

## Performance Indicators and Data Quality

Details of performance for all indicators is attached in Section II. The information below summarises key points of note.

### Data Quality

#### **Environmental Services**

Figures for 2008/09 yearend residual waste collection and recycling national indicators reported at the last performance review were only available for the first 11 months of the year. Following final yearend reconciliations the figures for the full year are confirmed as:

#### **NI 191 Residual household waste (kg per household)**

- 523.4 kg / household (No target, baseline year)

#### **NI 192 Percentage of household waste sent for reuse, recycling and composting (LAA)**

- 26.6% (Target 30%)

#### **Community Wellbeing**

#### **L368(b) Number of homelessness cases prevented / 1,000 households (BV213)**

The number of homelessness preventions / 1,000 households reported at yearend Performance Review and Overview and Scrutiny was incorrect due to a typographical error. The total number of preventions reported was correct (202), but the number / 1,000 was reported as 4.9, but should have been 5.2. The number of households used for reporting homelessness figures is the most recent mid-year estimate which is used by the Department for Communities and Local Government to report homelessness statistics nationally (the figure for Hastings is 39,000). The error was identified and corrected in final checks before part III of the Corporate Plan was published.

#### **Regeneration and Planning**

#### **L353 Total number of visits to Hastings Museums (including supported museums)**

The number of visitors reported at yearend Performance Review and Overview and Scrutiny was incorrect due to a typographical error. The actual number of visitors was 237,648, and not 233,676 as previously reported. The 233k reported was a provisional figure, and when the final figure was available it was updated for 2007/08 instead of 2008/09. This was identified and corrected in final checks before part III of the Corporate Plan was published.

There are no other changes to previously reported data.

## Community Wellbeing

### Housing Services

5 of 7 Local and National Indicators have met their targets for the first quarter, including numbers of homelessness acceptances and numbers living in temporary accommodation, which have continued to be reduced for more than two years. The Council's Housing Advice service was able to help 88 people providing advice that prevented the need for them to make a homelessness application, and a further 31 people were helped by partner agencies.

The two indicators that did not reach target were:

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

113 dwellings brought in line in the first quarter, just below target of 115 for the quarter. The overall target for the year of 450 is expected to be met.

#### **NI 155 Number of affordable homes delivered (LAA)**

No affordable homes have been delivered so far this year. Our target for 2009/10 as part of the Local Area Agreement is 91, and our current projection for this year's delivery is 51. There are a number of different targets for affordable housing delivery in different plans and strategies, and this target is different from the target of 60 set in the Annual Targets of our Corporate Plan.

### Leisure Services

At the beginning of February 2009 HQ Theatres took over management of the White Rock Theatre from Live Nation. The number of people attending performances in the first quarter, and the average capacity per show were below target and the numbers for the first quarter of last year.

3 of 4 indicators for Council Leisure Centres were on target at the end of the first quarter, and showed increases on figures from the first quarter of last year. The number of enrolments for swimming lessons was slightly below target for the first quarter at 599, compared with the target of 640, and last year's first quarter figure of 617.

#### **NI 008 Adult participation in sport and active recreation (LAA)**

Figures for this indicator come from a survey carried out nationally by Sport England. They have released preliminary figures for April 2008 - April 2009, and our score is 18.6%, based on 497 respondents. At the end of the year a final figure will be published based on a larger sample of around 1,000 respondents, which will give a more accurate figure. This preliminary figure is intended only to give an indication of progress, and is not a final figure.

As mentioned earlier under Leisure Services Targets 1 and 2 the introduction of free swimming for people aged 60 or over resulted in 3176 attendances at the pool in the first three months of the 2 year programme, and the Active Hastings programme continues to encourage people into activity. Our baseline figure for 2005/06 was 16.97%, and our target for this year is 20.5%

## **Environmental Services**

### **Environmental Health**

Performance for most indicators is on target for first quarter.

A few indicators have not met targets for the first quarter by narrow margins, but it is expected that performance over the year will reach target.

One indicator is below target by a larger margin:

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

82.5% of complaints were responded to within 4 days (179 of 217), against a target of 95%.

### **Parking & Highways**

5 of 7 local indicators have met their targets for the first quarter.

The two indicators that were not on target at the end of the first quarter are:

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

Actual 25%, target 30%

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

Actual 51%, target 95%

Vacant posts in the parking service have affected performance on L142.

## **Resort Services & Amenities**

### **L003 Annual usage of the East and West Hill Cliff Railways**

As agreed at the end of last year usage figures from this year will be reported based on ticket sales, rather than from the beam counters in order to improve reliability. Due to a change in tills during last year comparable figures for previous years are not available.

There were 46,428 uses of the West Hill railway to the end of the first quarter, which includes some figures based on sales of season tickets.

### **NI 189 Flood and coastal erosion risk management**

Discussions with the Environment Agency are ongoing to agree the actions that we will be undertake in relation to managing flood and erosion risks.

## **Waste & Recycling**

NI 191 & 192 - Residual waste and recycling collection are both below target for the first quarter, though better than for this time last year.

### **NI 191 Residual household waste (kg per household)**

- Q1 Actual 133.1, target 130

### **NI 192 Percentage of household waste sent for reuse, recycling and composting (LAA)**

- Q1 Actual 28.4%, target 30%

Targets for both indicators were based on further expansion of the areas of the town covered by twin bin collections (set at the time our Local Area Agreement was agreed), which has been reviewed taking account of responses to the consultation.

### **NI 195 Improved street and environmental cleanliness**

The first of three surveys of street cleanliness for the year has been completed, and litter, detritus and fly-posting levels are all within target. 3% of sites surveyed were not at acceptable standard for levels of graffiti, which is worse than the 2% target.

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

There were 66 missed collections per 100,000 (331 out of 504,000), not reaching our target of 60, but better than the figure for the first quarter last year of 115.

### **NI 196 Improved street and environmental cleanliness (fly-tipping - 4 point scale) (BV199d)**

Information for this indicator is being reviewed following changes to the calculation method by DEFRA.

## **Regeneration and Planning**

### **Destination Management**

Performance for the first quarter is on target for 4 of 5 local indicators.  
Numbers of visitors to Hastings Castle is below target

#### **L239 Number of people visiting Hastings Castle**

- Q1 Status: Target not met, Actual 25,353 vs target 32,300

### **Planning Services**

Performance is on target for 6 of 7 Local and National Indicators at the end of the first quarter.

The indicator that is not on target at the end of the first quarter is:

#### **NI 157a Percentage of major commercial and industrial planning applications determined within 13 weeks (BV109a)**

- Q1 Status: Target not met, Actual 16.7% (1 of 6) vs target 60%

Performance for this indicator is based on a small numbers of applications (six during this quarter), and so is unlikely to be representative across the year. The reason the majority of the Major applications were not determined in the target period was due to the need to enter into Section 106 legal agreements before issuing the consents. Such agreements do take a significant amount of time to draft and reach the agreement of the relevant parties. It is still anticipated that the target will be met by the end of the year.

## **Regeneration**

### **Crime indicators**

All crime indicators are on target for the first quarter except NI 015 Serious Violent Crime. This indicator measures a very small number of crimes though, meaning that any interpretations based on information for only a few months must be made with particular caution. Information for this indicator includes some new crime codes introduced by the Home Office at the beginning of 2008/09, and so comparative information before then is not available.

While performance for most indicators is on target, crime rates are slightly higher for overall crime and serious acquisitive crime for the first quarter of this year than for last year. Crime rates are quite variable over short time periods, and any changes should be considered in the context of the general trend of reduced rates over the last couple of years.

### **Economic indicators**

The latest data available for the economic indicators in our Local Area Agreement was data up to August 2008, and this is still the most current data that is available. The Department for Work and Pensions (DWP), who publish the information, have issued a statement saying that because of the change from Incapacity Benefit to Employment Support Allowance in October 2008, they are not able to publish further data at this point. They anticipate that they will be able to resume publishing information by August 2009.

The two national indicators are:

#### **NI 153 Working age people claiming out of work benefits in the worst performing neighbourhoods (LAA)**

- Status at 2008/09 yearend: Target not met, Actual 32% vs target 31%

#### **NI 173 Flows on to incapacity benefits from employment (3 year average - LAA)**

- Status at 2008/09 yearend: Target met, Actual 0.63% vs target 0.7%

Information for the full range of benefits that make up NI 153 is only available from the DWP, however more recent Job Seekers Allowance (JSA) data is available. (JSA claimants have made up about a fifth of total claimants for NI 153, other claimants are broken down by the DWP into Incapacity Benefits claimants, single parents, and others claiming income related benefits). Information the Office for National Statistics indicates that JSA claimants have increased by nearly 40% in the relevant neighbourhoods between August 2008 and May 2009. The increase in JSA claimants will inevitably impact NI 153 figures when these are next available.

## **Performance Indicator values for all Services - Section II**

The tables below show performance data for all indicators for the services in this directorate.

The first two columns show whether the performance to the end of the latest quarter has reached the target for this point, and whether performance is better or worse than for this point in the previous year. These are purely labels based on the numbers in the shaded columns, and do not reflect whether indicators are close to target, or have improved or deteriorated a large or small amount.

The shaded columns show performance from the start of the year to the end of the most recent quarter for the previous year, for this year, and the target for this point in the year. Because the figures in the shaded columns are for only part of the year, they should be considered carefully if comparing with numbers in the un-shaded columns, which are for the full year.

The final 'Notes' column gives technical information where relevant. For any indicators reporting percentages or rates, the figures that these have been calculated from are given where available, for the year to date.

## Community Wellbeing

### Housing Services

Qtr 1 Status vs. Target	Qtr 1 08/09 vs. Qtr 1 09/10	Improvement Direction	Indicator	Yearend Actual 2006/07	Yearend Actual 2007/08	Yearend Actual 2008/09	Qtr 1 Actual 2008/09	Qtr 1 Actual 2009/10	Qtr 1 Target 2009/10	Yearend Target 2009/10	Notes
Met	Better	Smaller is Better	L343 Number of homelessness acceptances	241	156	68	19	11	25	92	
Met	Better	Smaller is Better	L343(b) Number of homelessness acceptances / 1,000 households	6.2	4.0	1.7	0.5	0.3	0.6	2.3	See below
Met	Better	Smaller is Better	L355 The average length of stay in bed and breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need. (Weeks) (BV183a)	2.0	1.7	1.0	0.9	0.3	1.7	1.7	3 families over 6 days in total
Yearend	Yearend	Smaller is Better	L367 Number of people sleeping rough								See below
Met	Better	Bigger is Better	L368 Homelessness prevention - households who considered themselves as homeless, who approached the local housing authority's housing advice service, and for whom housing advice casework intervention resolved their situation	96	134	202	53	88	62	248	
Met	Better	Bigger is Better	L368(b) Number of homelessness cases prevented / 1,000 households (BV213)	2.3	3.2	5.2	1.4	2.3	1.6	6.3	See below
Met	Better	Smaller is Better	NI 156 Number of households living in temporary accommodation (LAA)	236	132	80	116	58	113	102	
Met	Better	Smaller is Better	NI 156(b) Number of households living in temporary accommodation / 1,000 population	6.1	3.4	2.1	3.0	1.5	2.9	2.6	See below
Not Met	Worse	Bigger is Better	L338 Number of private sector dwellings (units) brought in line with the current statutory standard	175	219	565	159	113	115	450	



Qtr 1 Status vs. Target	Qtr 1 08/09 vs. Qtr 1 09/10	Improvement Direction	Indicator	Yearend Actual 2006/07	Yearend Actual 2007/08	Yearend Actual 2008/09	Qtr 1 Actual 2008/09	Qtr 1 Actual 2009/10	Qtr 1 Target 2009/10	Yearend Target 2009/10	Notes
Yearend	Yearend	Smaller is Better	NI 187a Tackling fuel poverty - % of people receiving income based benefits living in homes with a low energy efficiency rating			11.5%				11.5%	
Yearend	Yearend	Bigger is Better	NI 187b Tackling fuel poverty - % of people receiving income based benefits living in homes with a high energy efficiency rating			18.0%				18.0%	
Not Met	Same	Bigger is Better	NI 155 Number of affordable homes delivered (LAA)			49	0	0	23	91	

L343(b), L368(b), NI 156(b) - number of households. The households figure used for these indicators is 39,000, which is the most recent mid-year households estimate used by Government for producing national homelessness statistics.

L367 Number of people sleeping rough - the number of people will be reported at yearend based on information from a new Community Partnerships funded project, and 2009/10 is therefore a baseline year for this information.

## Leisure Services

Qtr 1 Status vs. Target	Qtr 1 08/09 vs. Qtr 1 09/10	Improvement Direction	Indicator	Yearend Actual 2006/07	Yearend Actual 2007/08	Yearend Actual 2008/09	Qtr 1 Actual 2008/09	Qtr 1 Actual 2009/10	Qtr 1 Target 2009/10	Yearend Target 2009/10	Notes
Not Met	Worse	Bigger is Better	L233 Number of people attending White Rock Theatre performances	74,578	76,896	73,478	17,006	15,138	16,900	73,000	
Not Met	Worse	Bigger is Better	L234 % Average capacity per show at the White Rock Theatre	32.2%	36.6%	32.4%	45.6%	33.0%	50.0%	35.0%	(Based on 1,066 seats per show)
Met	Better	Bigger is Better	L304 Number of shows at the White Rock Theatre	217	197	213	35	43	32	195	
Met	Better	Bigger is Better	L356 Total attendances at Council Leisure Centres		360,883	368,294	96,640	96,771	95,800	365,000	
Yearend	Yearend	Bigger is Better	L357 Overall customer satisfaction with Council Leisure Centres			85%	95%			80%	See note below
Met	Better	Bigger is Better	L358 Attendance at Primetime sessions (for people aged 50+) at Council Leisure Centres		5,516	6,515	1,862	2,058	1,725	6,900	
Not Met	Worse	Bigger is Better	L359 Number of people enrolled in swimming lessons at Council Leisure Centres		1,960	1,834	617	599	640	1,900	
Met	Better	Bigger is Better	L360 Number of GP referrals for exercise		96	249	66	73	60	240	
Not Met		Bigger is Better	NI 008 Adult participation in sport and active recreation (LAA)			17.6%		18.6%*	20.5%	20.5%	* See note below

L357 Overall satisfaction with Council Leisure Centres - overall satisfaction for all centres will only be available at yearend, but information for each centre will be reported as it is available through the year.

\* NI 008 Adult participation in sport and active recreation (LAA) - figures for this indicator come from a survey carried out nationally by Sport England. They have released preliminary figures for April 2008 - April 2009, and our score of 18.6% is based on 497 respondents. At the end of the year a final figure will be published based on a larger sample of around 1,000 respondents. This preliminary figure is intended only to give an indication of progress, and is not a final figure. This is the first year the Sport England have produced preliminary figures during the course of the year.

## Environmental Services

### Environmental Health

Qtr 1 Status vs. Target	Qtr 1 08/09 vs. Qtr 1 09/10	Improvement Direction	Indicator	Yearend Actual 2006/07	Yearend Actual 2007/08	Yearend Actual 2008/09	Qtr 1 Actual 2008/09	Qtr 1 Actual 2009/10	Qtr 1 Target 2009/10	Yearend Target 2009/10	Notes
Not Met	Better	Bigger is Better	L115 Number of planned food premises inspections carried out.	530	565	606	100	140	145	471	
Met	Worse	Bigger is Better	L116 % of people responded to within 5 working days when making a complaint about food purchased from a shop or catering establishment in the town.	94.0%	95.0%	97.0%	100.0%	97.6%	95.0%	95.0%	(40 of 41)
Met	Better	Bigger is Better	L117 % of people responded to within 5 working days when making a complaint about the standards of hygiene at a food premises in the town.	91.0%	97.0%	91.7%	96.0%	100.0%	95.0%	95.0%	(7 of 7)
Met	Worse	Bigger is Better	L118 Number of planned Health & Safety inspections carried out	150	135	383	63	62	62	254	
Met	Same	Bigger is Better	L119 % Health and Safety complaints responded to within 5 working days - (% of people responded to within 5 working days when making a complaint about the standards of health and safety in a business premises in the town).	95.0%	98.0%	97.8%	100.0%	100.0%	95.0%	95.0%	(38 of 38)
Met	Same	Bigger is Better	L122 % licensing complaints responded to within 5 working days	98.0%	92.0%	100.0%	100.0%	100.0%	95.0%	95.0%	(6 of 6)
Not Met	Worse	Bigger is Better	L123 % nuisance/general public health complaints responded to within 4 working days (bonfires, noise, accumulations etc).	81.0%	96.0%	95.5%	93.0%	82.5%	95.0%	95.0%	(179 of 217)
Not Met	Worse	Bigger is Better	L125 % of domestic or commercial drainage complaints responded to within 2 working days	85.0%	96.0%	96.4%	95.0%	89.7%	95.0%	95.0%	(26 of 29)

Qtr 1 Status vs. Target	Qtr 1 08/09 vs. Qtr 1 09/10	Improvement Direction	Indicator	Yearend Actual 2006/07	Yearend Actual 2007/08	Yearend Actual 2008/09	Qtr 1 Actual 2008/09	Qtr 1 Actual 2009/10	Qtr 1 Target 2009/10	Yearend Target 2009/10	Notes
Met	Better	Bigger is Better	L126 % of requests for pest control services responded to within 4 working days.	98.0%	99.0%	99.8%	99.0%	100.0%	95.0%	95.0%	(373 of 373)
Met	Worse	Bigger is Better	NI 182 % satisfaction of business with local authority regulation services			77.0%	84.0%	79.1%	78.0%	78.0%	
Not Met	Worse	Bigger is Better	NI 184 % of food establishments which are broadly compliant with food hygiene law			82.6%	81.6%	79.4%	84.0%	84.0%	(757 of 953)

## Parking & Highways

Qtr 1 Status vs. Target	Qtr 1 08/09 vs. Qtr 1 09/10	Improvement Direction	Indicator	Yearend Actual 2006/07	Yearend Actual 2007/08	Yearend Actual 2008/09	Qtr 1 Actual 2008/09	Qtr 1 Actual 2009/10	Qtr 1 Target 2009/10	Yearend Target 2009/10	Notes
Met	Better	Bigger is Better	L138 % Penalty Charge Notices issued in bus corridor routes	9%	8%	8%	6%	8%	8%	8%	(337 of 4429)
Not Met	Worse	Bigger is Better	L139 % on street Penalty Charge Notices issued for yellow line offences	42%	39%	30%	25%	25%	30%	30%	(1104 of 4429)
Not Met	Worse	Bigger is Better	L142 % Correspondence to Parking Services responded to in full within 10 days	98%	98%	98%	98%	51%	95%	95%	(874 of 1713)
Met	Same	Smaller is Better	L148 Number of crimes reported in Council car parks	35	23	12	5	5	6	25	
Met	Better	Bigger is Better	L352 Percentage of abandoned or untaxed vehicles reported that are responded to within 48 hours of reporting			99%	99%	100%	95%	95%	(88 of 88)
Met	Same	Bigger is Better	L127 Percentage of Highway Safety Inspections on time	100%	100%	100%	100%	100%	100%	100%	(10 of 10)
Met	Better	Bigger is Better	L128 % Highways Planning Applications processed within 21 calendar days (of receipt of all information).	82.3%	70.7%	96.1%	95.7%	98.4%	80.0%	80.0%	(62 of 63)

## Resort Services & Amenities

Qtr 1 Status vs. Target	Qtr 1 08/09 vs. Qtr 1 09/10	Improvement Direction	Indicator	Yearend Actual 2006/07	Yearend Actual 2007/08	Yearend Actual 2008/09	Qtr 1 Actual 2008/09	Qtr 1 Actual 2009/10	Qtr 1 Target 2009/10	Yearend Target 2009/10	Notes
		Bigger is Better	L003 Annual usage of the East and West Hill Cliff Railways					46,428			
Yearend	Yearend	Bigger is Better	L378 % Local Authority public buildings suitable for and accessible to disabled people	65%	65%	77%				81%	
Yearend	Yearend	Bigger is Better	NI 189 Flood and coastal erosion risk management								

## Waste & Recycling

Data for waste and recycling collection only available for April and May. All data for NI 191 and 192 in shaded cells is for April and May only. Please note, all waste and recycling collection figures are provisional until finalised at yearend.

Qtr 1 Status vs. Target	Qtr 1 08/09 vs. Qtr 1 09/10	Improvement Direction	Indicator	Yearend Actual 2006/07	Yearend Actual 2007/08	Yearend Actual 2008/09	Qtr 1 Actual 2008/09	Qtr 1 Actual 2009/10	Qtr 1 Target 2009/10	Yearend Target 2009/10	Notes
Not Met	Better	Smaller is Better	L020 The average number of failed bin collections (per 100,000 collections)			99	115	66	60	60	(331 of 504,000)
Not Met	Better	Smaller is Better	NI 191 Residual household waste (kg per household)	626.1	566.4	523.4	136	133.1	130	520.0	
Not Met	Better	Bigger is Better	NI 192 Percentage of household waste sent for reuse, recycling and composting (LAA)	18.3%	23.7%	26.6%	26.7%	28.4%	30.0%	30.0%	
Met	Worse	Smaller is Better	NI 195a Improved street and environmental cleanliness (levels of litter)	23%	10%	4%	1%	2%	10%	10%	
Met	Worse	Smaller is Better	NI 195b Improved street and environmental cleanliness (levels of detritus)	23%	10%	4%	2%	5%	10%	10%	

Qtr 1 Status vs. Target	Qtr 1 08/09 vs. Qtr 1 09/10	Improvement Direction	Indicator	Yearend Actual 2006/07	Yearend Actual 2007/08	Yearend Actual 2008/09	Qtr 1 Actual 2008/09	Qtr 1 Actual 2009/10	Qtr 1 Target 2009/10	Yearend Target 2009/10	Notes
Not Met	Worse	Smaller is Better	NI 195c Improved street and environmental cleanliness (levels of graffiti) (BV199b)	2%	3%	1%	1%	3%	2%	2%	
Met	Same	Smaller is Better	NI 195d Improved street and environmental cleanliness (levels of fly-posting) (BV199c)	1%	0%	0%	0%	0%	2%	2%	
		Smaller is Better	NI 196 Improved street and environmental cleanliness (fly-tipping - 4 point scale) (BV199d)	3	2	3			2	2	

Please note, all waste and recycling collection figures are provisional until finalised at yearend, and figures reported for any period may change slightly in future as recycling receipts for each period are checked, or new receipts received.

## Regeneration and Planning

### Destination Management

Qtr 1 Status vs. Target	Qtr 1 08/09 vs. Qtr 1 09/10	Improvement Direction	Indicator	Yearend Actual 2006/07	Yearend Actual 2007/08	Yearend Actual 2008/09	Qtr 1 Actual 2008/09	Qtr 1 Actual 2009/10	Qtr 1 Target 2009/10	Yearend Target 2009/10	Notes
Met	Better	Bigger is Better	L027 Number of customers in Information Centres	338,942	329,348	328,739	89,561	97,928	90,000	330,000	
Not Met	Worse	Bigger is Better	L239 Number of people visiting Hastings Castle	54,743	53,473	54,022	27,752	25,353	32,300	55,000	
Met	Better	Bigger is Better	L353 Total number of visits to Hastings Museums (including supported museums)	227,072	249,272	237,648	73,524	74,860	69,600	250,000	
Met	Worse	Bigger is Better	L354 Number of unique visits to Hastings Museum and Art Gallery website	50,806	63,951	79,601	21,598	18,271	17,300	70,000	
Met	Same	Smaller is Better	L028 - Number of complaints resulting in case of Maladministration	0	0	0	0	0	0	0	
	Same	Smaller is Better	L365 The number of racial incidents reported where the authority has some direct involvement in remedying the situation (BV174)	0	0	0	0	0			
		Bigger is Better	L366 The percentage of racial incidents that resulted in further action (BV175)						100%	100%	

## Planning Services

Qtr 1 Status vs. Target	Qtr 1 08/09 vs. Qtr 1 09/10	Improvement Direction	Indicator	Yearend Actual 2006/07	Yearend Actual 2007/08	Yearend Actual 2008/09	Qtr 1 Actual 2008/09	Qtr 1 Actual 2009/10	Qtr 1 Target 2009/10	Yearend Target 2009/10	Notes
Met	Better	Bigger is Better	L166 % Site visits made on same day by Building Control	99.6%	99.1%	99.7%	99.6%	99.8%	98.0%	98.0%	(466 of 467)
Met	Worse	Smaller is Better	L363 Percentage of appeals allowed against the authority's decision to refuse planning applications (BV204)	22.2%	24.2%	27.3%	16.7%	27.3%	35.0%	35.0%	(3 of 11)
Not Met	Worse	Bigger is Better	NI 157a Percentage of major commercial and industrial planning applications determined within 13 weeks (BV109a)	90.6%	77.3%	63.2%	75.0%	16.7%	60.0%	60.0%	(1 of 6)
Met	Better	Bigger is Better	NI 157b Percentage of minor commercial and industrial planning applications determined within 8 weeks (BV109b)	88.9%	87.8%	73.8%	78.6%	80.6%	65.0%	65.0%	(29 of 36)
Met	Worse	Bigger is Better	NI 157c Percentage of all other planning applications determined within 8 weeks (BV109c)	94.6%	92.1%	85.4%	91.1%	86.3%	85.0%	85.0%	(88 of 102)
Met	Worse	Bigger is Better	L395 Percentage of new homes built on previously developed land and through conversion of existing buildings between 2006 and 2026	86%	80%	76%	80%	77%	60%	60%	(813 of 1053)
See note below	Worse	Bigger is Better	NI 154 Net number of new homes built (LAA) (L159)	203	283	241	68	52		210	
Yearend	Yearend	Bigger is Better	NI 159 Supply of ready to develop housing sites (LAA)		100%					100%	
Yearend	Yearend	Smaller is Better	NI 170 Percentage of previously developed land that has been vacant or derelict for more than 5 years	0.57%	0.57%					1.00%	



Qtr 1 Status vs. Target	Qtr 1 08/09 vs. Qtr 1 09/10	Improvement Direction	Indicator	Yearend Actual 2006/07	Yearend Actual 2007/08	Yearend Actual 2008/09	Qtr 1 Actual 2008/09	Qtr 1 Actual 2009/10	Qtr 1 Target 2009/10	Yearend Target 2009/10	Notes
Met	Better	Bigger is Better	L341 % of Official searches of the Local Land Charges Register and Additional Information carried out within target time	98.6%	99.9%	99.1%	99.0%	100.0%	95.0%	95.0%	(200 of 200)
Met		Bigger is Better	L394 % of Personal Searches of the Local Land Charges Register and requests for Additional Information carried out within target time					100.0%	95.0%	95.0%	(406 of 406)

**NI 154 Net number of new homes built** - due to uneven delivery throughout the year, the target for the whole year of 210 is not broken down by quarters. Note this indicator measures net build, whereas L395 reports against gross build (not taking account of buildings lost through conversion or demolition).

## Regeneration

### Crime Indicators

Targets for 2009/10 are based on reduction targets from the 2007/08 baseline as published in the Community Safety Plan 2008/09 - 2010/11, and in the Corporate Plan 2009/10 - 2011/12.

Qtr 1 Status vs. Target	Qtr 1 08/09 vs. Qtr 1 09/10	Improvement Direction	Indicator	Yearend Actual 2006/07	Yearend Actual 2007/08	Yearend Actual 2008/09	Qtr 1 Actual 2008/09	Qtr 1 Actual 2009/10	Qtr 1 Target 2009/10	Yearend Target 2009/10	Notes
Met	Worse	Smaller is Better	L361 Domestic Burglaries per 1,000 households (BV126a)	13.4	9.3	10.4	1.6	2.0	2.1	8.5	(82 of 41952)
Met	Better	Smaller is Better	L362 Vehicle Crimes per 1,000 population (BV128a)	13.8	13.9	10.5	2.6	2.4	3.2	12.7	(208 of 86200)
	Worse	Smaller is Better	L396 Overall crime rate / 1,000 population	142.3	117.0	103.4	25.9	27.1			(2333 of 86200)

Qtr 1 Status vs. Target	Qtr 1 08/09 vs. Qtr 1 09/10	Improvement Direction	Indicator	Yearend Actual 2006/07	Yearend Actual 2007/08	Yearend Actual 2008/09	Qtr 1 Actual 2008/09	Qtr 1 Actual 2009/10	Qtr 1 Target 2009/10	Yearend Target 2009/10	Notes
Not Met	Worse	Smaller is Better	NI 015 Serious Violent Crimes per 1,000 population			0.89	0.14	0.24	0.22	0.86	(21 of 86200)
Met	Worse	Smaller is Better	NI 016 Serious Acquisitive Crimes per 1,000 population	20.0	19.6	17.0	3.6	3.8	4.5	18.0	(324 of 86200)
Met	Same	Smaller is Better	NI 020 Assault with Less Serious Injuries per 1,000 population (LAA)		10.7	9.1	2.3	2.3	2.5	10.0	(199 of 86200)
Yearend	Yearend	Smaller is Better	NI 032 Repeat incidents of domestic violence (LAA)								

### Economic indicators

Data for all economic indicators has a time lag on availability. The information for NI 153 and 173 is published quarterly by the Department for Work and Pensions, with a 6 month time lag. The information below for 2008/09 yearend is the most recent that was available at the time, up to the end of August 2008. Since then the DWP have noted that changes to benefits in October 2008 have affected availability of data, and that they are next expecting to release data in August 2009.

Qtr 1 Status vs. Target	Qtr 1 08/09 vs. Qtr 1 09/10	Improvement Direction	Indicator	Yearend Actual 2006/07	Yearend Actual 2007/08	Yearend Actual 2008/09	Qtr 1 Actual 2008/09	Qtr 1 Actual 2009/10	Qtr 1 Target 2009/10	Yearend Target 2009/10	Notes
Yearend		Bigger is Better	NI 035 Building resilience to violent extremism			1.4					This is the average of our scores across 4 areas of self assessment.

Qtr 1 Status vs. Target	Qtr 1 08/09 vs. Qtr 1 09/10	Improvement Direction	Indicator	Yearend Actual 2006/07	Yearend Actual 2007/08	Yearend Actual 2008/09	Qtr 1 Actual 2008/09	Qtr 1 Actual 2009/10	Qtr 1 Target 2009/10	Yearend Target 2009/10	Notes
		Smaller is Better	NI 153 Working age people claiming out of work benefits in the worst performing neighbourhoods (LAA)	31.7%	32.0%	32.0%*				30.0%	*2008/09 yearend is for 4 quarters Nov 07 to Aug 08 - most recent available
		Bigger is Better	NI 171 New business registration rate	42.6%	42.5%						Data for calendar years 2006, 2007
		Bigger is Better	NI 172 Percentage of small businesses showing employment growth	12.2%	13.4%						Data for calendar years 2006, 2007
		Smaller is Better	NI 173 Flows on to incapacity benefits from employment	0.53%	0.82%						
		Smaller is Better	NI 173 Flows on to incapacity benefits from employment (3 year average - LAA)	0.72%	0.70%	0.63%*				0.60%	*2008/09 yearend is for average of quarterly figures over last 3 years up to Aug 08 - most recent avail.