to initial consultation with stakeholders, in preparation for public consultation in May 2008.

Target 11.9

Held Project Management training courses for internal project managers within the Council to ensure a consistent approach, share best practice and embed risk management in all our Capital Programme Projects.

Changes and Shortfalls:

Target 1.3

The Marina and Silchester Road programme of footway repaving, traffic calming and environmental improvements were substantially completed by December 2007. Minor works are still expected to continue to June 2008, to complete works defects and to connect Silchester Road lighting. The work we carried out to replace the paving at Western Colonnades at Marina uncovered poorly maintained cellar vaults beneath the footway resulting in a partial collapse causing work to stop. We have tendered the contract to carry out the necessary remedial works subject to discussion with East Sussex County Council.

Target 1.4

Although, we signed a partnership agreement with East Sussex County Council to develop the Kings Road Corridor and delivered Phase 1 of the project, we delayed Phase 2 to take into consideration the results of the Economic Impact Assessment on the proposed Controlled Parking Zone for St. Leonards.

Target 16.4

We had hoped to move more staff to Aquila House this year, however we are awaiting the Landlord's consent to carry out design alterations to the two additional floors we are seeking to acquire at Aquila House.

DESTINATION MANAGEMENT AND MARKETING

In 2007/08 we:

Target 9.7

Celebrated the reopening of Hastings Museum and Art Gallery attended by over 1000 people, following the refurbishment to improve access.

Target 12.1

Continued to successfully deliver a range of services through our website, telephone, information kiosks and the Hastings Information Centre which received nearly 330,000 visits during 2007/08.

Target 12.2

Completed a Scrutiny Review of Public Contact, which will be presented to Cabinet in July 2008. Used Customer Relationship Management (CRM) software to enable staff at the Hastings Information Centre to handle election queries. We also carried out a Scrutiny Review of all Public Contact, the results of which will be submitted to Cabinet in July 2008.

Target 12.3

Maintained effective internal communications via the @bit newsletter to staff and externally submitted 159 News Releases to The Observer, of which 139 (87%) were published.

Target 12.4

Held three wedding ceremonies in the newly licensed Town Hall and launched a new promotional leaflet to promote the Town Hall as a new venue for weddings and civil partnerships

Target 12.5

As part of our Destination Management Strategy we adopted the Hastings & 1066 Country Marketing Plan 2008 – 11, launched a new leaflet advertising attractions and published a Holiday Guide to maximise tourist visits to the area.

Target 12.6

Launched a successful new website www.visit1066country.com to promote tourism in the area and continued to support major events which draw people to the town such as the Seafood and Wine Festival, the Hastings Half Marathon, Hastings Week and Jack in the Green.

Changes and Shortfalls:

Target 10.4

Although planned maintenance work was carried out to the West Hill Cliff Railway, improvements to the cliff railway and Hastings Castle are the subject of

Draft Corporate Plan Part III – Retrospective report back against 2007/08 targets

possible Heritage Lottery Fund and Interreg IV bids which are being developed in collaboration with Norwich and Rochester as part of “A Norman Conquest Trail”.

COMMUNITY WELLBEING DIRECTORATE

COMMUNITY SERVICES

In 2007/08 we:

TARGET 8.1

Worked with our local partners on targets for year 2 of the Local Area Agreement (LAA) covering issues of Children and Young People, Economic Development and Enterprise, Healthier Communities and Older People and Safer and Stronger Communities. We will not know the final year-end achievement against these Countywide targets until Quarter 1 of 2008/09. We also worked with the County Council to develop a new 3-year LAA to replace the existing one from June 2008. This contains up to 35 targets, (from the 198 National Indicator Set). We have worked with the County to ensure that where possible a narrowing the gap component for Hastings is applied to targets included in the LAA.

TARGET 8.2

Worked with partners to deliver the year 2 targets in Outcome 23 of the LAA. This 'mini LAA' is specific to Hastings and measures how we are narrowing the gap between Hastings and the rest of East Sussex. Although there is a time lag in reporting, early indications are that 72% of targets (40) will be achieved.

TARGET 8.4

Reported progress on the LAA at each of the four Area Management Boards, carried out a Scrutiny Review of Area Coordination and held a workshop with Board and Local Strategic Partnership (LSP) members to review the effectiveness of Area Coordination and the links to the LSP.

TARGET 8.5

Provided a coordinated response to 169 incidents of crime, antisocial behaviour and enviro-crime via the work of the multi-agency tasking teams.

TARGET 8.6

Moved from grant based contracting to the introduction of commissioning services from the voluntary and community sector to better address the needs of the community for implementation in 2008/09 and to take effect from April 2009.

TARGET 8.7

As part of our continued commitment to supporting communities of identity we:

- Supported International Womens' Day as part of our work with the Intercultural Forum
- Held an Enterprise Fair for over the 50's as part of our work supporting the Seniors' Forum
- Enabled the Young Persons' Council (YPC) to survey over 1000 young people to identify their priorities for the town and continued to support the

increased membership of the YPC which has risen from 200 to 430 young people

TARGET 9.8

Chaired the Children's Services Planning Group as part of our role in the Children's Trust and contribute to the Children and Young People's block of the East Sussex Local Area Agreement.

Changes and Shortfalls:

None identified as part of PR papers – LAA targets labelled as 'unknown'

HOUSING SERVICES

In 2007/08 we

TARGET 7.1

Successfully introduced Sussex Homemove, a new choice based lettings scheme in Hastings.

TARGET 7.2

Accredited 118 properties through the Accredited Letting Scheme, exceeding our target of 60.

TARGET 7.3

Drafted a revised Homelessness Strategy for adoption in July 2008 informed by work we have carried out over the course of the year to review homelessness in the Borough.

TARGET 7.4

Launched a new Sanctuary Scheme, using external funding, to make it possible for victims and those under threat of domestic violence and/or hate crime to remain in their homes and feel safe, contributing to a reduction in homelessness.

TARGET 7.6

Refreshed the Housing Strategy Action Plan to take into account changes in national housing policy and legislation.

TARGET 7.7

Although we revised our affordable housing policies in line with the Local Development Framework (LDF), changes to the government timetable for the LDF mean that this work will be carried through into 2008/09.

TARGET 7.8

Delivered 86 affordable homes and returned 51 dwellings into residential use. This exceeds the original targets of 70 and 30 respectively.

TARGET 7.10

Successfully improved 47 properties in Central St. Leonards housing renewal area to meet the Decent Homes Standard, exceeding our target of 30.

TARGET 7.11

Relocated the Directorate from offices in Portland Place and Wellington Square to refurbished premises in Central St. Leonards.

TARGET 7.12

Introduced revised satisfaction surveys and procedures to monitor customer satisfaction with our Housing Service.

Changes and Shortfalls:

TARGET 7.9

- a) Although we had hoped to revise our private sector improvement targets, the joint procurement process delayed this work for the Housing Stock Condition Survey. The final report detailing the housing stock condition, upon which the revised targets will be based, will be available in May 2008.
- b) We did adopt and implemented revised policies for private sector finance assistance and private sector housing enforcement.
- c) Although we had hoped to publish a new Empty Homes Strategy, Government delays in announcing capital funding means this will now be published in Summer 2008 following consultation with stakeholders.

LEISURE SERVICES

In 2007/08 we:

TARGET 8.3

As part of our Local Area Agreement target to improve health for East Sussex residents we monitored 106 GP referrals in Hastings where patients are referred to personal trainers to devise appropriate exercise programmes for their medical conditions. This accounts for 18% of the GP referrals in East Sussex.

TARGET 9.1

Worked closely with Freedom Leisure, the contractor that manages the leisure centres on our behalf, to improve attendance which has risen overall by 5.7%. The BVPI satisfaction survey also reports increased satisfaction with sport and leisure facilities at 64% compared with 56% in 2003/04.

TARGET 9.2

Increased the number of people across Hastings who regularly participate in sport and active recreation engaging 1526 participants since May 2006.

TARGET 9.6

Organised three Play Days in the Park and in addition held neighbourhood play sessions to reinforce the importance of learning through play and highlight the need for children to have somewhere safe to play in their community.

Changes and Shortfalls:

TARGET 9.3

Launched a six-month feasibility study into the potential for new multi-sport leisure facilities at White Rock. Further consultation with partners is required before we can establish what facilities will comprise any new development on this site.