

## Appendix A

### Quarterly monitoring against targets in Corporate Plan Part II

#### Quarter 3 progress – to end December 2008/09

**Target Status Key:**

**Achieved:** Target has been delivered successfully

**On target:** Confident of delivery of the target as worded by the end of the year or earlier if indicated in the target wording.

**On target with risks identified:** Majority of item on target for delivery, delays possible with some items (to be detailed in text)

**Slippage possible:** There are concerns about ability to deliver within the year - consequences and remedial actions to be described

**Will not meet target:** Reasons, consequences and any actions needed to be described

## **REGENERATION AND PLANNING DIRECTORATE**

### **REGENERATION AND COMMUNITY SERVICES – 2008/09 TARGETS / MILESTONES**

**Target 1. Continue to work with the police and other key partners to reduce crime and disorder and the fear of crime in the Borough by coordinating the work of the Safer Hastings Partnership.**

#### **QTR 3 – On Target**

Year on year crime comparisons still show a positive downward trend in most categories of crime indicating that all Local Area Agreement (LAA) and local Community Safety Plan targets are likely to be achieved this year. Total crime is down over 10% year on year and other highlights being public place violent crime and vehicle crime both down over 22%.

The acquisitive crimes of burglary of homes and robbery have however shown increases in the last quarter. Prolific offenders engaged in these crimes are currently being targeted by Sussex Police with some success. They have encountered some difficulty drawing on finite county wide surveillance resources in this regard. Reversing this trend will be the main priority for Sussex Police in the next quarter. Partnership interventions involving Hastings Borough Council staff will include two events in the town centre when property marking and other burglary prevention items will be provided free.

Increases in acquisitive crime appear to be linked to the economic downturn as cases of burglary or robbery rose in 31 of the 43 forces in England and Wales in the final four months of the year in comparison with the same period in 2007. In those 31 areas an extra 5,572 crimes of burglary and robbery were committed in the final months of 2008, compared with the previous year.

HBC Managers in key services like, Environmental Health, Licensing, and Community Safety continue to play an active role in the Hastings Joint Action Group (JAG). Other agencies have not been as well represented and the local police commander is finalising a report aimed at reinvigorating this process. Part of the problem has been the absence of analytical reports from the County Community Safety Team resulting from a key member of staff leaving and others being recruited and trained.

**Target 2. Prepare and implement a new three year Community Safety Plan of our crime reduction projects, targets, community priorities and community safety initiatives.**

#### **QTR 3 – On Target**

Current activity regarding the Community Safety Plan centers around completing the annual review process. The Senior Analyst for Sussex Police is continuing to lead on updating the Partnership Strategic Assessment which

is the cornerstone of this process. A county spreadsheet setting our key priorities and emerging issues for more in-depth analysis has been completed and stakeholder meeting held as part of this process.

These emerging issues for Hastings being :-

- Hot spots for criminal damage linked to routes home late at night:
- Hate crime Incidents linked to late night refreshments houses
- Antisocial Behavior hot spots
- Assault with injury hot spots
- Analysis of serious sexual offences

The results of the 'Place Survey', (local sample around 3,000), are due to be published in February 2009 and this will provide useful data on public perceptions in a number of important areas.

Further feedback from the local community will be obtained at a 'Meet the People' event on Saturday 24th January 2009 in the Priory Meadow shopping Centre.

If time allows it is hoped to follow this with a meeting with representatives from the voluntary, Community & Business sectors in March 2009. A draft of possible refinements to the plan will be placed on the Safer Hastings Partnership (SHP) Website for comment.

### **Target 3. Work in partnership with the College and other vocational training providers to enable progression routes into vocational training and skills opportunities for young people not in education, employment or training.**

#### **QTR 3 – On Target**

Job brokerage workshop was held with 40 participants, exploring models for providing coordinated job brokerage, employment support, training and career services under Area Based Grants (ABG) framework. Specific Support was given to Skillsmatch Partner organisations working primarily with young people Not in Employment, Education or Training (NEET) to involve themselves in the ABG process.

The series of training courses for ex-offenders continued with a Carpentry and Joinery course.

The training space at Linton Arch funded by grants from the Local Enterprise Growth Initiative (LEGI) and Neighbourhood Renewal Fund (NRF) has been rented out to GeoTec Ltd, a private construction training company. GeoTec Ltd intend to offer a comprehensive programme of accredited courses, and make the training facility available for organisations working with NEETs.

An advice and support pack was compiled for Woolworths employees being made redundant, with material from ten support agencies eg Citizens Advice Bureau, Tomorrow's People.

- A further 26 young people who are NEET were trained in Food Safety at Tressell, making a total of 70 to date.

- The Entry to Employment (e2e) programme has, at end of quarter 3 engaged a total of 82 young people & presently has 50 on the full time programme – this the highest number since it began in 2003.
- The contract year 07/08 (completed in November 08) showed a positive progression rate of 55%, with the vast majority going into local further education (FE) colleges. FE remains the preferred destination of e2e students and relationships with local colleges continue to develop.
- Direct work with local schools began in September with 2 groups of 14-16 year olds from Filsham Valley School attending Tressell Learning Centre one day per week. Key stage 4 (KS4) 14-16 project (commissioned by East Sussex County Council) commenced at the end of October.
- Negotiations with Sussex Downs College for the European Social Fund (ESF) 14-19 project have continued & there is a firm start of January 12<sup>th</sup> 2009 for the recruitment of students.

**Target 4. Continue to support the cultural sector in its contribution to the regeneration of Hastings through continued funding of an Arts and Cultural Development Officer.**

**QTR 3 – On Target**

Independent evaluation of Coastal Currents Festival and Seafood and Wine Festival draft final report complete.

The Council supported the Wavelength conference which was held at Azur on 17<sup>th</sup> October and well attended by local and regional strategic partners. Attendees discussed the strengths of the area's cultural environment and identity, and explored options for exploiting the contribution that creative industries and cultural events can make to the regeneration of Hastings and Bexhill. The event was jointly funded by HBC, Rother District Council, Seaspace and Tourism South East.

The evaluation identified the strengths of the local arts community in relation to the Visual Arts and the opportunities to strengthen this sector in relation to the Stade and Jerwood developments. The Coastal Currents Steering Group have decided to focus this year's event on the Visual Arts and will oversee the development and management of the event, which will be delivered through a contract with an external events organiser, as in the past.

Festival surveys showed that many residents expressed pride in Hastings and aspirations for it to develop its reputation as a place with a rich cultural life, and visitors from outside the Borough made up approximately 35% of the audience for Coastal Currents.

**Target 5. Continue to support the development of key employment sectors including construction, food and retail, tourism, arts and culture.**

**QTR 3 – On Target**

Having won first prize in the regional category for "A Flavour of the South East" in Tourism South East's Tourism Excellence Awards, the Seafood &

Wine Festival is now entered into Enjoy England's Awards for Excellence. Event surveys have been analysed and show that 97% of those interviewed at the Seafood and Wine Festival thought that events 'like this' bring people to Hastings. 96% of respondents said they would like to see Hastings Borough Council supporting more events of this kind. Project delivery proposal developed for an Area Based Grants emergency measure for 'maintaining retail vitality'.

### **Woolworths**

An emergency information pack was put together for the 70 staff made redundant by the closure of Woolworths. It included information about employment and careers advice (from Job Centre Plus (JCP), Connexions, Next Step, Tomorrows People, Hastings Skillsmatch); debt, housing and welfare support (from CAB, Housing Benefits Service, Hastings Advice and Representation Centre (HARC), and Her Majesty's Revenue and Customs (HMRC) tax credit website & helpline), re-training information (College) and self-employment (1066 Enterprise).

## **Target 6. 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.**

### **QTR 3 – On Target**

On commissioning interventions to tackle worklessness, enterprise, employment and cohesion through the Area Based Grant programme is advanced. Thirty one expressions of interest from potential delivery agencies have been received and are undergoing a rigorous appraisal process. The Economic Alliance Executive group will review proposals and make recommendations to the Council in early February.

In early December, Cabinet approved a range of special measures to help counter the impact of the economic recession in Hastings. Immediate work was undertaken in consultation with relevant local stakeholders and potential delivery agencies to work up effective interventions. Proposals to provide additional debt advice and support to Hastings residents, together with a range of services to support businesses affected by the economic downturn are now well advanced and it is anticipated these will be ready to launch in February/March.

The Hastings and Bexhill Economic Development and Inclusion Strategy is out to consultation until 2<sup>nd</sup> March 2009. Following this, a revised final draft will be submitted to the Hastings and Bexhill Economic Alliance and the Council's Cabinet.

## **Target 7. Foster the building of a more cohesive town through the adoption and implementation of a revised Community Cohesion Action Plan.**

### **QTR 3 – On Target**

Public consultation process on the Action Plan was completed 14<sup>th</sup> December 2008. The Council received 173 responses in total - 69 from organisations and 104 from individuals. Of those received from individuals 59% used the web questionnaire to respond, with most being local residents. Analysis of all the responses shows a positive response to the documents and the

suggested actions. A report will now be going forward the Council's Cabinet for formal approval at the beginning of April 2009.

**Target 8. Strengthen community engagement by working with partners to embed Area Coordination across the town.**

**QTR 3 – On Target**

A Members Seminar was held In November 2008 with good cross party attendance to discuss the emerging agenda of strengthened community involvement. Wider discussions around the implications of the way forward with communities of geography, identity and interest will be undertaken in Quarter 4, with a report to Cabinet at the end of March.

**Target 9. Support the Third Sector through the implementation of the Community Partnerships commissioning process.**

**QTR 3 – Achieved**

Full delivery proposals from the organisations who were successful in reaching the short-list underwent a full appraisal. The potential for synergy with some Area Based Grant interventions was identified.

A report recommending allocation of Community Partnership Fund was taken to Cabinet in January 2009

**Jackson Hall**

Jackson Hall Community Assets transfer: Submission of further capital delivery plan information to Big Lottery Fund. Agreement to Lease document being drawn up by HBC Legal Services

## **PLANNING SERVICES - 2008/09 TARGETS / MILESTONES**

**Target 1. Determine planning and related applications in order to meet or surpass the Government's targets.**

### **QTR 3 – On Target**

The target for “Minor” planning applications (65% determined in 8 weeks) was exceeded at 74% as was the target for “Other” applications (85% determined in 8 weeks) at 86% and the target for “Major” applications was also exceeded being 63% (60% determined in 13 weeks).

**Target 2. Work closely with Task Force partners to bring forward detailed proposals for consideration by the Planning Committee for Priory Quarter in the Town Centre, at Ore Valley and Queensway and then work with the Task Force to implement those which receive consent.**

### **QTR 3 – On Target**

Lacuna Place in Priory Quarter is now complete and work is nearing completion on 1 Priory Square. Some related public realm improvements have been carried out and the new Priory Square, which was granted planning permission in September, is due to be constructed early in the new year. Applications have been determined for a new shop front and signage for the tenant for the ground floor retail unit for Lacuna Place. The scheme for Queensway which includes business floor space and an innovation exchange (conference centre and restaurant) has been approved and a new application has been submitted for a wind turbine (registered early in Jan.).

The Homes and Communities Agency (which includes the former English Partnerships) is preparing a Business Plan for the Ore Valley Millennium Site to support a funding bid to CLG and the Treasury. Sea Space and HCA are having detailed discussions with a housing developer, particularly in relation to Phase 1A. Work has been underway to review the route of the spine road through the phase 2 area to achieve an optimum form of development and negotiations with Sea Space are ongoing.

**Target 3. Work with the Task Force, Learning and Skills Council and other partners to ensure the development of Sussex Coastal College Hastings on Station Plaza.**

### **QTR 3 – On Target**

Work on the College remains well on target to meet the deadline of autumn 2009. The construction of the proposed housing development on the Station Plaza site has been delayed until October in order to allow the completion of the basement slab which the development sits on and related off-site work. Assuming there is no significant change in the market forecasts, the developers will begin work on the residential element then, with the benefit of a fully serviced basement and avoid the health and safety issues of a 'shared site'. This will still allow them to achieve private and affordable residential sales in 2010.

**Target 4. Build on the already successful lobbying and Hastings' status as a Regional Hub to secure improvements to the road and rail transport links, specifically to support the bid for the Hastings/ Bexhill link road and press for**

**the announcement of a preferred route by the Highway Agency for the Baldslow Link.**

**QTR 3 – On Target**

The Council continues to take every opportunity to lobby for the Hastings/Bexhill Link Road and the Baldslow Link. An important milestone was passed in December 2008, when the ESCC Planning Committee resolved to grant permission to the Link Road planning application, subject to a number of conditions. The application was referred to the Secretary of State for Communities and Local Government, to decide whether to call it in and hold a public inquiry. The Secretary of State has concluded that the application should be decided by the County Council and therefore a public inquiry into the planning decision will not occur. Construction is programmed to commence in 2010 with completion in 2012.

**Target 5. Progress the Hastings Local Development Framework, ensuring an integrated approach with the development of the Hastings & St Leonards Sustainable Community Strategy, by:**

- **consulting on the Core Strategy Preferred Options**
- **preparing the submission version of the Preferred Options**
- **commencing work on the Site Allocations Development Plan Document and the Hastings Town Centre Area Action Plan**
- **assist in progressing the Local Area Transport Plan**

**QTR 3 – On target**

Analysis of responses to Core Strategy Preferred Approaches 75% complete. A major objection from Natural England on the key strategic housing site at Breadsell Lane needs to be resolved as it will delay progress on preparation of the Submission Version of the Core Strategy and additional work is being undertaken to address the concerns raised.

Draft Strategic Housing Land Availability Assessment prepared, and represents the first stage in preparation of the Site Allocations Development Plan Document.

Annual Monitoring Report prepared and approved by Council.  
Review of Local Wildlife Sites commissioned jointly with Borough Ecologist.  
Local Area Transport Strategy – initial assessment completed and work ongoing with ESCC to identify sustainable demand management and mitigation options for Hastings and Bexhill.

**Target 6. Through our zero tolerance approach to neglected and derelict buildings and land, target at least 35 neglected and derelict buildings or areas of land, prioritising those in the Central St. Leonards Renewal Area and in Pelham Crescent and Arcade.**

**QTR 3 – Achieved**

Target has been exceeded with 36 properties improved and a further 12 underway. This includes 14 completed and 4 underway in Central St Leonards and 7 completed in Pelham Crescent.



**Target 7. Implement the second phase of grants for the conservation and repair of buildings that form part of our historic townscape in the Central St. Leonards Renewal Area.**

**QTR 3 – On Target**

£111,000.00 commitment has been offered in grants during this quarter, including 123 Marina and at 48 Marina. Five projects are now approaching completion, including three in Kings Road and on the London Road/Kings Road corner as well as the canopy at Marine Court.

**Target 8. Implement the management plan for Marine Court by pursuing the:  
Completion of the restoration of the main canopy  
Replacement of windows at Hanover House  
Removal of unauthorised external installations**

**QTR 3 – On Target with risks identified**

Canopy works, including under canopy lighting, has been completed.

Hanover House windows are the subject of a current Section 215 Notice requiring the replacement of the entire window set (for compliance by January 2009). However, owners have not started work on site and therefore work will not be completed by the compliance deadline. Consideration of possible enforcement action will be made when the compliance period has expired in January. The owners of the building have progressed matters and a window sample has been agreed and scaffolding erected to allow detailed surveying of the openings. A timetable to progress the work has been submitted with proposed completion by week commencing 25 May 2009 work having commenced week of 23 March.

Enforcement action has been initiated to reroute telecommunications cabling inside and outside the building. A Listed Building application will need to be submitted and as a precursor to this a pre-application submission is being considered.

**Target 9. Take forward the masterplanning proposals for West Marina providing a firm planning basis for the development and securing developer interest in the site.**

**QTR 3 – On target with risks identified**

A review of the financial viability of the project is to be undertaken, taking account of the downturn in the property market, which represents a significant risk to the scheme. The review is scheduled to start early in the new year.

## **PROJECTS - 2008/09 TARGETS / MILESTONES**

**Target 1. Work with owners and residents at Pelham Crescent and Pelham Arcade to deliver phase 1 and prepare for phase 2 of the façade restoration project.**

### **QTR 3 - On Target**

Phase 1 Crescent - At the end of Sept-08 painting to the rendered façade of 6 properties in the Crescent had been completed producing a notable visual improvement and an additional 6 further grant applications were received. Final warnings of possible planning enforcement action were also issued to 4 properties.

Since issuing these warnings the balance of the owners have now engaged with HBC and asked for grants to complete the necessary works.

We are expecting outstanding work by the owners to recommence in April or May 2009 when the weather improves and will consider enforcement action at the appropriate time if this does not occur. The Council intends to start works to our property at No. 7 in spring 2009.

Phase 2 Arcade – We have been engaging with owners to establish interest in a grant aided scheme to repaint and/or remodel the Arcade facades. It is anticipated that this phase of the work will not be ready to proceed until autumn 2009 at the earliest.

**Target 2. Work with East Sussex County Council to develop and deliver pavement widening and pedestrian safety improvements in the Pelham area.**

### **QTR 3 – On Target**

The traffic orders have now been confirmed by Traffic Management Committee in Nov-08 and ratified by Cabinet in Dec-08.

The construction of the pavement widening scheme, with a puffin crossing opposite St Mary in the Castle, by ESCC is due to start onsite on 5th January 2009 and anticipated for completion by latest end Apr-09

**Target 3. Work with East Sussex County Council to deliver phases 1, 2 and 3 of the Kings Road Corridor Public Realm improvement project in Central St. Leonards.**

### **QTR 3 – Slippage possible on Kings Road works**

Phase 1 & 2 have been completed. Phase 3 is related to improvement works to Kings Road. All three phases are being project managed by ESCC.

There have been late concerns expressed by some local traders on both the timing and the proposed scale of the Phase 3 works. This is mainly due to the current economic climate. Officers and members have had to consider these concerns carefully to minimise opposition to the improvements and ensure close co-operation is maintained with local traders during the works themselves. The spokespersons for the traders have now been informed that it is the intention of the Council to proceed with Phase 3 of the works as quickly as possible.

Some aspects of the transport proposals have received formal objections and officers have had to wait for approval of the new road layout by the Traffic Management Committee on 27th November 2008. This has delayed the tendering process which is now due to be returned on 16th January 2009. The new expected start date for the work has been rescheduled to 2nd March 2009 and is subject to satisfactory return of tenders.

**Target 4. Support staff moves to alternative office premises and specifically the relocation of the Revenues & Benefits service from Wellington Square to newly designed publicly accessible facilities at Aquila House.**

**QTR 3 – On Target**

**Town Hall** - Improvements to the Personnel office space are now complete and the new corporate training room on the 2<sup>nd</sup> floor of the Town Hall incorporating all IT training will be available for use from 12<sup>th</sup> January 2009.

**Aquila House** – The construction work on the upper and lower ground floor areas was successfully completed on 1<sup>st</sup> December as planned.

Revenue and Benefits have successfully transferred their current operation to Aquila House with their new front-of-house counter facilities operational from 5<sup>th</sup> January 2009 alongside a new building reception. The building façade will now carry the new corporate logo and colour scheme agreed in Dec-08.

Work is progressing to acquire a lease for further office space at either Aquila or Cavendish House.

**Bulverhythe Depot** – The tender for alternative accommodation for the Waste team at the depot has now been received and it is expected that new facilities will be available with managed site access controls by summer 2009.

**Corporate Archive** – Alternative sites on Castleham Industrial Estate for housing the corporate archive in the medium term are now being investigated.

**Target 5. Successfully manage capital projects within the Council's Capital Programme to meet client departments' needs and deliver within agreed time and budget.**

**QTR 3 – On Target with exceptions**

The majority of capital projects being progressed are on target with the main exclusions being:-

- Legal delays to completion of Stirling Road units are summarised below
- Delays in starting Kings Road works due to East Sussex County Council (ESCC) contractual issues

Investigations are now underway to further strengthen our project management systems by adoption of a Prince2 based methodology supported by an officer training programme.

## **UPDATE ON SHORTFALLS FROM 2007/08**

**Target 1.3 Complete public realm improvements works at Marina and Silchester Road by autumn 2007.**

### **QTR 3 – Achieved**

Progress – All highway modification works including new bollards to protect the reinstated paving in Gardner Way and all other snags particularly the replacement works on the defective sets to the highway ramps in Silchester Road were completed by end Nov-08.

## **DESTINATION MANAGEMENT - 2008/09 TARGETS / MILESTONES**

### **Target 1. Maintain effective internal and external communication via newsletters, email bulletins, press releases and web development.**

#### **QTR 3 – On Target**

The weekly '@bit' e-newsletter continues to develop, and has become the established means of communicating with all staff on routine matters.

During this period, 32 out of 34 news releases issued by us were taken by the Hastings Observer, some 94%.

The arrest and charging of a London man in connection with the death of Mohammed al-Majed, the language school student attacked on the seafront in August, made far less of an impact on the media than Mohammed's original death, not unsurprisingly. However, the very negative sensationalist reporting we saw in Q2 did not continue into this period, fortunately. Nevertheless, work has continued with countering the negative media coverage we saw in the aftermath of Mohammed's death, and reassuring the language schools and, of course, the wider community.

The Marketing and IT teams continue to work closely on web development, expanding and updating web content; a new accommodation facility was added this period. There were 1 166 707 visits to our websites in the three quarters to Q3 2008/09, compared to 972 535 over the same period in 2007/08. This means we should easily exceed our annual target for website visits this year of 1,350,000.

The Council's graphics team designed the final Sea Change bid for the Stade improvements, the final document receiving wide acclaim for how it looked.

Hastings Borough Council staff, as well as producing the Hastings & 1066 Country Holiday Guide, and Winter About magazine, produced a residents magazine for Rother, designed by HBC's graphics design team, and edited by HBC's Senior Communications Officer.

### **Target 2. Maximise income from commercial activities such as selling advertising space in 'About' magazine and marketing the Town Hall and Hastings Museum and Art Gallery as venues for weddings and civil partnership ceremonies.**

#### **QTR 3 – On Target**

6 pages of advertising were sold in our Winter 'About,' and we continue to take bookings for weddings in the Town Hall and Museum. One wedding took place in the Town Hall this quarter, and six bookings have so far been made for 2009.

### **Target 3. Work with partners to maximise the potential of the visitor economy by developing and implementing a marketing plan for Hastings & 1066 Country, with a particular focus on e-marketing.**

#### **QTR 3 – On Target**

Our own accommodation booking service continues to take bookings.

Work has continued to develop the 1066 Country website, visit1066country.com, including the recording of three podcasts for the site by local resident Tom Baker (of Dr Who and Little Britain fame).

The 2009 Holiday Guide appeared on time in the first week of December, and has been very well received. This was written, designed, produced and edited entirely in-house, only the printing itself being out-sourced.

Hastings Borough Council staff, working as part of 1066 Country Marketing, have now been appointed to produce town marketing guides for Rye and Battle, and also work on publicity campaigns for the two towns.

#### **Target 4. Support the staging of the Coastal Currents festival 2008.**

##### **QTR 3 – Achieved**

Nothing further to report, target achieved.

#### **Target 5. Maximise the potential of 'off season' tourism by managing and promoting, with partners where appropriate, a comprehensive events programme.**

##### **QTR 3 – On Target**

Hastings Week, in October, was extremely popular again, particularly the Bonfire, one of the few in last year's 'Bonfire season' to enjoy good weather. The town's visitor accommodation was effectively sold out that weekend, proving the worth of the Council's support for the event.

The 100th Anniversary Marathon, run on Sunday 14th December, was a huge success, attracting nearly 2000 entrants and generating huge publicity, and business, for the town. HBC actively supported the event, and opened the Town Hall specially for the runners.

The 84th Hastings International Chess Congress also started at the very end of the period under review, again helping to fill visitor accommodation at a traditionally very quiet time of the year, immediately after Christmas. This attracted good media coverage, particularly in the 'broadsheets.'

#### **Target 6. Build upon the success of the refurbished Museum by developing a programme to maximise visitor volume, and value, at the Museum.**

##### **QTR 3 – On Target**

Visitor figures for this period were excellent, with 5468 visitors recorded at Hastings Museum & Art Gallery, compared to 5674 in Q3 2007/08, the first full quarter after the Museum reopened. 2842 visits to the Old Town Hall Museum were recorded, against 2347 in Q3 2007/8.

The various events have again been successful, including a follow-up to the summer holiday workshops with Brighton-based Manga artist INKO which proved particularly popular with the usually hard-to-reach teenage group. The gallery was filled with people of all ages (adults included!) developing their cartooning skills. A seasonal concert in December by The Occasional Consort of Tudor carols & dances filled the Long Gallery, with extra chairs needed to meet demand in the 20th century gallery.

Weekly Play & Learn sessions, delivered in partnership with Hastings Children's Centre & In2Play, continue to draw in up to 18+ families each week.

The Old Town Hall hosted the High Street Traders' 'Father Christmas' in December, and this was very popular, attracting new visitors to the Museum.

**Target 7. Continue to provide tourists and residents with to a fully accessible range of services through the Hastings Information Centre, websites, telephone and information kiosks and the Meteorological Station.**

**QTR 3 – On Target**

During this quarter, 60 364 visits to the Information Centres were recorded, nearly 2 000 up on the Q3 2007/8 figure, at a time when, nationally, visits to information centres are falling. Income figures are also holding up.

As noted above, 1 166 707 visits to our websites in the three quarters to Q3 2008/09, compared to 972 535 over the same period in 2007/08, meaning we should easily exceed our annual target for website visits this year of 1 350 000.

We took 17,124 calls through the main Council (Town Hall) switchboard this quarter, with an average waiting time of 9 seconds. This was the first time that we've beaten the 10s target, and shows the benefit of the new computer console used to handle calls.

All meteorological readings were made and submitted on time; training is underway for the staff to feed recordings to the national group which provides the data used by the national media again.

**Target 8. In the light of the Jerwood Gallery proposal, review the Old Town Tourist Information Services and ensure that suitable information provision is made in the Old Town.**

**On Target**

This is being considered as part of the Stade improvement work.

**Target 9. Inaugurate the Stade Education project by:**

- **appointing staff to the project**
- **developing and implementing a three-year heritage based education programme targeted at schoolchildren, university students and community/lifelong learning**
- **expanding the interpretive opportunities for visitors to the Stade**

**QTR 3 – On Target**

The new Stade Education Officer started work in mid-December, and has already made an excellent start, meeting al key stakeholders and drafting a work plan for the next three years (the duration of the project).

**Target 10. Develop an Interreg IV bid, and a Heritage Lottery Fund bid, for the improved accessibility of Hastings Castle.**

**QTR 3 – On Target with Risks Identified**

A joint meeting was held with both English and Norman partners in Hastings in October in connection with our Interreg (European funding) bid, and this was extremely successful.

Although we are still on target to submit our Interreg and HLF bids in 2009 there is of course no guarantee of funding.

## ENVIRONMENTAL SERVICES DIRECTORATE

### ENVIRONMENTAL HEALTH – 2008/09 TARGETS/MILESTONES

**Target 1. Continue to improve the quality of the local environment by taking enforcement action to combat enviro-crime such as noise nuisance, littering, dog fouling and fly-tipping.**

**QTR 3 – On target**

The Environmental Health Division issued the following enviro-crime enforcement fixed penalty notices during quarter three. Data from quarter three of the previous year is also shown by way of comparison. Please note that last year we didn't distinguish between smoking related litter and ordinary litter:-

Type of FPN	Number Issued in Q3	Number Issued in Q3 of Previous Year	Paid	Outstanding
Fly Posting	0	12	0	0
Littering	4	7*	1	3
Smoking related litter	54	0	38	16
Failure to comply with litter control notice	0	0		
Dog Fouling	<b>17 of which:</b> 2 in Parks/Open spaces 15 in Streets	9	8	9
<b>Total</b>	75	28	47	28
*includes smoking related litter				

<b>Detailed Breakdown for dog fouling</b>	
<b>Parks and Open Spaces</b>	
West Hill	1
Warrior Gardens	1
<b>On Street</b>	
Icklesham Drive	1
Sedlescombe Road North	1
Western Road	1
Pevensey Road	2
York Road	1
Halton Terrace	1 Prosecuted
Old Church Road	1
Filsham Road	1
De Cham Road	1
Bembrook Road	2
Essex Road	1
Queens Road	1
North Terrace	1



This data shows that due to the narrower focus, the new Environmental Enforcement Team has continued to issue significantly more fixed penalty notices for low level enviro-crime than the old Warden Service. In quarter 3 we saw a marked increase in the number of Notices issued for dropping smoking related litter. In the preceding quarter, we handed out leaflets and butt boxes to smokers, and moved into the enforcement phase of the process in quarter 3.

However, in mid December we also stepped up the education campaign again, with another article about the Environmental Enforcement Team in the Christmas edition of the About magazine, and a short amnesty for smoking related litter in the fortnight running up to Christmas. This generated positive media coverage of our work in the Observer, and the article included the fact that working with the Police, we had managed to trace the home details of several offenders who had tried to avoid enforcement action by giving us false names and addresses, and that as a result they had been re-issued with fixed penalty notices.

In December and again in January, the Council successfully prosecuted several people for not paying fixed penalty notices issued for dog fouling, and 4 cases relating to non-payment of fixed penalty notices issued for littering are scheduled to be heard at the end of January.

The average payment rate for quarters 1 to 3 inclusive is currently 60%. Bearing in mind that Hastings is a particularly deprived town, and also that some of the offenders are aware that giving a false name and address is a way of trying to avoid enforcement, this is a fairly good payment rate. However, as mentioned above we're pursuing offenders for non-payment in the Magistrates Court, and publicising the results.

The Environmental Protection Team has now followed up the seizure of disco equipment reported last quarter, by successfully prosecuting 2 out of 3 defendants in relation to licensed premises in Central St Leonards, resulting in £4,000 fines for each of them, costs and a Forfeiture Order in relation to the equipment.

The Licensing Team is also working hard to help improve the 'street scene' across the borough by enforcing the recently extended street trading restrictions in relation to nuisance car parking associated with garages and private individuals placing cars out for sale on the highway. Residents in some areas of the town have long complained about this problem, which can cause road traffic problems and lead to disputes due to the reduced availability of on street parking.

**Target 2. Develop the role of the new Environmental Community Officers to focus on environmental enforcement and improvement and enhancement of the public realm. Also develop a new team of Community Officers, reporting to, and working with the Environmental Community Officers, providing a uniformed presence.**

**QTR 3 – Achieved**

During quarter 1 the old Warden Service was transformed into the new Environmental Enforcement Service almost entirely focused upon tackling low level enviro-crime. Throughout quarters 1 to 3 the new service has carried

lots of public awareness raising and enforcement in relation to enviro-crime, issuing relatively high numbers of fixed penalty notices and successfully prosecuting offenders who fail to pay. A significant amount of training and development has been carried out to help staff adapt to the more specialised enviro-crime enforcement role, amounting to a total of about 75 working days.

In November the Environmental Community Officer for Central Hastings provided evidence to a Court hearing, which resulted in a Control Order being issued to the owner of a dog that had attacked and very seriously injured 3 other dogs in 3 separate incidents. It required the owner of the dog to keep it muzzled and under control in public places. This was the first time for many years that the Council has taken such a case, and is also indicative of how the team has embraced the new role.

As mentioned elsewhere in this report, the Council's performance against the National Indicator NI195, which measures the standard of street cleanliness throughout the borough, has improved during 2008/9, and it is suggested that this is in part due to the good work carried out by the Environmental Enforcement Team.

Under the draft budget proposals for 2009/10 it was proposed that the Environmental Enforcement Service should be scaled down from 4 Environmental Community Officers each managing 2 Community Officers in a quarter of the borough, to 2 Environmental Community Officers each managing 3 Community Officers across half the borough. Although this represents a 33% overall reduction in staff, it is suggested that this need not equate to a 33% reduction in productivity. The reason for this is that in 2009/10 the staff will be far more effective due to the training and experience gained in 2008/9, and that the amount of offending should reduce due to the excellent public awareness raising, and the deterrent effect arising from the relatively large number of fixed penalty notices issued and prosecutions carried out throughout 2008/9.

### **Target 3. Continue to work with partners to improve standards within premises licensed by the Council with respect to the sale of alcohol and the provision of entertainment under the Licensing Act 2003.**

#### **QTR 3 – On target**

Following on from the late night operational inspections carried out over the summer with the Police, further late night visits took place in quarter 3 including some on Saturday 20<sup>th</sup> December, when the Lead Member for Environmental Health also attended as an observer.

The Licensing Team are working closely with our Environmental Protection Team and the Police, in relation to concerns expressed about late night anti-social behaviour including noise, associated with some licensed premises in George Street. Multi-agency monitoring of the area will continue with a view to substantiating these concerns, and if appropriate gathering the evidence required for the Police &/or Environmental Protection Team to request the formal review of one or more premises under the provisions of the Licensing Act 2003.

**Target 4. Continue to ensure the safety of the community through food hygiene and health and safety at work inspection and enforcement programmes.**

**QTR 3 – On Target**

The Food and Health and Safety Team continue to provide a well balanced firm but fair approach to enforcing good food and safety practices across the borough. This involves free coaching/consultancy from the Food Standards Agency for catering businesses. We've worked closely with the Economic Development Team to ensure this is available to new catering businesses. Those businesses that are found to be failing to comply with the requirement to provide documented safe catering procedures and/or refuse available training are served with an improvement notice:

	<b>2007/8 full year</b>	<b>2008/9 Q1 to Q3 inclusive.</b>
<b>Food Hygiene Improvement Notices</b>	14	48
<b>Health and Safety at Work Improvement Notices</b>	5	11

To date it has not been necessary to prosecute any of the businesses served with these Improvement Notices, as they have complied with the terms of the Notice.

**Target 5. Work with other environmental health services across Sussex to introduce a publicly accessible countywide “scores on the doors” food hygiene rating system and prepare for the public launch of the scheme in April 2009.**

**QTR 3 – Will not meet target**

In December the Government's Food Standards Agency (FSA) finally decided on the type of 'scores on the doors' food hygiene rating system it wanted to introduce on a national basis.

They opted for a 6 tier system, and are now developing the fine details so that they can implement the new scheme across the country. To generate the appropriate hygiene score for each premises, the FSA will be extracting data about hygiene at specific food premises direct from each local authority back office computing system. We're now waiting to hear exactly how the FSA will go about this, when they want to launch the scheme, and what IT arrangements need to be put in place.

In the meantime as and when they visit to carry out inspections, our food safety officers are updating the proprietors of food premises on these developments. It is hoped that businesses will now be even keener to improve hygiene standards in advance of the 'scores on the doors' system being introduced, and their hygiene scores becoming public. Once the fine details have been fully developed we will also be writing to all relevant businesses.

**Target 6. Continue to prepare and refine contingency plans for high-risk activities and major civil incidents within the Borough, in conjunction with the other key emergency planning partners.**

**QTR 3 – On target**

During quarter 3 we developed some exhibition materials and attended the Hastings Borough Council stand at the 'Lets Do Business in Hastings 2008' event held at the Hastings Centre on the 13<sup>th</sup> November. This was a great success with many small businesses stooping to talk to the Emergency Planning Officer and taking away our promotional materials, many of whom had previously been unaware of the Council's statutory civil contingencies role.

The Emergency Planning Officer completed the training of additional Silver Commanders and restructured the call out rota in line with the new arrangements ready to start on 1<sup>st</sup> January 2009.

The Hastings Borough Council Risk Register was also updated and we developed new communications procedures and protocols with East Sussex Fire and Rescue for the evacuation of houses of multiple occupancy.

We also continued to work with colleagues from the Sussex Resilience Forum to develop the new local Safety Advisory Groups which will help monitor and plan for large public events, such as bonfire processions etc.

## **UPDATE ON SHORTFALLS 2007/08**

**Target 3.3. Review and update the strategy for the identification of potentially contaminated land sites. Ensure through the development control process that the future use of Brownfield sites is maximised.**

Reported in Part III: 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.

**QTR 3 – On target**

As reported following quarter 2, a specialist contractor has been assisting the Environmental Protection Manager with this work. Now that the strategy has been reviewed and minor updates made, consideration will be given to how best to proceed with this area of work in the future.

**Target 11.8. Further strengthen the Council's own Business Continuity Plans to ensure key services can be delivered in the event of an emergency.**

Reported in Part III: Although we began this work 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 plans is being overseen by a new Corporate Risk Management Group and will be progressed during 2008/09.

**QTR 3 – On target with risks identified**

The process for refining our business continuity plans has continued to progress and key staff are being trained.

## **WASTE AND RECYCLING - 2008/09 TARGETS / MILESTONES**

**Target 1. Complete the implementation of phase 1 of the twin bin refuse and recycling collection scheme and progress plans for the implementation of phase 2.**

### **QTR 3 – On Target**

Phase 1 and 2, roll out of twin bins to around 27000 properties is now completed and has seen a remarkable increase in our recycling rate in the twin bin areas. We are now achieving an average 28% across the Borough but are aware that we need to increase recycling in areas without Twin Bin where recycling is as low as 11%.

**Target 2. Continue to manage the waste collection and recycling contract with Veolia to ensure that it is delivered in accordance with the contract specification and budget.**

### **QTR 3 – On Target**

The Contractors performance is continuing to improve and is within the contract specification. Reporting and recording arrangements for missed bins are now in place there are currently achieving 27 missed bins per 100,000 per month against a target of 40 per 100.000 per month.

**Target 3. Identify more environmentally and financially sustainable alternative arrangements for processing recyclates and expand as far as possible the range of materials that residents can recycle.**

### **QTR 3 – On Target / Possible Slippage**

Due to the input specification for recyclates that will be accepted by the County Council's contractor at the Hollingdean MRF (materials recycling Facility), it has not been possible to extend the range of materials that residents can recycle significantly, as previously reported Yellow pages and aerosol cans had been added to the range of materials but the contractor will no longer accept plastics of types 1, 2 and 3, other than plastic bottles. We are continuing to work with the County Council to try to improve on the input specification.

**Target 4. Explore and report on the recommendations of the County Council's Best Value Review of Joint Waste Services and identify steps required to synchronise contract end dates to allow options for a joint tendered service to be considered.**

### **QTR 3 – Slippage Possible**

Due to the complexities and wide variations in operational practice of the various districts and boroughs, progression in this area has been very slow. However all Districts, Boroughs and East Sussex County Council have recognised the need to make progress on joint working initiatives and work is underway to identify common elements of services where joint working may be possible. In the longer term there remains a commitment to try to synchronise contract end dates for Hastings, Rother and Eastbourne Borough Councils.

**Target 5. Introduce an alternative Garden Waste collection scheme and review participation and service delivery.**

**QTR 3 – On Target**

New service introduced in March 2008 has now achieved a customer base of over 2400 customers now signed up. Tonnages have doubled compared to previous years.

**Target 6. Develop and begin to implement improved recycling and refuse collection services to areas of the Borough not covered by the Twin Bin scheme.**

**QTR 3 – Possible Slippage**

Investigations into alternative collection arrangements in weekly collection areas included consideration of alternative recycling arrangements which will seek to improve recycling performance in these areas. The current draft timetable for implementing new arrangements in these areas suggests this will not be completed until September 2009. However a consultation on the proposed scheme went out to residents during November 2008 and closing date was extended twice to assist residents to respond, closing finally on 19<sup>th</sup> January 2009. A very high response from residents resulted in 1891 forms being returned out of 10500 (a response rate of 18%) Results of the consultation are being evaluated and will be reported to the cabinet in March.

**Target 7. Continue to improve the standard of street cleansing and our performance under NI195 (BVPI 199) as a result of increased containerisation of refuse and more efficient management of the street cleansing contract.**

**QTR 3 – On Target**

Street cleansing performance during 2007/08 improved, with only 10% of sites surveyed not reaching acceptable standards of cleanliness, compared with 23% of sites surveyed the previous year. This quarter has seen continued improvement with our most recent survey by our independent verifiers giving a result of 3% our next survey is currently in progress and results will be reported at quarter 4 end, when we should have our overall score for the year.

## **AMENITIES AND RESORT SERVICES - 2008/09 TARGETS / MILESTONES**

**Target 1. Implement the commitments in the Parks and Open Spaces Strategy by achieving 'green flag' status for St. Leonards Gardens and a 4% annual increase in homes with access to an open space that meets the Council's Quality Standard (target 72% by 2009-10).**

**QTR 3 – On target for Quality Standard; target will not be met for St. Leonards Gardens' green flag until Q1 2009-2010**

The natural play area in the Wishing Tree open space has been designed and prepared for tender. Implementation in Q4 will increase our level of achievement to over 72% by the end of 2008/09.

Three playgrounds – Shornden, West Hill and Waterside Close – are undergoing refurbishment funded by the Play Pathfinder. Completion expected in Q4. Green flags have been awarded to Alexandra Park and Hastings Country Park. Capital works have been completed at Buckshole Reservoir and refurbishment of Alexandra Park depot is taking place between January and March.

The St. Leonards Gardens refurbishment programme is nearing final completion. A Friends group has been successfully launched.

**Target 2. Revise and agree the sustainable business plan for Pebsham Countryside Park with East Sussex County Council and Rother District Council.**

**QTR 3 – Achieved**

Following the adoption of the business plan by the three Councils in June 2008, the new management board replaced the steering group in November. The first of the technical panels, Access & Recreation, has been established and a bid to the Interreg Coastal Treasures fund will be submitted in Q4 to seek support for access works, events and extended ranger services.

**Target 3. Reorganise the Ranger team into a single, borough-wide service and begin to operate integrated enforcement activities with Environmental Health and Waste enforcement officers.**

**QTR 3 – On target**

The reorganised structure has been completed. New job descriptions are being consulted upon for formal adoption from 1<sup>st</sup> April. Integrated enforcement has taken place at fouling hot spots, most recently West of Haven.

There were 5 Fixed Penalty Notices issued by Rangers during Q3 for dogs off leads, of which 2 have been paid and 3 are outstanding. Statistics on dog fouling offences in parks are included in the Environmental Health section.

There have been 2 successful prosecutions for non-payment of penalty notices issued by Rangers for dogs off leads.

#### **Target 4. Develop and agree a comprehensive Beach Management Plan.**

##### **QTR 3 – On target**

The components of the Beach Management Plan have been drafted and are contained in the report to the Scrutiny Committee on the Review of Seafront Strategy, to be discussed in March.

#### **Target 5. Complete the repairs and refurbishment and reopen the East Hill Lift; expand income-producing ancillary services at East and West Hill Lifts.**

##### **QTR 3 – Will not meet target**

A principal consultant has been appointed and tenders are out for a principal contractor from a shortlist of 4. Works on site will begin in Q4 and likely reopening date is October 2009. The West Hill Lift will then shut for final capital works during the winter.

This project has suffered from extensive delays caused by technical negotiations with insurers and suppliers involved in the 2007 accident as well as intense scrutiny from the Health and Safety Executive. HSE involvement and the introduction of new cableway regulations have created a demand for a level of failsafe precautionary equipment that has not been required before now.

We have maintained close liaison with the HSE who are satisfied with the alterations we have made to the project and our operations. Subject to the outcome of the tendering process, the project is now on a satisfactory schedule.

#### **Target 6. Establish a Council working group to agree the initial action plan to monitor compliance with the new European standards for bathing water from 2010 and to consider acceptable mitigation where the standards will not be met by the 2015 deadline. Maintain a working partnership with the Environment Agency, water authorities and coastal neighbours.**

##### **QTR 3 – Slippage**

The Environment Agency has not included us in the pilot to develop compliance standards. Their assessment is that the quality of our bathing water is not predictable enough at this time for the purposes of their pilot. They have selected areas of more stable water quality for this year. They have begun an investigation into the sources of intermittent pollution here and will take remedial action so that we can be involved in the next round of pilots.

Hastings will chair the South East Coastal Authorities Group in 2009 which will mean continuing active involvement with the Environment Agency and others.



**Target 7. Deliver the capital project for the restoration and development of farm facilities at Hastings Country Park on schedule and within budget. Work with partners to bring forward sustainable proposals for the longer-term management of the Park and Farm.**

**QTR 3 – On Target**

Capital works at the farm will be completed in January 2009 and use of the farm buildings will commence immediately thereafter.

Discussions are continuing on proposals for use of the buildings with Sussex Coast College and other potential partners. As the non-commercial elements are contingent on grant funding, a number of possibilities are actively being pursued.

**Target 8. Implement the Biodiversity Strategy and action plan for 2008/09.**

**QTR 3 – Achieved**

The main targets for 2008/09 were to ensure that all nature reserves and significant wildlife sites have local community management groups or Friends groups by December 2008. Management plans are required for all designated sites by March 2009.

All designated sites have a constituted friends group. A seminar is being developed for Early 2009 to bring all borough friends groups together for the first time.

All nature reserves have management plans. The Nature Reserves Officer is now refreshing some of the older plans with the local friends groups. During this quarter, the Churchwood plan has been completed and adopted. An assessment of our 2008/09 baseline for measurement of the new national indicator 197 – active management of local nature sites – has been completed.

**Target 9. Begin to implement the improvement plan from the Best Value Review of Public Realm Maintenance.**

**QTR 3 – Slippage possible**

Repairs and Renewal programme for 09/10 has been established, including works to upper Queens Road and Harold Place toilets. 3 small refurbishment projects have been agreed and initiated for completion in Q4 – Butler's Gap refurbishment, Havelock Road repaving and new Wayfinding signs for the town centre. Havelock Road and signage will be delivered in partnership with SeaSpace and ESCC.

The improvement plan contains a commitment to creation of a public realm strategy during this year. The strategy outline has been agreed by the Public Realm Cross Cutting Group and the first draft will be delivered by March. Final approval of the strategy will not take place until Q1 09-10.

## **UPDATE ON SHORTFALLS 2007/08**

**Target 10.4. Deliver a programme of works to improve access to Hastings Castle and the West Hill lift. Phase 1 will commence in 2007/08 and will see improvements to West Hill Lift. The Castle improvements will form Phase II, and is subject to a successful bid for external funding.**

Reported in Part III: We were not able to progress Phase 1 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 and West Hill Cliff Railways has been prepared and will be proposed to Cabinet in June 2008.

**QTR 3 – Will not meet target**

No change. This is not an active, funded project at this time.

## **PARKING AND HIGHWAYS - 2008/09 TARGETS/ MILESTONES**

**Target 1. Following the County review of Highways, retain and refine the Hastings Highways Management Agreement and the related Codes of Practice.**

### **QTR 3 – Slippage Possible**

The scheduled joint ESCC/HBC/EBC meeting took place on 22nd October. Further meetings are now scheduled for 2009. The Borough Highway Managers presented a report on the performance of the County term maintenance contractor within the Boroughs. Concerns arising from this report include the issues of waste highway material recycling and frequent supervisor changes. Revised Management Agreement and Codes of Practice are not yet available for circulation. Proposed Key Performance Indicators have now been distributed. Further changes to the management structure have still to be finalised.

**Target 2. Work with partners to implement the Quality Bus Partnership Action Plan to further improve the punctuality of bus services and increase the number of bus passenger journeys made**

### **QTR 3 – On Target**

Analysis of data for bus journeys and punctuality of various routes continues. This will enable a plan of action to be agreed between the Bus Quality Partners (ESCC, HBC and Stagecoach). The action plan will be shared with the transport commissioner for his consideration.

**Target 3. Minimise congestion and improve road safety by providing an efficient and effective parking enforcement regime.**

### **QTR 3 – On Target**

The enforcement team have patrolled all areas in accordance with the agreed frequency of patrolling patterns. Both, the increased compliance level by motorists and the introduction of a higher level Penalty Charge Notice as recommended by the Traffic Management Act 2004, have played a key role in the reduction of Penalty Charge Notices, which has been seen nationally. Our colleagues in Kent also report between 15 and 20% reduction in numbers of PCNs issued.

**Target 4. Continue to maintain car parks in the Borough to provide clean, safe and secure facilities for customers.**

### **QTR 3 – On Target**

Car parks have been maintained to a high standard in accordance with our charter for car parks. Issues were raised by the assessors of the Safer Car Parks Awards at their last meeting regarding Priory Street car park. It is intended that this work is completed by spring 2009.

**Target 5. Continue to work in partnership with the Police to deal with uninsured, unlicensed and abandoned vehicles and anti-social driving.**

**QTR 3 – On Target**

The close liaison between the Police and HBC continues. After 6 years of continuous enforcement, the reality is that there are less nuisance vehicles on our roads. The table below shows performance in Qtr 3 and highlights the shift towards the current state of compliance over the past 6 years

Qtr 3	Clamped or Impounded					
	2003	2004	2005	2006	2007	2008
Untaxed	290	224	179	158	88	73
Abandoned	143	150	83	63	32	20

During the first full year, 76% of the vehicles impounded were destroyed. That figure reduced to 59% at the end of last year. The team have dealt with 7182 nuisance vehicles since commencing this work within the Borough.

**Target 6. Respond positively to the Economic Impact Assessment of the proposed Controlled Parking Zone in Central St Leonards, and consult, if appropriate on future proposals for parking controls.**

**QTR 3 – On Target**

The cabinet meeting on 5<sup>th</sup> January 2009 approved minutes of the Traffic Management Committee meeting on 27<sup>th</sup> November 2008. Works orders have been issued with contractors for lining and new signs. It is expected that the Order will be sealed by End of March and all new restrictions be effective as from 1<sup>st</sup> April 2009.

**Target 7. Implement the parking enforcement provisions of the Traffic Management Act 2004 and consider the introduction of additional enforcement powers under the Act.**

**QTR 3 – Slippage Possible**

The main provisions of the Traffic Management Act 2004 have been implemented successfully. The additional enforcement powers in relation to double parking and dropped kerb contraventions have not been taken up to any great degree nationally. The reason for this is due to the observations and requirements of the Chief Parking Adjudicator, who has expressed the view that the legislation as written is fundamentally flawed and without the correct legislation, Local Authorities would not be in a position to enforce any of the restrictions if placed. Like most other Authorities, we are awaiting changes to legislation by Government, before advancing either of the new contraventions.

**Target 8. Work with partners to look into the feasibility of a walking and cycling link between the Millennium Community sites and new College sites in the Ore Valley and Station Plaza.**

**QTR 3 – On Target**

The Memorandum of Understanding for the Connect2 Cycle Route Scheme has been agreed with Sustrans and official signing of the Memorandum has been scheduled for 10<sup>th</sup> February 2009.

East Sussex County Council published a Draft Cycling Strategy in January 2009. The closing date of the consultation is 20 February 2009. The Council's response to the consultation will be reported to the Community Wellbeing and Regeneration Group on 13 February 2009.

## **UPDATE ON SHORTFALLS 2007/08**

### **Target 6.7. Evaluate the impact of the Station Plaza and Priory Quarter developments on medium term parking provision**

Reported in Part III: We decided that a strategy to mitigate the impact of future town centre regeneration projects 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 with initiatives to reduce car dependency, encourage use of public transport, cycling etc. Further progress in 2008/09 will feed into the Local Development Framework consultation in May 2008.

#### **QTR 3 – Slippage possible**

Work continues by East Sussex County Council is in liaison with officers from the Borough in drafting the County Council's Local Area Transport Plan. It is expected that the consultation document to be published in early 2009.

## **COMMUNITY WELL-BEING DIRECTORATE**

### **HOUSING SERVICES – 2008/09 TARGETS / MILESTONES**

**Target 1. Begin the development of over 700 new homes in Hastings under the Millennium Communities Programme, with start on site achieved on the first residential units at Ore Valley and Station Plaza in 2008/09.**

**QTR 3 – Will not meet target**

Discussions are ongoing with a potential development partner for Ore Valley but a start on site will not occur in 2008/9 . At Station Plaza Developers have confirmed building work for the residential units will not commence in 08/09 as originally planned due to changes in the local housing market. Therefore this target will not be met.

**Target 2. Accredit a further 100 properties through Accredited Lettings Scheme.**

**QTR 3 – On Target**

11 properties accredited in Quarter three (quarterly target = 25). 67 properties Accredited to date. This is slightly below target for the qtr (75), though a sufficient number of proposed accreditations are being progressed to meet year end target.

**Target 3. Complete a review and prepare a revised Homelessness Strategy for adoption in July 2008.**

**QTR 3 – Target Achieved**

Homelessness review completed and the Homelessness Strategy 2008-13 was adopted at Cabinet on 7<sup>th</sup> July 08.

**Target 4. Undertake a review of the Council's Housing Strategy, in preparation for the adoption of a revised strategy in 2009/10.**

**QTR 3 – On Target**

Steering group formed (first meeting 3<sup>rd</sup> Oct 08) to take forward work of the review and formulation of new Housing Strategy 2009-13.

**Target 5. Review existing affordable housing polices in line with Local Development Framework timetable.**

**QTR 3 – On Target**

Consultation on the Core Strategy Preferred Approaches was carried out between May and July 2008. Consultation responses are currently being analysed and will be used to inform the submission version of the Core Strategy. The Local Development Scheme (Timetable for the Local Development Framework) will be revised in due course and published in April 2009.

**Target 6. Deliver a further 70 affordable homes.**

**QTR 3 – Target will not be met**

18 units delivered in Q2, no additional units delivered in Q3. 15 units will be delivered in Q4 but the target of 70 units will not be met.

**Target 7. Return a further 40 empty dwellings to residential use.**

**QTR 3 – On Target**

10 empty dwellings returned to residential use in Quarter three (quarterly target = 10). 33 properties returned to use in this year to date.

**Target 8. Establish a private sector improvement target to 2010 with annual milestones.**

**QTR 3 – Target Achieved**

Target in place agreed as Part 3 of the Corporate Plan: 'Improve 200 properties within the most deprived wards to reflect the decent homes standard'. This will be reviewed for 09/10 in light of the high performance against this target. 163 properties improved in Quarter three (quarterly target = 50). 441 properties improved so far this year.

**Target 9. Continue our focus on improving private sector housing in Central St Leonards through financial assistance and enforcement action to achieve the decent homes standard in respect of 40 properties.**

**QTR 3 – Target Achieved**

27 private sector dwellings improved in Quarter three (quarterly target = 10). 55 properties improved so far this year.

**Target 10. Improve access to the private housing sector for people in housing need, through the Council's Home Search service.**

**QTR 3 – Target Achieved**

The Council's 'Letstart' service was launched in November 08 to enable people in housing need to access accommodation in the private rented sector. 8 households were housed in Q3 and homelessness was prevented in each case.

**UPDATE ON SHORTFALLS 2007/08**

**Target 7.9 Following the findings of the Housing Stock Condition Survey in early 2007:**

- **Establish a private sector improvement target to 2010 with annual milestones**
- **Implement revised private sector financial assistance and enforcement policies**
- **Publish a new Empty Homes Strategy covering the period 2007-2009**

Reported in Part III: We did adopt and implement revised policies for private sector finance assistance and private sector housing enforcement.

However we experienced the following shortfalls:

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) Our plan to publish a new Empty Homes Strategy was postponed, partly due to Government delays in announcing capital funding, but also because it was felt the Strategy would benefit from the input of an Overview and Scrutiny Review. The Review has now been completed and the funding confirmed, therefore the new strategy will be published in Summer 2008 following consultation with stakeholders.

#### **QTR 3 Update:**

- **Establish a private sector improvement target to 2010 with annual milestones – Target Achieved**  
Progress - New target in place agreed as Part 3 of the Corporate Plan. This reviewed for 09/10 in light of the high performance against this target. This will also be considered as part of the refresh of the community strategy (target 17).
- **Implement revised private sector financial assistance and enforcement policies - Achieved in 07/08**
- **Publish a new Empty Homes Strategy covering the period 2007-2009 – On Target**  
Progress – The strategy has been further revised to take account of changing housing market conditions and will soon be subject to public consultation with Stakeholders in Q4. The expectation that it will be ready for consideration by Cabinet in March 2009.



## **LEISURE SERVICES – 2008/09 TARGETS / MILESTONES**

**Target 1. Monitor the leisure contract for the leisure centres, Summerfields, Falaise and Hillcrest to ensure that they continue to meet community requirements by monitoring usage and customer satisfaction.**

### **QTR 3 – On target**

A customer satisfaction survey has been undertaken by Freedom Leisure. Attendances for the quarter are up at Hillcrest (12.2%) but down at Summerfields and Falaise (2.2% and 3.4% respectively) compared with Quarter 2 of 2007/08. Attendance overall is slightly less than Quarter 3 of 2007/8 by 1.8% (80,360). Attendance overall for Q1 - Q3 is up by 1.5% from the same time last year though (to 267,150), and is still on target for this point in the year.

**Target 2. Provide opportunities for people of all ages to enjoy physical activities and adopt healthier lifestyles e.g. through Active Hastings, increase physical activity levels in 2% of the population of Hastings and St Leonards each year. (Equates to 1700 new participants each year and a total of 5100 new participants over the course of the 3 year project.)**

### **QTR 3 – On Target**

Active Hastings engaged and registered 482 new people between 1st October and 31st December 2008. 202 of these participants had taken part in no physical activity in the past 12 months, and 258 of these were taking part in physical activity on less than the recommended 3 days per week. This takes the total number of participants to 7808 since the project began in May 06, with 2184 having done no physical activity in the last 12 months. 3765 were doing activity on less than 3 days per week.

**Target 3. Continue to explore the options for new leisure facilities, and as part of the development of a sports facilities strategy (to be adopted in Autumn 2008) identify proposals for replacing or refurbishing of Summerfields Leisure Centre and Falaise Fitness Centre, thereby ensuring quality leisure and recreation facilities remain available for the community.**

### **QTR 3 – On Target with risks identified**

The draft strategy has been agreed for public consultation and meetings with specific target groups whose needs are addressed within the document (Swimming clubs, Hasting United and William Parker Athletics arena) have begun. Further meetings and more extensive consultation will continue through Qtr 4. with a final report expected to be presented to Cabinet in the summer. This is later than originally planned but the delay has enabled more effective partnership working.

**Target 4. Maintain and improve opportunities for children to develop skills through play by enhancing the regular programme of activities (with two additional Alexandra Park Play Days, Play on the Beach event, and street activities programme) and run a scheme to encourage**

**excluded families to participate. Develop new play space with the support of the lottery funded "Make Way for Play" portfolio; work with partners to develop proposals for a natural play area at Wishing Tree and begin the planning process for another play area in the east of the Borough.**

**QTR 3 – On Target**

The outreach street play project continued to deliver 4 weekly neighbourhood sessions throughout Oct, Nov and Dec. Despite the cold, dark nights the project had 85 visits. The Street play team have been working in partnership with a local school-run parent and toddler group and ESCC community resource play co-ordinator.

Progress is on target for the Wishing Tree Natural Play Space. Land transfer issues have been agreed and a deed of dedication will be entered into. The Management agreement for the site has been progressed, tender documents for construction have been finalised and construction is scheduled to be completed by the end of May.

**Target 5. Develop new arrangements for the White Rock Theatre in preparation for the end of the contract with Live Nation, as managers of the facility by seeking expressions of interest from theatre operators, and subsequently inviting tenders during the summer.**

**QTR 3 – On Target**

Negotiations with HQ Theatres Ltd to take over the running of the White Rock Theatre have continued and final contract documents are being prepared in readiness for handover on 1 February.

## **UPDATE ON SHORTFALLS 2007/08**

**Target 9.3. Explore options for new leisure facilities and, if considered viable undertake a future use study for the White Rock area.**

Reported in Part III: We launched a six-month feasibility study into the potential for new multi-sport leisure facilities at White Rock. We will investigate opportunities for external funding as the next stage of this process.

**QTR 3 – On Target with risks identified**

See target 3 above