

Corporate Plan 2010/11 - 2012/13 Part III - Appendix B

Performance Indicators for 2009/10 and targets from 2010/11 - 2012/13

Introduction

Performance Indicators are measures of Council performance and local quality of life, and are one of the ways we judge whether our services are meeting local people's needs.

From April 2008 the Government introduced a new set of National Indicators that all public sector services are assessed against. We use a mix of national and locally developed indicators to tell how we are doing against plans for our services and in our agreements with partners. Two key partnership agreements for Hastings are the Hastings and St Leonards Sustainable Community Strategy, and the East Sussex Local Area Agreement (LAA), which is an agreement between local services in East Sussex and central government. Indicators included in our LAA are identified by the letters (LAA) after the name of the indicator. The targets for these indicators have been set as our part of reaching the overall target for the county. For more information on the Community Strategy click [here](#) (internal link) and for the Local Area Agreement [here](#) (external link).

National Indicators

National Indicators are calculated and published by Government departments based on information supplied by local public services and other bodies (e.g. the Office for National Statistics). Information is produced at different geographical levels for different indicators (e.g. for some indicators figures are produced for each District within a County, but for other indicators only a single figure for the whole county is produced). Government has decided which indicators it intends to assess at which levels, and this is the reason that information is available at different levels. National data for the National Indicators is published in a number of different places, including the [Places Analysis Tool](#) (external link) and the [Oneplace](#) website (external link).

Because some indicators are produced from information supplied by local authorities in some cases we tell accurately what the NI figures will be before they are published by Government. Most of the NI data published in the tables below is based on information that we hold as a local authority. In some cases like indicators for unemployment benefits and climate change we need to wait for data from other sources, so for some indicators information is not available up to the end of March, and we have published the latest data that is available to us. There are also some indicators that Government publish District data for that have not been included in this plan because they do not relate to functions that we deliver, for example mortality rates. The latest figures for these indicators can be found on the websites above.

How To Interpret The Performance Indicator Information

The information below shows all the performance indicators that were measured in 2009/10, showing information under the following headings:

Status

Indicates whether performance for the indicator in 2009/10 met the target we set or not. This does not indicate how close performance was to the target though, which can be seen by comparing the Actual and Target figures for 31/03/2010.

DoT (Direction of Travel)

Indicates whether performance for the indicator in 2009/10 was better or worse than performance the year before. This does not give any indication of the amount of change though, which can be seen by comparing the Actual figures for 31/03/2009 and 31/03/2010.

Impr

This shows whether better performance is indicated by higher figures or lower figures, for example lower figures are better for crime rates, but higher figures for recycling rates.

Name

This gives a description of the indicator. Indicators beginning with "NI" are new National Indicators. Indicators beginning with "L" are local indicators introduced or adopted by the Council. A number of Best Value Performance Indicators were adopted as new Local Indicators using the same methods of measurement. These are identified by including the reference number for the indicators in brackets at the end of the indicator name.

Actual

We have reported 'Actual' figures for 2006/07, 2007/08, and 2008/09 under columns with the date of the end of March for the relevant year. These are the figures we achieved for the full year and show how we are performing year on year.

Target

We have reported target figures for 2009/10 through to 2012/13 under columns with the date of the end of March for the relevant year. The 2009/10 target was the level we were aiming to achieve by the end of that year, and we have set out our targets for the next 3 years ahead.

Notes

To help understanding of indicators reporting percentages we have included the figures the percentages are based on for the 2009/10 Actual in the Notes column wherever possible. There are also further explanatory notes at the bottom of most tables, which may be referred to in the Notes column as well.

Environmental Services Directorate

Environmental Health, Parking and Highways Performance Indicators

12 of 18 indicators met their targets.

The following changes to and notes on targets are proposed for 2010/11:

- **L148 Number of crimes reported in Council car parks**
- **L352 Percentage of abandoned or untaxed vehicles reported that are responded to within 48 hours of reporting**
Targets for these indicators are proposed to be increased from not more than 25 crimes to not more than 20 crimes for L148, and from 95% to 96% for L352.

				31/03/2007	31/03/2008	31/03/2009	31/03/2010	31/03/2010	31/03/2011	31/03/2012	31/03/2013	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Target	Target	Target	Target	Notes
Met	Worse	Bigger is Better	L115 Number of planned food premises inspections carried out.	530	565	606	554	471	519			See note below
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%	95.1%	95.0%	95.0%	95.0%	95.0%	(136 of 143)
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%	100.0%	95.0%	95.0%	95.0%	95.0%	(18 of 18)
Met	Worse	Bigger is Better	L118 Number of planned Health & Safety inspections carried out	150	135	383	292	254	141			See note below

				31/03/2007	31/03/2008	31/03/2009	31/03/2010	31/03/2010	31/03/2011	31/03/2012	31/03/2013	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Target	Target	Target	Target	Notes
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%	96.0%	95.0%	95.0%	95.0%	95.0%	(119 of 124)
Not Met	Worse	Bigger is Better	L122 % licensing complaints responded to within 5 working days	98.0%	92.0%	100.0%	81.3%	95.0%	95.0%	95.0%	95.0%	(13 of 16)
Met	Better	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%	97.8%	95.0%	95.0%	95.0%	95.0%	(355 of 363)
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%	94.4%	95.0%	95.0%	95.0%	95.0%	(152 of 161)
Met	Worse	Bigger is Better	L126 % of requests for pest control services responded to within 4 working days.	98.0%	99.0%	99.8%	98.8%	95.0%	95.0%	95.0%	95.0%	(1,427 of 1,445)
Not Met	Worse	Bigger is Better	NI 182 % satisfaction of business with local authority regulation services			77.0%	74.9%	78.0%	79.0%	80.0%	81.0%	See note below
Met	Better	Bigger is Better	NI 184 % of food establishments which are broadly compliant with food hygiene law			82.6%	87.2%	84.0%	85.0%	86.0%	87.0%	(800 of 917) See note below
Met	Same	Bigger is Better	L138 % Penalty Charge Notices issued in bus corridor routes	9%	8%	8%	8%	8%	8%	8%	8%	(1,480 of 18,147)

				31/03/2007	31/03/2008	31/03/2009	31/03/2010	31/03/2010	31/03/2011	31/03/2012	31/03/2013	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Target	Target	Target	Target	Notes
Not Met	Worse	Bigger is Better	L139 % on street Penalty Charge Notices issued for yellow line offences	42%	39%	30%	25%	30%	30%	30%	30%	(4,623 of 18,147)
Not Met	Worse	Bigger is Better	L142 % Correspondence to Parking Services responded to in full within 10 days	98%	98%	98%	83%	95%	95%	95%	95%	(7,060 of 8,468)
Met	Better	Smaller is Better	L148 Number of crimes reported in Council car parks	35	23	12	9	25	25 20	25 20	25 20	
Met	Same	Bigger is Better	L352 Percentage of abandoned or untaxed vehicles reported that are responded to within 48 hours of reporting			99%	99%	95%	95% 96%	95% 96%	95% 96%	(890 of 898)
Not Met	Worse	Bigger is Better	L127 Percentage of Highway Safety Inspections on time	100%	100%	100%	96%	100%	100%	100%	100%	(117 of 122)
Met	Worse	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%	95.2%	80.0%	80.0%	80.0%	80.0%	(279 of 293)

- **L115 Number of planned food premises inspections carried out**
- **L118 Number of planned Health & Safety inspections carried out**

Targets for these two indicators are set on an annual basis and are based on the number of inspections required for the year. The number of inspections required for the year is set by risk assessments of premises inspected during the previous year, which identifies when each premises next needs to be inspected as set out in national guidance for this area. Targets for the next year are therefore set at the end of each year. As well as inspections planned for the year, a number are also carried out in response to complaints or issues arising through the year, as well as inspections of new businesses opening, or on changes of ownership. The number of inspections carried out during the year is therefore often greater than the number planned.

- **NI 182 % satisfaction of business with local authority regulation services**
- **NI 184 % of food establishments which are broadly compliant with food hygiene law**

Targets set in 2008/09 were based on an increase of 1% pa from that baseline year to reflect our aim of showing steady improvement for both these indicators. It is not proposed to revise the targets set this year, even though performance may be slightly above or below targets for future years. NI 184 has been removed from the National Indicator set, but will still be collected by the Food Standards Agency, and so we will still keep this as a local indicator.

Amenities, Waste and Leisure Services

Figures for waste and recycling collection for March are not available yet, and yearend figures will be subject to reconciliation with East Sussex County Council before they are finalised.

Data for the following indicator is also being finalised and may be subject to change:

L354 Number of unique visits to Hastings Museum and Art Gallery website

The following changes to targets and notes are proposed for 2010/11:

- L378 % Local Authority public buildings suitable for and accessible to disabled people**
 There is reasonable disabled access to all main Council offices, and the only buildings not meeting the criteria are the sports centres. In future appropriate monitoring and reporting of our work to ensure equal access for all groups will be overseen by the Equalities Steering Group and this indicator will not be reported through the Corporate Plan in future.
- Leisure Centres** - target changes for some indicators are proposed below to realign targets with recent performance. GP referral rates to Leisure Centres have been particularly affected by the addition of other referral routes to GPs, so where originally all GP referrals were to the Leisure Centres, now only a proportion of referrals are.
- NI 008 Percentage of adults surveyed who regularly participate in sport or active recreation (LAA)**
 Targets up to 2010/11 were agreed as part of the LAA target setting process. It is proposed that targets after 2010/11 are set at the end of this LAA period (ie the end of 2010/11).

Amenities, Waste and Leisure Services Performance Indicators

				31/03/2007	31/03/2008	31/03/2009	31/03/2010	31/03/2010	31/03/2011	31/03/2012	31/03/2013	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Target	Target	Target	Target	Notes
Met	Better	Bigger is Better	L378 % Local Authority public buildings suitable for and accessible to disabled people	65%	65%	77%	81%	81%	To be removed			See note below
		Bigger is Better	L003 Annual usage of the East and West Hill Cliff Railways	-	-	-	109,732	-	220,000	225,000	230,000	

				31/03/2007	31/03/2008	31/03/2009	31/03/2010	31/03/2010	31/03/2011	31/03/2012	31/03/2013	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Target	Target	Target	Target	Notes
Not Met	Worse	Bigger is Better	L239 Number of people visiting Hastings Castle	54,743	53,473	54,022	42,626	55,000	-	-	-	Under management of Blue Reef from Nov 2009
		Bigger is Better	NI 189 Flood and coastal erosion risk management			100%	See note below		100%	100%	100%	See note below
Not Met	Worse	Bigger is Better	L233 Number of people attending White Rock Theatre performances	74,578	76,896	73,478	71,180	73,000	73,000	73,000	73,000	
Not Met	Better	Bigger is Better	L234 % Average capacity per show at the White Rock Theatre	32.2%	36.6%	32.4%	33.2%	35.0%	35.0%	35.0%	35.0%	
Met	Better	Bigger is Better	L304 Number of shows at the White Rock Theatre	217	197	213	246	195	195	195	195	
Not Met	Better	Bigger is Better	L353 Total number of visits to Hastings Museums (including supported museums)	227,072	249,272	237,648	247,411	250,000	250,000	250,000	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	94,143	70,000	70,000	70,000	70,000	
Met	Better	Smaller is Better	L020 The average number of failed bin collections (per 100,000 collections)			99	38	60	60	60	60	
Not Met	Same	Smaller is Better	NI 191 Residual household waste (kg per household)	626	566	523	TBC	520	520	520	520	To follow
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%	TBC	30.0%	30.0%	30.0%	30.0%	To follow

				31/03/2007	31/03/2008	31/03/2009	31/03/2010	31/03/2010	31/03/2011	31/03/2012	31/03/2013	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Target	Target	Target	Target	Notes
Met	Same	Smaller is Better	NI 195a Improved street and environmental cleanliness (levels of litter)	23%	10%	4%	4%	10%	10%	10%	10%	
Met	Worse	Smaller is Better	NI 195b Improved street and environmental cleanliness (levels of detritus)	23%	10%	4%	6%	10%	10%	10%	10%	
Met	Worse	Smaller is Better	NI 195c Improved street and environmental cleanliness (levels of graffiti) (BV199b)	2%	3%	1%	2%	2%	2%	2%	2%	
Met	Same	Smaller is Better	NI 195d Improved street and environmental cleanliness (levels of fly-posting) (BV199c)	1%	0%	0%	0%	2%	2%	2%	2%	
Not Met	Worse	Smaller is Better	NI 196 Improved street and environmental cleanliness (fly-tipping - 4 point scale) (BV199d)	3	2	3	4	2	2	2	2	
Met	Better	Bigger is Better	L356 Total attendances at Council Leisure Centres		360,883	368,294	387,990	365,000	365,000	365,000	365,000	
Met	Better	Bigger is Better	L357 Percentage of overall customer satisfaction with Council Leisure Centres			85%	87%	80%	80%	80%	80%	See note below
Not Met	Better	Bigger is Better	L358 Attendance at Primetime sessions (for people aged 50+) at Council Leisure Centres		5,516	6,515	6,775	6,900	6,900 6,500	6,900 6,630	6,760	
Not Met	Worse	Bigger is Better	L359 Number of people enrolled in swimming lessons at Council Leisure Centres		1,960	1,834	1,784	1,900	1,900 1,700	1,900 1,730	1,765	
Not Met	Worse	Bigger is Better	L360 Number of GP referrals for exercise		96	249	182	240	240 180	240 183	186	

				31/03/2007	31/03/2008	31/03/2009	31/03/2010	31/03/2010	31/03/2011	31/03/2012	31/03/2013	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Target	Target	Target	Target	Notes
Not Met	Better	Bigger is Better	NI 008 Percentage of adults surveyed who regularly participate in sport or active recreation (LAA)			17.6%	18.1%	20.5%	21.1%			

L378 (disabled access to public Council buildings) - There is reasonable disabled access to all main Council offices, and the only buildings not meeting the criteria are the sports centres. In future appropriate monitoring and reporting of our work to ensure equal access for all groups will be overseen by the Equalities Steering Group and this indicator will not be reported through the Corporate Plan in future.

L003 (cliff railways use) - Information has been reported from ticket sales instead of beam counters from 2009/10, and so is not comparable with previous years.

NI 189 (flood and coastal erosion risk management) - figures for this indicator are produced by the Environment Agency, and are not expected to be available for 2009/10 until later in 2010.

NI 196 (Fly tipping) - figures for this indicator are scores of level 1 - 4, based on improvement or deterioration in fly tipping levels and enforcement actions compared with the previous year. Level 1 reflects both improved fly tipping and enforcement actions compared with the previous year. Level 2 reflects just improved fly tipping levels. Level 3 reflects just improved enforcement actions. Level 4 reflects worse fly tipping levels and enforcement actions.

NI 008 (active recreation) - the latest figure for this NI - 18.1% has been produced by Sport England 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. The figure for last year - 17.6% was from one survey only, conducted from October 2007 - October 2008, and including 508 respondents. Future figures for Districts will be produced from a rolling two year sample.

Regeneration, Homes & Communities Directorate

Regeneration and Community Services

NI 153 Working age people claiming out of work benefits in the worst performing neighbourhoods (LAA) - the target originally set for this indicator in our Local Area Agreement was to achieve a rate of 30% by the end of 2009/10. The recession has affected performance for this indicator nationally, and the latest figure for August 2009 is 34.4%, meaning that the 30% target will not be achieved.

Because LAA targets were set before the start of the recession they have been renegotiated with Central Government, and a revised target has been agreed based around the difference between the rate in Hastings and the average rate for England. Our target for May 2011 is for the difference between the Hastings and England rates to be no greater than at May 2009. Because Hastings is a small economy with high levels of deprivation it is particularly vulnerable to the effects of recessions, and keeping pace with national levels may be difficult.

At the end of May 2009 the England average was 30.5%, and the rate for Hastings was 33.6%. Figures for 2009 are provisional at the moment because the Office for National Statistics has not produced population estimates for 2009 yet, so these rates are based against 2008 population figures. When new population figures are available later this year these will be updated.

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

	May-07	Aug-07	Nov-07	Feb-08	May-08	Aug-08	Nov-08	Feb-09	May-09	Aug-09
Hastings	32.0%	31.8%	31.8%	31.8%	32.0%	32.2%	32.4%	33.0%	33.6%	34.4%
England Average	30.5%	30.2%	29.9%	29.6%	29.3%	29.2%	29.3%	29.9%	30.5%	31.2%
Difference	1.5%	1.6%	1.9%	2.2%	2.7%	3.0%	3.1%	3.1%	3.1%	3.2%

NI 173 Flows on to incapacity benefits from employment (3 year average LAA) - information for this indicator is produced by the Department for Work and Pensions. They have not been able to produce information since the change from Incapacity Benefit to Employment Support Allowance in autumn 2008.

Crime rate indicators

All indicators met their targets and showed improvement compared with the previous year apart from NI 015 Serious Violent Crime. There were 77 serious violent crimes this year - the same number as last year.

Targets for all crime rate indicators are based on the reduction targets agreed in the 2008-11 Community Safety Plan. Some crime targets are also included in the Community Strategy with targets up to 2012/13, and targets are given below for these indicators. For the other indicators targets beyond 2010/11 will be set as part of the target setting process for the 2011-14 Community Safety Plan when this is developed. The target for NI 32 is set in our LAA, and is not due to be reported against in the LAA until next year.

Regeneration and Community Services Performance Indicators

				31/03/2007	31/03/2008	31/03/2009	31/03/2010	31/03/2010	31/03/2011	31/03/2012	31/03/2013	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Target	Target	Target	Target	Notes
		Bigger is Better	NI 035 Building resilience to violent extremism			1	See note below					See note below
Met	Better	Smaller is Better	L361 Domestic burglaries per 1,000 households (BV126a)	13.4	9.3	10.3	7.2	8.5	8.2			(305 of 42,144)
Met	Better	Smaller is Better	L362 Vehicle crimes per 1,000 population (BV128a)	13.8	13.9	10.5	8.8	12.7	12.4			(758 of 86,400)
	Better	Smaller is Better	L396 Overall crime rate / 1,000 population	142.2	116.9	103.4	96.0		111	109	106	(8,294 of 86,400)
Not Met	Same	Smaller is Better	NI 015 Serious Violent Crimes per 1,000 population			0.89	0.89	0.86	0.85	0.83	0.82	(77 of 86,400)
Met	Better	Smaller is Better	NI 016 Serious Acquisitive Crimes per 1,000 population	20.0	19.6	17.0	13.8	18.0	17.6			(1,194 of 86,400)
Met	Better	Smaller is Better	NI 020 Assault with Injury Crimes per 1,000 population (LAA)		10.7	9.1	8.5	10.0	10.0	9.8	9.6	(731 of 86,400)
		Smaller is Better	NI 032 Repeat incidents of domestic violence (LAA)				See note below		28%			

NI 035 - Building resilience to violent extremism - this indicator requires all authorities to conduct a standard self assessment of understanding and engagement with the local community in relation to violent extremism, and report their overall level on a scale of 1 - 4. The East Sussex Prevent Group, consisting of Sussex Police County Council and Districts across East Sussex have worked together to ensure a consistent approach to assessment and action planning. Self assessment scores must be submitted by the end of May.

NI 032 - Repeat incidents of domestic violence (LAA) - this indicator refers to incidents occurring following referral to Multi Agency Risk Assessment groups. Central government have not yet published any data for this NI.

Planning Services

6 of 9 indicators met their targets.

Indicators that did not meet their targets were:

- **NI 157a Percentage of major commercial and industrial planning applications determined within 13 weeks (BV109a)**
Yearend 54.5% vs target 60.0% - in the first quarter 5 of 6 major applications were determined outside the 13 week target, which has affected performance through the rest of the year. Performance has exceeded the 60% target in the other 3 quarters of the year.
- **NI 157c Percentage of all other planning applications determined within 8 weeks (BV109c)**
Yearend 81.4% vs target 85.0%
- **NI 154 Number of new homes built (L159) (LAA)**
Yearend 155 vs target 210

The following changes to targets are proposed for 2010/11:

- **NI 170 Percentage of previously developed land that has been vacant or derelict for more than 5 years** - this has been removed from the list of National Indicators following the 2010 budget announcements, and will be removed from the Corporate Plan.
- **L341 % of Official searches of the Local Land Charges Register and Additional Information carried out within target time**
- **L394 % of Personal Searches of the Local Land Charges Register and requests for Additional Information carried out within target time**

It is proposed that the target for both of these be changed from 95% within 7 working days to achieving 90% within 5 working days. The rationale for this is that we are moving towards achieving processing applications within a shorter time, however if there is increased business from a sustained economic recovery it is appropriate to have some more leeway in the target.

Planning Services Performance Indicators

				31/03/2007	31/03/2008	31/03/2009	31/03/2010	31/03/2010	31/03/2011	31/03/2012	31/03/2013	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Target	Target	Target	Target	Notes
Met	Better	Bigger is Better	L166 % site visits made of same day when requested before 10am.	99.6%	99.1%	99.7%	99.8%	98.0%	98.0%	98.0%	98.0%	(2,833 of 2,840)
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%	25.9%	35.0%	35.0%	35.0%	35.0%	(7 of 27)
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%	54.5%	60.0%	60.0%	60.0%	60.0%	(12 of 22)
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%	77.7%	65.0%	65.0%	65.0%	65.0%	(178 of 229)
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%	81.4%	85.0%	85.0%	85.0%	85.0%	(245 of 301)
Met	Better	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%	60%	60%	60%	60%	(940 of 1,180)
Not Met	Worse	Bigger is Better	NI 154 Number of new homes built (L159) (LAA)	203	283	241	155	210	210	210	210	
		Bigger is Better	NI 159 Supply of ready to develop housing sites (LAA)		100%	253%	See note below	100%	100%	100%	100%	
		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%	0.8%	See note below	1.00%	To be removed			

				31/03/2007	31/03/2008	31/03/2009	31/03/2010	31/03/2010	31/03/2011	31/03/2012	31/03/2013	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Target	Target	Target	Target	Notes
Met	Better	Bigger is Better	L341 % of Official searches of the Local Land Charges Register and Additional Information carried out within 5 working days	98.6%	99.9%	99.1%	99.8%	95.0%	95.0% 90.0%	95.0% 90.0%	90.0%	Nb target time to be reduced from 7 to 5 days
Met		Bigger is Better	L394 % of Personal Searches of the Local Land Charges Register and requests for Additional Information carried out within 5 working days				100.0%	95.0%	95.0% 90.0%	95.0% 90.0%	90.0%	Nb target time to be reduced from 7 to 5 days

NI 159 Supply of ready to develop housing sites (LAA) - this indicator is calculated for our Local Development Framework Annual Monitoring Report. The report for 2009/10 will be produced in December 2010, according to the national timescales.

NI 170 Percentage of previously developed land that has been vacant or derelict for more than 5 years - this indicator is calculated by the Department for Communities and Local Government, and 2008/09 is the latest year that they have produced information for. The indicator has been dropped from the National Indicator set from March 2010.

Communications and Marketing Services

All indicators met their targets for the year.

The following changes to targets are proposed for 2010/11:

- **L106 Unique visits to the Borough website** - target changes are proposed as set out in the table below based on a 10% per year increase from the 2009/10 yearend figure.
- **NI 014 Reducing avoidable contact: Percentage of customer contact that is of low or no value to the customer** - this has been dropped from the National Indicator set following the 2010 budget announcement and it is proposed that it is removed from the Corporate Plan.

Communications and Marketing Services Performance Indicators

				31/03/2007	31/03/2008	31/03/2009	31/03/2010	31/03/2010	31/03/2011	31/03/2012	31/03/2013	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Target	Target	Target	Target	Notes
Met	Better	Bigger is Better	L027 Number of customers in the Information Centre	338,942	329,348	328,739	337,258	330,000	330,000	330,000	330,000	
Met	Same	Smaller is Better	L028 Number of complaints resulting in case of Maladministration	0	0	0	0	0	0	0	0	
	Same	Smaller is Better	L365 Racial incidents the authority has some involvement in remedying per 100,000 population (BV174)	0	0	0	0					
		Bigger is Better	L366 The percentage of racial incidents the authority has some direct involvement in remedying that resulted in further action (BV175)					100%	100%	100%	100%	
Met	Better	Bigger is Better	L106 Unique visits to the Borough website.	1,117,234	1,298,413	1,519,490	2,188,081	1,575,000	1,650,000 2,400,000	1,700,000 2,640,000	2,900,000	
	Worse	Smaller is Better	NI 014 Reducing avoidable contact: Percentage of customer contact that is of low or no value to the customer			28.1%	32.6%		To be removed			

Housing Services

8 of 11 indicators met their targets for the year. The indicators that did not were:

- **NI 155 Affordable Housing** - yearend actual 43, target 91
The targets for NI 155 we published in our 2009 - 12 Corporate Plan were based on our part of the Local Area Agreement targets, which were set two years ago. Government Office has recently renegotiated targets due to the effects of the recession, with a target of 130 over the 3 years of the agreement (2008/09 - 2010/11) including 40 to be delivered in 2010/11.
- **NI 187a Tackling fuel poverty - % of people receiving income based benefits living in homes with a low energy efficiency rating**
Yearend actual 17.4% (50 of 287) vs. target 11.5%
- **NI 187b Tackling fuel poverty - % of people receiving income based benefits living in homes with a high energy efficiency rating**
Yearend actual 17.8% (51 of 287) vs. target 18.0%
This indicator is calculated from a survey of people living in the borough. In the first year we had a lower response rate (only 61 valid surveys returned) so these may be a more representative figures for housing in the Borough. It is not proposed to alter the targets set last year, but to wait until next year to see if a similarly representative sample gives better trend data to base targets on.

The following changes to targets are proposed for 2010/11, with notes on indicators whose targets are set in other plans:

- **L343 (Homelessness Acceptances)** and **NI 156 (numbers in Temporary Accommodation)** are strategic targets in the Homelessness Strategy and Community Strategy Targets, and their targets are set by these documents.
- **L355 (length of stay in B&B)** is proposed to be removed and monitored internally. Performance has improved to a rate that is acceptable and unlikely to see significant further improvement, and this is no longer considered to be one of the priorities for focus in the Corporate Plan.
- **L367 (numbers of rough sleepers)** - there were 2 people known to services to be sleeping rough at the end of the year. It is proposed to replace this indicator from 2010/11 with one focussed on positive outcomes of interventions. From next year it is proposed to report numbers of people sleeping rough, or whose circumstances place them at imminent risk who have been resettled as a result of multi agency intervention (this includes being appropriately housed, entering a rehabilitation programme or other positive outcomes).
- **L368 (Homelessness prevention)** is a strategic priority in the homelessness strategy, with prevention levels predicted in the strategy to reach 337 for 2010/11. There may be limited further increases in prevention levels beyond this, and targets for future years have been set at 350 per year, to be reviewed at that point. The number of preventions per thousand population will be removed from this year, as comparative figures for other authorities are not available, making this information redundant.

One new indicator is to be introduced:

- **Number of households who have been assisted into private rented sector accommodation to prevent homelessness**
- **L338 (properties brought in line with statutory housing standard)** target is proposed to be amended to bring in line with targets published in the Community Strategy.
- **NI 155 (Affordable Housing)** it is proposed that the target for 2010/11 is amended to reflect the revised target agreed as part of the overall Local Area Agreement target, and that further targets are considered at the end of the final year of the current LAA.

Housing Services Performance Indicators

				31/03/2007	31/03/2008	31/03/2009	31/03/2010	31/03/2010	31/03/2011	31/03/2012	31/03/2013	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Target	Target	Target	Target	Notes
Met	Better	Smaller is Better	L343 Number of homelessness acceptances	241	156	68	46	92	71	70	70	
Met	Better	Smaller is Better	L343(b) Number of homelessness acceptances / 1,000 households	6.2	4.0	1.7	1.2	2.3	1.8	1.8	1.8	
Met	Worse	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	1.3	1.7	To be removed - see note below			
		Smaller is Better	L367 Number of people sleeping rough				2		To be replaced by new indicator below			See note below
		Bigger is Better	Number of people sleeping rough or at imminent risk of rough sleeping that have been resettled as a direct result of intervention from the multi agency rough sleepers group						20	20	20	New indicator replacing L367 - See note below

				31/03/2007	31/03/2008	31/03/2009	31/03/2010	31/03/2010	31/03/2011	31/03/2012	31/03/2013	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Target	Target	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	307	248	337	350	350	
Met	Better	Bigger is Better	L368(b) Number of homelessness cases prevented / 1,000 households (BV213)	2.3	3.2	5.2	7.9	6.3	To be removed - see note below			
			Number of households who have been assisted into private rented sector accommodation to prevent homelessness				40		40	40	40	New indicator introduced from 2010/11
Met	Better	Smaller is Better	NI 156 Number of households living in temporary accommodation (LAA)	236	132	80	37	102	82	80	80	
Met	Better	Smaller is Better	NI 156(b) Number of households living in temporary accommodation / 1,000 population	6.1	3.4	2.1	1.0	2.6	2.1	2.1	2.1	
Met	Better	Bigger is Better	L338 Number of private sector dwellings (units) brought in line with the current statutory standard	175	219	565	607	450	500	550 500	500	See note below
Not Met	Worse	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%	17.4%	11.5%	11.0%	10.5%	10.5%	See note below

				31/03/2007	31/03/2008	31/03/2009	31/03/2010	31/03/2010	31/03/2011	31/03/2012	31/03/2013	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Target	Target	Target	Target	Notes
Not Met	Worse	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%	17.8%	18.0%	18.5%	19.0%	19.0%	See note below
Not Met	Worse	Bigger is Better	NI 155 Number of affordable homes delivered (LAA)	84	86	49	43	91	96 40			See note below

L355 (length of stay in B&B) - performance for this indicator has improved to a rate that is acceptable and unlikely to see significant further improvement. It is no longer considered to be one of the priorities for focus in the Corporate Plan, and will be removed from the plan and monitored internally.

L367 (numbers of rough sleepers) - there were 2 people known to services to be sleeping rough at the end of the year. From 2010/11 this indicator will be replaced with one focussed on reporting positive outcomes of interventions. Instead of reporting numbers of people sleeping rough we will report numbers of people sleeping rough, or whose circumstances place them at imminent risk, who have been resettled as a result of multi agency intervention (this includes being appropriately housed, entering a rehabilitation programme or other positive outcomes).

L368 (Homelessness prevention) - the number of preventions per thousand population will be removed from 2010/11, as comparative figures for other authorities are not available, making this information redundant.

L338 (properties brought in line with statutory housing standard) - the target for this indicator has been amended from 550 for 2011/12 to 500 to bring it in line with targets published in the Community Strategy.

NI 187 (fuel poverty) - This indicator is calculated from a survey of people who receive income based benefits living in the borough. In the first year (2008/09) we had a low response rate (only 61 valid surveys returned, compared with 287 for 2009/10) so the figures for 2009/10 may be more representative for housing in the Borough. It is not proposed to alter the targets set last year, but to wait until next year to see if a similarly representative sample gives better trend data to base targets on.

NI 155 (Affordable Housing) - the targets we published last year in our 2009 - 12 Corporate Plan were based on our part of the Local Area Agreement targets, which were set two years ago. Government Office has recently renegotiated targets due to the effects of the recession, with a target of 130 over the 3 years of the agreement (2008/09 - 2010/11) including 40 to be delivered in 2010/11. Our target for 2010/11 has therefore been amended from 96 to 40 to reflect the revised target agreed, and further targets will be considered at the end of the final year of the current LAA.