

2) Performance Monitoring

iii) Performance Indicators and Data Quality

Performance for the services relevant to this Committee to the end of the second quarter is summarised below, and data for all indicator provided in the tables that follow.

Data Quality

The figure for L356 Total attendances at Council Leisure Centres reported at the first quarter has been revised from 98,599 to 95,422. Freedom Leisure identified an error in the first quarter figure when preparing Q2 data, as some figures for July were included in the first quarters figures. The second quarter figures reported here are for the 6 months from April to the end of September.

Performance Indicators Summary

Regeneration, Homes and Communities

Regeneration & Community Services	5 of 6 indicators met targets
Planning Services	8 of 8 indicators met targets
Communications & Marketing	1 of 4 indicators met targets
Housing Services	10 of 10 indicators met targets

Environmental Services

Environmental Health, Parking & Highways	9 of 16 indicators met targets
Amenities, Waste & Leisure	6 of 11 indicators met targets

Performance Indicator Data

Performance Indicator Tables

This section contains performance indicator data relevant to the Committee.

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

The tables below give performance figures to the end of the second quarter for indicators published in our Corporate Plan. Each indicator is numbered, and numbers prefixed with NI show that the indicator is part of the Government's National Indicator set, whereas indicators prefixed with L are set by the Council.

The information in the tables is given in the following columns:

Status - states whether the target for the second quarter was met or not met. No margin is given for 'near misses' and to see how close actual performance was to target the relevant columns in the table must be checked.

DoT - Direction of Travel states whether performance in the second quarter of this year is better or worse than for the same quarter last year.

Impr - states whether improved performance is shown by bigger or smaller figures (e.g. new home building (bigger) vs crime rates (smaller))

Actual - performance figures for the last 3 full years are given for in the columns dated March 31st and Actual for the relevant years. These give performance for the 12 month period from April 1st to March 31st. Figures to the end of the second quarter (April 1st to September 30th) for this year and last are given in grey shaded cells under the relevant dates.

Target - targets for the latest quarter and the target for the end of the year are given in the columns dated 30th September 2010 and 31st March 2011 and Target. The target for the latest quarter is in grey shaded cells.

Notes - where possible figures that percentage or rate indicators are calculated from for the latest quarter are given in the Notes column.

Regeneration, Homes & Communities

Regeneration & Community Services

				31/03/2008	31/03/2009	31/03/2010	30/09/2009	30/09/2010	30/09/2010	31/03/2011	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Actual	Target	Target	Notes
Met	Better	Smaller is Better	L361 Domestic burglaries per 1,000 households (BV126a)	9.3	10.3	7.2	3.4	3.2	3.4	8.2	Figures for April to August (135 of 42,144)
Met	Better	Smaller is Better	L362 Vehicle crimes per 1,000 population (BV128a)	13.9	10.5	8.8	4.1	3.8	5.2	12.4	Figures for April to August (330 of 86,900)
Met	Better	Smaller is Better	L396 Overall crime rate / 1,000 population	116.9	103.4	96.0	44.9	39.2	46.0	111.0	Figures for April to August (3,406 of 86,900)
Not Met	Better	Smaller is Better	NI 015 Serious Violent Crimes per 1,000 population		0.89	0.89	0.38	0.37	0.35	0.85	Figures for April to August (32 of 86,900)
Met	Better	Smaller is Better	NI 016 Serious Acquisitive Crimes per 1,000 population	19.6	17.0	13.8	6.5	5.8	7.3	17.6	Figures for April to August (507 of 86,900)
Met	Worse	Smaller is Better	NI 020 Assault with Injury Crimes per 1,000 population (LAA)	10.7	9.1	8.5	3.8	3.9	4.2	10.0	Figures for April to August (338 of 86,900)

NI 032 & NI 035 these indicators are reported at yearend only. NI 032 is based on a self assessment, and NI 035 is reported by Central Government, but no figures have been published yet.

Planning Services

				31/03/2008	31/03/2009	31/03/2010	30/09/2009	30/09/2010	30/09/2010	31/03/2011	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Actual	Target	Target	Notes
Met	Better	Bigger is Better	L166 % site visits made of same day when requested before 10am.	99.1%	99.7%	99.8%	99.8%	100.0%	98.0%	98.0%	(1,481 of 1,481)
Met	Worse	Smaller is Better	L363 The percentage of appeals allowed against the authority's decision to refuse on planning applications (BV204)	24.2%	27.3%	25.9%	21.4%	29.4%	35.0%	35.0%	(5 of 17)
Met	Better	Bigger is Better	NI 157a Percentage of major commercial and industrial planning applications determined within 13 weeks (BV109a)	77.3%	63.2%	54.5%	40.0%	69.2%	60.0%	60.0%	(9 of 13)
Met	Better	Bigger is Better	NI 157b Percentage of minor commercial and industrial planning applications determined within 8 weeks (BV109b)	87.8%	73.8%	77.7%	77.0%	81.8%	65.0%	65.0%	(130 of 159)
Met	Better	Bigger is Better	NI 157c Percentage of all other planning applications determined within 8 weeks (BV109c)	92.1%	85.4%	81.4%	84.5%	86.3%	85.0%	85.0%	(151 of 175)
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	79.7%	75.8%	79.7%	77.8%	80.0%	60.0%	60.0%	
	Worse	Bigger is Better	NI 154 Number of new homes built (L159) (LAA)	283	241	155	76	73		210	
Yearend		Bigger is Better	NI 159 Supply of ready to develop housing sites (LAA)	100%	253%					100%	See note below

				31/03/2008	31/03/2009	31/03/2010	30/09/2009	30/09/2010	30/09/2010	31/03/2011	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Actual	Target	Target	Notes
Met	Worse	Bigger is Better	L341 % of Official searches of the Local Land Charges Register and Additional Information carried out within 5 working days	99.9%	99.1%	99.8%	99.8%	97.1%	90.0%	90.0%	
Met	Worse	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%	100.0%	99.0%	90.0%	90.0%	

NI 159 is based on figures published in our Local Development Framework Annual Monitoring Report, and figures for 2008/09 will be available when that is published in December 2010.

Communications & Marketing

				31/03/2008	31/03/2009	31/03/2010	30/09/2009	30/09/2010	30/09/2010	31/03/2011	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Actual	Target	Target	Notes
Not Met	Worse	Bigger is Better	L027 Number of customers in the Information Centre	329,348	328,739	337,258	209,651	155,265	204,000	330,000	
Met	Same	Smaller is Better	L028 Number of complaints resulting in case of Maladministration	0	0	0	0	0	0	0	
Not Met	Worse	Smaller is Better	L092 Number of formal complaints received by Hastings Borough Council	199	141	111	64	102	75	150	
	Same	Smaller is Better	L365 Number of alleged Hate Crimes reported about the Council's employees or contractors	0	0	0	0	0			
		Bigger is Better	L366 The proportion of alleged Hate Crimes reported that result in further action						100%	100%	
Not Met	Better	Bigger is Better	L106 Unique visits to the Borough website.	1,298,413	1,519,490	2,188,081	1,139,278	1,173,921	1,250,000	2,400,000	

Housing Services

				31/03/2008	31/03/2009	31/03/2010	30/09/2009	30/09/2010	30/09/2010	31/03/2011	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Actual	Target	Target	Notes
Met	Better	Smaller is Better	L343 Number of homelessness acceptances	156	68	46	24	23	25	50	
Met	Same	Smaller is Better	L343(b) Number of homelessness acceptances / 1,000 households	4.0	1.7	1.2	0.6	0.6	0.7	1.3	
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)	1.7	1.0	1.3	0.7	1.2	1.3	1.3	
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	134	202	307	142	460	169	337	
Met		Bigger is Better	L400 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					45	10	20	

				31/03/2008	31/03/2009	31/03/2010	30/09/2009	30/09/2010	30/09/2010	31/03/2011	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Actual	Target	Target	Notes
Met		Bigger is Better	L401 Number of households who have been assisted into private rented sector accommodation to prevent homelessness			40		21	20	40	
Met	Better	Smaller is Better	NI 156 Number of households living in temporary accommodation (LAA)	132	80	37	46	26	82	82	
Met	Better	Smaller is Better	NI 156(b) Number of households living in temporary accommodation / 1,000 population	3.4	2.1	0.9	1.2	0.7	2.1	2.1	
Met	Worse	Bigger is Better	L338 Number of private sector dwellings (units) brought in line with the current statutory standard	219	565	607	326	257	250	500	
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%	17.4%				11.0%	
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%	17.8%				18.5%	
Met	Better	Bigger is Better	NI 155 Number of affordable homes delivered (LAA)	86	49	43	0	42	20	40	

NI 187 is based on a survey that is carried out once a year.

Environmental Services

Environmental Health, Parking & Highways

				31/03/2008	31/03/2009	31/03/2010	30/09/2009	30/09/2010	30/09/2010	31/03/2011	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Actual	Target	Target	Notes
Not Met	Worse	Bigger is Better	L115 Number of planned food premises inspections carried out.	565	606	554	266	176	232	519	
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.	95.0%	97.0%	95.1%	93.0%	91.9%	95.0%	95.0%	(79 of 86)
Not Met	Worse	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.	97.0%	91.7%	100.0%	100.0%	92.3%	95.0%	95.0%	(12 of 13)
Met	Worse	Bigger is Better	L118 Number of planned Health & Safety inspections carried out	135	383	292	125	69	69	141	
Not 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).	98.0%	97.8%	96.0%	98.7%	88.9%	95.0%	95.0%	(48 of 54)
Met	Same	Bigger is Better	L122 % licensing complaints responded to within 5 working days	92.0%	100.0%	81.3%	100.0%	100.0%	95.0%	95.0%	(10 of 10)

				31/03/2008	31/03/2009	31/03/2010	30/09/2009	30/09/2010	30/09/2010	31/03/2011	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Actual	Target	Target	Notes
Not Met	Worse	Bigger is Better	L123 % nuisance/general public health complaints responded to within 4 working days (bonfires, noise, accumulations etc).	96.0%	95.5%	97.8%	98.8%	89.9%	95.0%	95.0%	(204 of 227)
Not Met	Worse	Bigger is Better	L125 % of domestic or commercial drainage complaints responded to within 2 working days	96.0%	96.4%	94.4%	92.0%	86.4%	95.0%	95.0%	(76 of 88)
Met	Better	Bigger is Better	L126 % of requests for pest control services responded to within 4 working days.	99.0%	99.8%	98.8%	91.2%	99.8%	95.0%	95.0%	(881 of 883)
Met	Better	Bigger is Better	L397 % of food establishments which are broadly compliant with food hygiene law (NI 184)		82.6%	87.2%	82.2%	89.2%	85.0%	85.0%	(813 of 911)
Met	Better	Bigger is Better	NI 182 % satisfaction of business with local authority regulation services		77.0%	74.9%	79.3%	80.1%	79.0%	79.0%	
Met	Better	Bigger is Better	L142 % Correspondence to Parking Services responded to in full within 10 days	98%	98%	83%	69%	97%	95%	95%	(4,018 of 4,148)
Met	Same	Smaller is Better	L148 Number of crimes reported in Council car parks	23	12	9	7	7	8	15	
Met	Better	Bigger is Better	L352 Percentage of abandoned or untaxed vehicles reported that are responded to within 48 hours of reporting		99%	99%	97%	100%	96%	96%	(532 of 533)
Not Met	Worse	Bigger is Better	L127 Percentage of Highway Safety Inspections on time	100%	100%	96%	100%	97%	100%	100%	(37 of 38)
Met	Same	Bigger is Better	L128 % planning application needing highways response dealt with in 21 calendar days (of receipt of all information).	70.7%	96.1%	95.2%	98.6%	98.6%	90.0%	90.0%	(138 of 140)

Amenities, Waste & Leisure

				31/03/2008	31/03/2009	31/03/2010	30/09/2009	30/09/2010	30/09/2010	31/03/2011	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Actual	Target	Target	Notes
Not Met	Better	Bigger is Better	L003 Annual usage of the East and West Hill Cliff Railways			109,732	96,906	147,515	177,352	220,000	
Met	Better	Bigger is Better	L233 Number of people attending White Rock Theatre performances	76,896	73,478	71,180	22,319	33,108	24,400	73,000	
Not Met	Better	Bigger is Better	L234 % Average capacity per show at the White Rock Theatre	36.6%		33.2%	34.4%	40.0%	48.0%	35.0%	
Met	Better	Bigger is Better	L304 Number of shows at the White Rock Theatre	197	213	246	68	91	48	195	
Yearend		Bigger is Better	L378 % Local Authority public buildings suitable for and accessible to disabled people	65%	77%	81%				87%	
Yearend		Bigger is Better	NI 189 Flood and coastal erosion risk management		100%	100%				100%	
Not Met	Worse	Bigger is Better	L354 Number of unique visits to Hastings Museum and Art Gallery website	63,951	79,601	74,290	37,450	32,935	34,500	70,000	
Met	Better	Bigger is Better	L398 Number of visitors to Hastings Museum and Art Gallery	24,164	30,688	34,252	19,528	20,795	20,000	35,000	
Met	Better	Bigger is Better	L399 Number of visitors to Old Town Hall Museum	15,387	15,196	16,800	10,158	17,914	11,000	18,000	
Met	Same	Smaller is Better	L020 The average number of failed bin collections (per 100,000 collections)		99	38	45	45	60	60	(624 of 1,394,226)
Not Met	Worse	Smaller is Better	NI 191 Residual household waste (kg per household)	566	523	529	222	223	217	520	Figures for April to August (9,416 of 42,144)

				31/03/2008	31/03/2009	31/03/2010	30/09/2009	30/09/2010	30/09/2010	31/03/2011	
Status	DoT	Impr	Name	Actual	Actual	Actual	Actual	Actual	Target	Target	Notes
Not Met	Worse	Bigger is Better	NI 192 Percentage of household waste sent for reuse, recycling and composting (LAA)	23.7%	26.6%	27.1%	28.0%	26.7%	30.0%	30.0%	Figures for April to August (3,428 of 12,844)
		Smaller is Better	NI 195a Improved street and environmental cleanliness (levels of litter)	10%	4%	4%				10%	See note below
		Smaller is Better	NI 195b Improved street and environmental cleanliness (levels of detritus)	10%	4%	6%				10%	See note below
		Smaller is Better	NI 195c Improved street and environmental cleanliness (levels of graffiti) (BV199b)	3%	1%	2%				2%	See note below
		Smaller is Better	NI 195d Improved street and environmental cleanliness (levels of fly-posting) (BV199c)	0%	0%	0%				2%	See note below
Yearend		Smaller is Better	NI 196 Improved street and environmental cleanliness (fly-tipping - 4 point scale) (BV199d)	2	3	4				2	
Met	Worse	Bigger is Better	L356 Total attendances at Council Leisure Centres	360,883	368,294	387,990	195,158	189,704	189,400	365,000	
Yearend		Bigger is Better	L357 Percentage of overall customer satisfaction with Council Leisure Centres		85%	87%				80%	
Yearend		Bigger is Better	NI 008 Percentage of adults surveyed who regularly participate in sport or active recreation (LAA)		17.6%	18.1%				21.1%	

NI 195 Improved street and environmental cleanliness - figures for this NI are calculated from surveys carried out three times during the year. No figures are available for this quarter, but figures from the next survey will be available for quarter 3. The figures from the first survey reported at quarter 1 were; a) 4%, b) 11%, c) 2% and d) 0%.