

# Performance Indicators and Data Quality

Details of performance for all indicators is reported below.

## Data Quality

There are no changes to previously reported data.

## Public Realm & Leisure

### Environmental Health, Parking and Highways

§ 11 of 18 indicators for Environmental Health, Parking and Highways met their targets to the end of the quarter. 4 of the 7 that did not meet their targets came within 3% of reaching them.

### Amenities, Waste & Leisure

- § 9 of 19 indicators for the service met their targets to the end of the quarter.
- § Hastings Castle has been shut since Blue Reef took over management for the Council in November, with only pre-booked visits taking place, and is due to re-open in mid February.

## Regeneration, Homes and Communities

### Regeneration

- § **NI 153 Working age people claiming out of work benefits in the worst performing neighbourhoods (LAA)** - the latest data available is for June 2009 due to the 6-9 month time lag for the Department for Work and Pensions to produce this information. The latest figure is 33.6%, and the target for this year agreed in the Local Area Agreement is 30%. This target was set at the start of the LAA, before the recession, and is currently being reviewed with the Government Office for the South East.
- § **NI 173 Flows on to incapacity benefits from employment (3 year average - LAA)** - the DWP have not produced any information for this indicator since autumn 2008, when they introduced the change from Incapacity Benefit to Employment Support Allowance.
- § 4 of 5 crime indicators met their targets to the end of the quarter.

### Town Planning

- § 5 of 7 indicators met their targets to the end of the quarter.
- § Figures for L395 Percentage of new homes built on previously developed land are not available yet, but the figure at quarter 2 was 78%.

## **Communications and Marketing**

§ All indicators met their targets for the end of the quarter.

## **Housing**

§ 8 of 9 Housing indicators met their targets to the end of the quarter, with only Affordable Housing delivery (NI 155) not reaching target.

§ Performance has remained strong with one Housing Renewal indicator already exceeding its yearend target, and numbers of people living in temporary accommodation continuing to reduce.

## Performance Indicator Data

This section contains performance indicator data relevant to the Committee.

Information is organised by Directorate and Services on the following pages.

The report contains data for each indicator for the actual achieved for the last 3 full years, and the target to be achieved by the end of this year, in columns labelled with the date of the end of the year, and "Actual" or "Target".

Data for the most recent quarter available, the target for the quarter, and the same quarter last year for comparison are given in grey shaded columns.

**N.B. data in the grey columns for the quarter is for part of the year only, which must be remembered in any comparisons with data for previous full years.**

Quarterly figures shown are cumulative, so the figure for "30/09/2009 Actual" is the figure from the beginning of April to the end of September. Where information is only available for an indicator at the end of the year, this is shown in the "Status" column, with the label "Yearend".

The following information is also given:

### **Status**

This indicates whether the target for the most recent quarter has been "Met" or "Not Met". This is a numerical calculation, and does not indicate how much margin the target has been met or not met by. If information is only available at the end of the year, the column is labelled "Yearend".

### **DoT**

This column indicates the Direction of Travel of performance for the most recent quarter compared with the same quarter for last year. Indicators are labelled "Better" or "Worse" according to the Improvement Direction of the indicator (see below). Again this is simply a numeric calculation, and does not indicate extent of improvement or deterioration.

### **Impr**

This column indicates the Improvement Direction of the indicator, that is if bigger numbers indicate better performance, for example % of waste collection recycled, or smaller numbers indicate better performance, for example numbers of crimes.

### **Notes**

The last column gives extra information about indicators that are calculated as percentages or rates, about the figures that they have been calculated from.

## Environmental Health, Parking and Highways

				31/03/2007	31/03/2008	31/03/2009	31/12/2008	31/12/2009	31/12/2009	31/03/2010	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Actual	Target	Target	Notes
Met	Worse	Bigger is Better	L115 Number of planned food premises inspections carried out.	530	565	606	430	369	341	471	
Not 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%	97.8%	93.2%	95.0%	95.0%	(96 of 103)
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%	87.5%	100.0%	95.0%	95.0%	(15 of 15)
Met	Worse	Bigger is Better	L118 Number of planned Health & Safety inspections carried out	150	135	383	286	190	190	254	
Met	Worse	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%	98.3%	95.7%	95.0%	95.0%	(90 of 94)
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%	(10 of 10)
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%	96.8%	82.2%	95.0%	95.0%	(351 of 427)

				31/03/2007	31/03/2008	31/03/2009	31/12/2008	31/12/2009	31/12/2009	31/03/2010	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Actual	Target	Target	Notes
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%	97.1%	92.2%	95.0%	95.0%	(106 of 115)
Met	Worse	Bigger is Better	L126 % of requests for pest control services responded to within 4 working days.	98.0%	99.0%	99.8%	99.8%	97.8%	95.0%	95.0%	(769 of 786)
Not Met	Worse	Bigger is Better	NI 182 % satisfaction of business with local authority regulation services			77.0%	81.0%	76.0%	78.0%	78.0%	
Met	Better	Bigger is Better	NI 184 % of food establishments which are broadly compliant with food hygiene law			82.6%	81.6%	86.6%	84.0%	84.0%	(785 of 906)
Not Met	Worse	Bigger is Better	L138 % Penalty Charge Notices issued in bus corridor routes	9%	8%	8%	9%	7%	8%	8%	(977 of 13,895)
Not Met	Worse	Bigger is Better	L139 % on street Penalty Charge Notices issued for yellow line offences	42%	39%	30%	34%	26%	30%	30%	(3,633 of 13,895)
Not Met	Worse	Bigger is Better	L142 % Correspondence to Parking Services responded to in full within 10 days	98%	98%	98%	99%	79%	95%	95%	(5,126 of 6,453)
Met	Better	Smaller is Better	L148 Number of crimes reported in Council car parks	35	23	12	9	7	19	25	
Met	Same	Bigger is Better	L352 Percentage of abandoned or untaxed vehicles reported that are responded to within 48 hours of reporting			99%	98%	98%	95%	95%	(492 of 500)
Met	Same	Bigger is Better	L127 Percentage of Highway Safety Inspections on time	100%	100%	100%	100%	100%	100%	100%	(37 of 37)
Met	Better	Bigger is Better	L128 % planning application needing highways response dealt with in 21 calendar days (of receipt of all information).	82.3%	70.7%	96.1%	95.8%	99.1%	80.0%	80.0%	(220 of 222)

## Amenities, Waste & Leisure

				31/03/2007	31/03/2008	31/03/2009	31/12/2008	31/12/2009	31/12/2009	31/03/2010	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Actual	Target	Target	Notes
		Bigger is Better	L003 Annual usage of the East and West Hill Cliff Railways					120,865			
Not Met	Worse	Bigger is Better	L239 Number of people visiting Hastings Castle	54,743	53,473	54,022	49,752	38,635	50,000	55,000	Castle closed since November, see below
Yearend		Bigger is Better	L378 % Local Authority public buildings suitable for and accessible to disabled people	65%	65%	77%				81%	
Yearend		Bigger is Better	NI 189 Flood and coastal erosion risk management			100%					
Met	Better	Bigger is Better	L353 Total number of visits to Hastings Museums (including supported museums)	227,072	249,272	237,648	206,831	217,053	211,500	250,000	
Met	Better	Bigger is Better	L354 Number of unique visits to Hastings Museum and Art Gallery website	50,806	63,951	79,601	60,076	60,849	51,300	70,000	
Met	Worse	Smaller is Better	L020 The average number of failed bin collections (per 100,000 collections)			99	103	40	60	60	(842 of 2,091,339)
Not Met	Better	Smaller is Better	NI 191 Residual household waste (kg per household)	626	566	523	398	397	390	520	(16,663 of 41,952)
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%	25.3%	27.5%	30.0%	30.0%	(6,330 of 22,994)

				31/03/2007	31/03/2008	31/03/2009	31/12/2008	31/12/2009	31/12/2009	31/03/2010	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Actual	Target	Target	Notes
Met	Worse	Smaller is Better	NI 195a Improved street and environmental cleanliness (levels of litter)	23%	10%	4%	3%	7%	10%	10%	
Met	Worse	Smaller is Better	NI 195b Improved street and environmental cleanliness (levels of detritus)	23%	10%	4%	5%	6%	10%	10%	
Met	Same	Smaller is Better	NI 195c Improved street and environmental cleanliness (levels of graffiti) (BV199b)	2%	3%	1%	1%	1%	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%	
Not Met	Worse	Smaller is Better	NI 196 Improved street and environmental cleanliness (fly-tipping - 4 point scale) (BV199d)	3	2	3	3	4	2	2	
Not Met	Worse	Bigger is Better	L233 Number of people attending White Rock Theatre performances	74,578	76,896	73,478	57,748	54,479	57,400	73,000	
Not Met	Worse	Bigger is Better	L234 % Average capacity per show at the White Rock Theatre	32.2%	36.6%	32.4%	43.7%	34.1%	47.0%	35.0%	(54,479 of 159,900)
Met	Better	Bigger is Better	L304 Number of shows at the White Rock Theatre	217	197	213	124	150	114	195	
Met	Better	Bigger is Better	L356 Total attendances at Council Leisure Centres		360,883	368,294	271,450	285,997	269,000	365,000	
		Bigger is Better	L357 Percentage of overall customer satisfaction with Council Leisure Centres			85%				80%	
Not Met	Worse	Bigger is Better	L358 Attendance at Primetime sessions (for people aged 50+) at Council Leisure Centres		5,516	6,515	5,040	5,006	5,175	6,900	
Not Met	Worse	Bigger is Better	L359 Number of people enrolled in swimming lessons at Council Leisure Centres		1,960	1,834	1,254	1,236	1,300	1,900	

				31/03/2007	31/03/2008	31/03/2009	31/12/2008	31/12/2009	31/12/2009	31/03/2010	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Actual	Target	Target	Notes
Not Met	Worse	Bigger is Better	L360 Number of GP referrals for exercise		96	249	175	149	180	240	
Not Met		Bigger is Better	NI 008 Percentage of adults surveyed who regularly participate in sport or active recreation (LAA)			17.6%		18.1%	20.5%	20.5%	

L003 - Information is reported from ticket sales instead of beam counters from this year, and so is not comparable with previous years and targets have not been set for this year.

L239 - running of the Castle was taken over by Blue Reef on behalf of the Council from November, and the Castle has been shut since then with only pre-booked visits taking place. It is expected to reopen in mid-February 2010.

NI 195 is based on 3 sets of surveys of streets carried out during the year. The figures above are for the second set of surveys only, and a combined set for the year will be produced at yearend.

NI 008 Sport England have produced the latest figure for this NI based on survey data from October 2007 to October 2009. Sport England survey around 500 residents each year at District Council level, so to produce a statistically robust result figures are combined over two years to give a large enough survey sample. Future figures for Districts will be produced from a rolling two year sample.

## Regeneration

				31/03/2007	31/03/2008	31/03/2009	31/12/2008	31/12/2009	31/12/2009	31/03/2010	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Actual	Target	Target	Notes
Yearend		Bigger is Better	NI 035 Building resilience to violent extremism			1					
		Smaller is Better	NI 153 Working age people claiming out of work benefits in the worst performing neighbourhoods (LAA)		32.0%	33.0%		33.6%		30.0%	
Yearend		Bigger is Better	NI 171 New business registration rate	42.6	42.5						
Yearend		Bigger is Better	NI 172 Percentage of small businesses in an area showing employment growth	12.2%	13.4%						
		Smaller is Better	NI 173 Flows on to incapacity benefits from employment	0.5%	0.8%			0.6%			
		Smaller is Better	NI 173 Flows on to incapacity benefits from employment (3 year average - LAA)	0.7%	0.7%			0.6%		0.6%	
Met	Better	Smaller is Better	L361 Domestic burglaries per 1,000 households (BV126a)	13.4	9.3	10.3	7.3	5.6	6.4	8.5	(234 of 41,952)
Met	Better	Smaller is Better	L362 Vehicle crimes per 1,000 population (BV128a)	13.8	13.9	10.5	7.8	6.9	9.5	12.7	(596 of 86,400)
	Better	Smaller is Better	L396 Overall crime rate / 1,000 population	142.2	116.9	103.4	78.7	75.3			(6,502 of 86,400)
Not Met	Worse	Smaller is Better	NI 015 Serious Violent Crimes per 1,000 population			0.89	0.58	0.67	0.65	0.86	(58 of 86,400)
Met	Better	Smaller is Better	NI 016 Serious Acquisitive Crimes per 1,000 population	20.0	19.6	17.0	12.3	10.8	13.5	18.0	(929 of 86,400)
Met	Better	Smaller is Better	NI 020 Assault with Injury Crimes per 1,000 population (LAA)		10.7	9.1	7.0	6.7	7.5	10.0	(579 of 86,400)

				31/03/2007	31/03/2008	31/03/2009	31/12/2008	31/12/2009	31/12/2009	31/03/2010	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Actual	Target	Target	Notes
Yearend		Smaller is Better	NI 032 Repeat incidents of domestic violence (LAA)								

NI 153 & 173 - Data for these indicators is produced by the Department for Work and Pensions, and there is a 6 - 9 month time lag before data is available. The most recent data available is shown in the grey shaded column for this quarter, and the 'Notes' column gives the date the information relates to. The target for the end of this year is the target for the most recent data available at that point, which should be for the previous September.

No new data is available for NI 173 since September 2008 because of difficulties with DWP systems for producing this indicator following the change from Incapacity Benefit to Employment Support Allowance in autumn 2008.

## Town Planning

				31/03/2007	31/03/2008	31/03/2009	31/12/2008	31/12/2009	31/12/2009	31/03/2010	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Actual	Target	Target	Notes
Met	Same	Bigger is Better	L166 % site visits made of same day when requested before 10am.	99.6%	99.1%	99.7%	99.7%	99.7%	98.0%	98.0%	(2,169 of 2,175)
Met	Better	Smaller is Better	L363 The percentage of appeals allowed against the authority's decision to refuse on planning applications (BV204)	22.2%	24.2%	27.3%	23.8%	22.2%	35.0%	35.0%	(4 of 18)
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%	62.5%	50.0%	60.0%	60.0%	(9 of 18)
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%	74.3%	79.1%	65.0%	65.0%	(125 of 158)
Not Met	Worse	Bigger is Better	NI 157c Percentage of all other planning applications determined within 8 weeks (BV109c)	94.6%	92.1%	85.4%	85.9%	83.7%	85.0%	85.0%	(195 of 233)





				31/03/2007	31/03/2008	31/03/2009	31/12/2008	31/12/2009	31/12/2009	31/03/2010	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Actual	Target	Target	Notes
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	147	217	186	248	
Met	Better	Bigger is Better	L368(b) Number of homelessness cases prevented / 1,000 households (BV213)	2.3	3.2	5.2	3.8	5.6	4.8	6.3	
Met	Better	Smaller is Better	NI 156 Number of households living in temporary accommodation (LAA)	236	132	80	91	33	107	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	2.3	0.8	2.7	2.6	
Met	Worse	Bigger is Better	L338 Number of private sector dwellings (units) brought in line with the current statutory standard	175	219	565	485	454	340	450	
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		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	Better	Bigger is Better	NI 155 Number of affordable homes delivered (LAA)	84	86	49	18	43	68	91	