

Quarter 2 2011/12 Exception Report Summary

The following targets in Part II of the Council's 2011/12 Corporate Plan have been identified as exceptions.

Please note 'exceptions' are defined as those targets not meeting expected performance and targets achieved.

Environmental Services

<i>Target no./Service</i>	<i>Target Status</i>
9. Summerfields Leisure Centre Improvements (Amenities, Waste, Leisure)	Achieved

Regeneration, Homes and Community Services

<i>Target no./Service</i>	<i>Target Status</i>
1. Communications & Website (Communications & Marketing)	Slippage possible
3. Licensing Scheme (Housing)	Achieved

Corporate Resources (for information only)

<i>Target no./Service</i>	<i>Target Status</i>
3. Achieve unqualified audit opinion (Finance)	Achieved
4. Call handling/customer satisfaction (Finance)	Slippage possible
1. Foreshore Trust/Charity Committee (Legal)	Achieved
6. AV Referendum (Legal)	Achieved
1. Refresh Workforce Dev Plan (POD)	Achieved
3. Staff Survey (POD)	Achieved
5. IIP re-accreditation (POD)	Achieved
7. Contact Centre (Cross Cutting)	Slippage possible

Environmental Services

ENVIRONMENTAL HEALTH, PARKING AND HIGHWAYS

1. Work with partners, licensees and residents to improve public safety and the atmosphere of the town centre and reduce alcohol and drug related anti-social behaviour. (2)

Measures: Alcohol & drug related crime levels. Perceptions of residents (town centre) feeling safe outside after dark - measured by the Local Place Survey.

Performance @ QTR 2 – On Target

In this period the team has worked very successfully with the environmental protection team and the police in performing “out of hours” enforcement checks on several late night venues. This has resulted in an application to review a large old town public house “The London Trader” and that review hearing was heard by the Licensing Sub Committee on the 25th October. Although the Committee did not revoke the licence, they did impose additional conditions relating to late night noise. In addition the late night operations resulted in two licence holders being cautioned for unlicensed activities. One premise has closed voluntarily and the other is being monitored.

The licence holder for the Reina Tapas Bar in Robertson Street was also successfully prosecuted for breach of a licence condition, which states that a personal licence holder should be present at all times that the premises is open. 6 new premises applications were administered including 2 which resulted in committee hearings, 1 for the Stade Hall which was granted, the other for the Kebab Hut which was refused following representations from environmental health and the police. An appeal against this decision has now been lodged with the local Magistrates Court.

The team is also co-ordinating the Council's response to the central government consultation on proposed changes to Schedule 1 of the Licensing Act 2003, and awaiting the new legislation and regulations stemming from the Police Reform and Social Responsibility Act 2011.

2. Launch a new Waste Management and Street-scene Enforcement team including community wardens to work with our refuse, recycling and cleansing contractors, partners including Sussex Police and residents to improve the local environment and take robust enforcement action to prevent littering, fly-tipping and dog fouling. (2)

Measures: Number of Fixed Penalty Notices issued per quarter. Local Place Survey Results on Improved Street and environmental cleanliness.

Performance @ QTR 2 – On Target

During quarter 2 the newly formed team continued to develop new monitoring systems for street cleansing and to implement them across the borough, and to train the staff in their new roles. In the last three

months monitoring the contractor's performance has been a high priority, and the 4 newly appointed Waste Management and Streetscene Officers have been working very closely with the contractor's supervisors, including carrying out joint monitoring of hotspot areas to ensure that all concerned understand exactly what is required. Although this monitoring work will continue, in quarters 3 and 4 we will also be increasing our focus on enforcement of littering and dog fouling. Concern at increased dog fouling, especially in the Central St. Leonards and Gensing wards, is now being addressed through a hard hitting campaign which started at the beginning of November.

The table below shows that the number of enviro-crime Fixed Penalty Notices (FPN) issued has dropped significantly compared with the same period last year. However, as reported last quarter, this is not surprising given that the Street Wardens role has changed with the formation of the new team, and there has been a period of readjustment and retraining. For example they have also been heavily involved in phase 1 of the recycling campaign in Tile Barn.

As mentioned above, whilst we are now re-prioritising enforcement, it is worth noting that during quarter 2 we continued to take a robust stance on these issues, as was well illustrated by the successful dog fouling prosecution we took in August, resulting in a fine of £350 with £198 costs awarded to the Council and a £15 victim surcharge.

Type of FPN	Number Issued in Q2	Number Issued in Q2 of Previous Year	Paid	Outstanding
Littering	4	9	4	0
Smoking Related Litter	0	16	0	0
Dog Fouling	3	18	3	0
Dog off Lead	7	25	7	0
Dog Exclusion Area/Time	0	10	0	0
TOTAL	14	78	14	0

Two unpaid FPN's for dog fouling are awaiting court hearings, and there are currently six fly-tipping incidents being investigated for potential prosecutions.

The Team also worked hard to support the work of the Waste Advisory Group and the 7 sub groups, which were looking at options for refuse and recycling in the areas not covered by the twin bin scheme, with a view to improving refuse and recycling and street cleanliness in these weekly black sack collection areas.

3. Improve the quality of life for residents at night, by tackling statutory noise nuisance caused by noisy neighbours and inconsiderate businesses. Address this problem through education and where necessary robust enforcement action, and our out of office hours emergency environmental health service. (2)

Measures: Residents contacting the Council in relation to statutory noise nuisance will receive a good service & where their complaint is substantiated it will be resolved.

Performance @ QTR 2 – On Target

In this quarter the team served seven noise abatement notices on domestic premises, 3 on commercial premises and 1 for a vehicle alarm, and took 8 prosecutions. These are notable noise nuisance case results and include separate multiple offenders, one was fined £4800 with £387 costs and another fined £1250 with £693 costs. The latter still has 2 offences waiting to be heard in court.

All of these cases demonstrate the continuing value of the out of hours emergency Environmental Health Service without which such cases would be impossible.

4. Ensure that all local businesses where the Council is the enforcement agency for food hygiene and health and safety enforcement, meet hygiene and health and safety requirements for staff and customers. (2)

Measures: Achievement of our priority inspection programmes

Performance @ QTR 2 – On Target

The Health and Safety work programme is on target, with all of the visits scheduled having been completed. Two Health and Safety Improvement Notices were also issued.

The Food hygiene rating scheme continues to be a success, as only one of the original nine zero rated premises in Hastings remains zero rated. All of the others have either applied to be reassessed and rescored, or have been rescored due a routine inspection where standards were found to have improved. The remaining zero rated premise has not applied to be reassessed despite being visited & given comprehensive advice and guidance on the procedure and the hygiene measures they need to implement to secure a better rating.

In conjunction with a local Chinese business owner the food and safety team are arranging food hygiene training specifically for our Chinese businesses. The course will be taught in Cantonese and Mandarin and will be held at the new Stade Hall on the 28th & 29th November. Participants will be aiming to achieve the Chartered Institute of Environmental Health Level 2 Award in Food Safety in Catering, as well as receiving refresher training in the use of the Safer Food Better Business Pack.

Seven Food Safety Improvement Notices were also issued this quarter.

5. Work with partners in the Sussex Resilience Forum, such as the Police and Fire and Rescue Services, to ensure that management and staff directly involved in our civil contingency and emergency planning management and response systems are well trained and prepared to respond effectively to issues such as severe winter weather. (2)

Measures: Adequate training/exercises completed by appropriate staff.
Feedback from public and partners following incidents requiring an emergency response from the council.

Performance @ QTR 2 – On Target

Staff and Management from the Environmental Services met with colleagues from Veolia and Quadron on the 5th October for a demonstration of snow and ice clearing equipment, followed by a meeting to refine our contingency plans for dealing with severe winter weather this year. As a result proposals to purchase a small detachable snow plough, and several different types of mechanical salt spreading devices (all of which can be mounted on our existing street cleansing and grounds maintenance plant) were approved by Lead Members and senior management, and it is hoped that the new plant will be secured by the end of November. We already have about 110 tonnes of salt available from last years 150 tonnes stock held at the ESCC Sidley Depot, and an order for a further 100 tonnes has been placed.

The new plant will enable our staff and contractors to deliver an even better response than last winter, when feedback in the local media and from residents was very good in relation to our work in the primary and secondary shopping areas. This winter we hope to make much greater inroads to the top twenty or so 'hostage estates'.

Our winter contingencies plan has been updated accordingly, including revisions to information to be provided to the public and on our website.

In September along with other Sussex Resilience Forum partners, we arranged a Training event for 'GOLD Commanders' from all Sussex local authorities and emergency services. These officers provide the strategic lead during a civil emergency, and the event was facilitated locally by the Emergency Planning College.

The Multi Agency Bulverhythe Flood Plans have been revised in preparation for an Exercise in Quarter 4

6. Deliver an effective and efficient parking enforcement scheme that supports the local economy reduces congestion and maintains traffic flow. (2)

Measures: Feed back/comments from public transport providers and emergency services. Analysis of statistical parking enforcement compared with previous year. "Secured car Park award" for 12 car parks maintained.

Performance @ QTR 2 – On Target

For on street parking enforcement the number of penalty charge notices (PCNs) issued continues to be slightly lower than last year, which saw the highest numbers of PCNs issued within the last five years. 4462 PCNs were issued in Q2, compared to 4799 for the same period last year. The percentage of PCNs issued for yellow line contraventions and in bus stops is 25%, of the total number issued on street, which is 1% higher than last year. 12 PCNs have been issued to vehicles actually parked in School Safety Zones within this quarter, which is in line with our expectations given the long summer holiday during this quarter.

Patrols of bus corridors and bus stops have produced 227 PCNs (5%) of those issued on street and at the same level as Quarter 2 last year. At a recent meeting, the local bus operator confirmed generally good levels of compliance with the restrictions at the bus stops by motorists.

The enforcement of code 26 – double parking and code 27 – dropped kerb contraventions was introduced in May 2010. During this quarter, 7 PCNs were issued for double parking and 98 for dropped kerb contraventions. Since the scheme began last May, 779 PCNs have been issued and 83% of these PCNs have been paid so far. Not only has this helped to improve traffic flow and keep tactile crossings and private driveways free of obstruction, it has also sent a clear message to car drivers in this town, that inconsiderate and selfish parking will not be tolerated.

7. Closely monitor developments as East Sussex County Council ‘test the market’ for procuring parking enforcement activity across the whole of East Sussex (by October 2012), and determine whether HBC could bid for part/all of this work. (1 & 2)

Measure: Participation in tendering process

Performance @ QTR 2 – On Target

Although it was decided that the risks associated with the Hastings contract were too great for us to submit a bid, we did formally reaffirm our willingness to continue to carry out on street parking enforcement under an amended agency agreement and submitted a proposal for a revised agreement. ESCC have received compliant bids from the private sector. In early October we were asked for further clarification on our offer and we submitted more details. We are now awaiting a decision from ESCC. It is scheduled to be considered by their Cabinet on November 15th.

8. Review the existing operational management and staffing arrangements for the Council’s CCTV Control Room and emergency out of hour response and co-ordination systems. (2)

Measure: Operational management and staffing arrangements reviewed.

Performance @ QTR 2 – On Target

We have established a multi agency team consisting of the Police, East Sussex County council and the Borough to review the CCTV control room operations and functions. The group has met twice and a scoping document for the review has been developed and agreed. We are now in the process of appointing specialist consultants to assist the multi agency team to review the CCTV control room operations and functions and determine the most appropriate way of delivering them in the future. The group aims to develop options for consideration by senior management and lead Members in the New Year.

9. Reduce waste, increase recycling, and improve street cleanliness. (2 & 5)

Measures:

- Work with the member/resident panel to develop acceptable alternatives to weekly black sack collections.
- Consult on new methods for collection in black bag areas
- Targeted marketing campaign launched to increase recycling rates in the areas of low performance starting in the Tile Barn area of Hollington.
- Public satisfaction with cleanliness as evidenced by surveys.

Performance @ QTR 2 – On Target

The work carried out by the team with Members and local residents through the Waste Advisory Group in the weekly collection areas not served by the twin bin scheme has provided a range of possible improvements, and will help to inform the joint waste collection and street cleansing contract procurement process. A key action for the short term is a 500 household seagull proof bag trial. Three areas have been agreed; Bohemia, Silchester Road and Emmanuel Road/Plynlimmon Road. Engagement with residents participating is under way.

The Recycling Officer is in the process of reviewing the recycling pilot carried out in Tilebarn. Our own pre campaign analysis of the recycling from 840 households in the campaign area indicated 28% contamination rates (items not suitable for recycling). At the end of the campaign sampling showed a remarkable improvement at only 12% contamination. Detailed results and customer survey responses will be provided in a report due to be released in the near future. It is hoped that there will be much that can be replicated in other areas of predominantly social housing.

As part of the Tilebarn project we recently publicised the 'most improved recycler in the trial area'. Other initiatives aimed at improving our recycling rate include the introduction of four waste electrical and electronic goods recycling banks at the main supermarkets and Summerfields Leisure Centre. Having completed phase 1 the Recycling Officer is planning a similar campaign in a weekly collection area.

With Amicus horizon we are currently looking at the Four courts in Stonehouse Drive, (Wishing Tree Ward) and the low level blocks in Southdown Avenue (Baird Ward) where recycling is very poorly provided for. We hope to introduce better bulk recycling systems for these residents and a new mini bring site in a car park owned by Amicus in Southdown Avenue.

The results of the latest independent 'street cleanliness' survey carried out by a specialist contractor are a little disappointing for litter and detritus. Although still very favourable when compared to national benchmarks, and also considering that these results relate to the survey carried out in August at the height of the summer season, when there is greater potential for littering.

Indicator	NI 195a	NI 195b	NI 195c	NI 195d
	Litter	Detritus	Graffiti	Flyposting
Hastings actual (with previous result in brackets)	7% (4%)	9% (6%)	3% (3%)	1% (0%)
Hastings target	4%	10%	2%	2%
National benchmark	9%	22%	5%	1%

Senior management from the Council and Veolia are now considering ways of reducing littering, and improving contractor performance, and thereby improving our score on this survey which is carried out 3 times a year. An action plan is being developed including increased education and enforcement in relation to the individuals dropping the litter, and the businesses selling the articles that contribute to the littering. For example pubs and restaurants where customers gather outside smoking or sitting at tables and chairs eating snacks. We are also now developing the use of the new portable vacuum units that were recently purchased to help improve the performance of the contractor when clearing up litter, detritus and dog waste. Four units were purchased and they are being deployed with the contractor's 3 mobile cleansing teams, and their fast response team.

We should also mention the excellent work Veolia's staff do cleaning up after the many very successful town events, such as the bonfire celebrations. This recently resulted in a letter of praise from a local businessman in the Observer.

10. Work with local authority partners to assess the feasibility of a joint waste partnership for procurement of the collection contract. (1, 2 & 5)

Measures:











- Joint business plan approved by Partner authority Cabinets.
- Preparatory work on track to enable EU tendering process to begin in late 11/12

Performance @ QTR 2 – On Target

The Joint Waste Committee met three times over the summer to consider the draft business case, specification, cost sharing agreement, and inter authority agreement. On 31st August all members were invited to a comprehensive briefing on the project, and it was very well attended. A month later both of our Overview and Scrutiny Committees combined for a special meeting to consider and discuss the key documents that are being developed by the procurement team, and to provide feedback on them for the next meeting of the Joint Waste Committee on 24th October. The meeting was assisted by the Director of Environmental Services, the Lead Director from the Administering Authority (Rother District Council) and an expert on waste procurement from WYG who are working with the project team. Following some very detailed discussion they agreed recommendations to be submitted for consideration by the Joint Waste Committee and our Cabinet.

Progress on the key documents for the contract procurement was reported to the Joint Waste Committee on 24th October for further comments and the final documents will be presented to the next Joint Waste Committee on 9th November when members will be asked to agree the Inter authority Agreement and Cost sharing Agreement.

CORPORATE PLAN PERFORMANCE INDICATORS

Environmental Health Services - Corporate Plan Indicators						
Indicator	Improvement Direction	Actual Sep 2010	Do T	Actual Sep 2011		Target Sep 2011
1.1 Improved street and environmental cleanliness (levels of litter) (NI 195a)	Smaller is Better	4 %		7 %		4 %
1.2 Percentage of household waste sent for reuse, recycling and composting (NI 192)	Bigger is Better	26.6 %		27.8 %		28.0 %
1.3 % nuisance/general public health complaints responded to within 4 working days (L123)	Bigger is Better	89.9 %		91.4 %		95.0 %
1.4 % of food establishments which are broadly compliant with food hygiene law (NI 184) (L397)	Bigger is Better	89.2 %		85.3 %		85.0 %
1.5 Number of crimes reported in Council car parks (L148)	Smaller is Better	7		3		8

AMENITIES, WASTE AND LEISURE SERVICES

1. Maintain standards of quality and cleanliness in our parks, playgrounds and open spaces. Work with partners to create opportunities for improvements and increased sustainability. (2)

Measures:

- Green Flag status retained
- Achievement of Community Strategy target for quality open space
- Improving scope and quality of playground portfolio with Amicus Horizon
- Public satisfaction as evidenced by surveys

Performance @ QTR 2 – On target

Work towards the Green Flag status is ongoing. Application will be submitted in 2012 for all parks that have already retained their Green Flag status (Alexandra Park, St. Leonards Gardens and Hastings Country Park).

Work ongoing regarding measuring Community Strategy target for quality open space.

The Joint Play Strategy (HBC/Amicus Horizon) has been agreed at Cabinet (5th September). Officers are working together to prioritise enhancements and renewal of playgrounds.

Place Base Survey Results indicate 40%+ very satisfied with parks and green open spaces throughout the Borough. This result was the highest of all public services.

2. Prepare for the tender of the grounds maintenance, highways maintenance and arboriculture contracts, in partnership with neighbouring authorities and other agencies wherever feasible. (2)

Measures: Achieve a programme of tenders during 2011-12

Performance @ QTR 2 – On target

Joint specification has been reviewed with Rother District Council. Staff to be transferred agreed, consultation completed. Management Fee to be agreed during this quarter. Legal agreement also to be finalised this quarter. Timetable on schedule to meet re-tendering timetable.

3. Work with allotment associations to ensure that plots are fully cultivated and that management responsibilities are handed over to the associations wherever feasible. (2)

Measures:

- Comprehensive set of Allotment Rules published
- New Tenancy Agreement with tighter procedures to ensure higher levels of cultivation published
- Review of rents completed
- Consultation undertaken on devolved responsibility to sites/associations

Performance @ QTR 2 – On target

Allotment Rules and new Tenancy Agreement are in draft stage and with HBC Legal department for comments – both are due for consultation with all site secretaries and allotment associations. Completion aimed for December 2011.

Rents are currently under review. To be completed this financial year.

An options paper for future management has been circulated to site secretaries for discussion at their December meeting.

4. Restore, protect and manage our seafront; develop opportunities for regeneration and enhancement. (2 & 5)

Measures:

- Beach Management Plan actions agreed with the Coastal Users Group implemented.
- Forward plan of work developed with the Charity Committee.
- New decorative lighting installed
- Opportunities developed for Bottle Alley and ~~White Rock Baths~~ (transferred to Regeneration and Community Services targets) with the Seafront Regeneration Group
- Undertake work to extend the Hastings section of the promenade cycle route to Bexhill

Performance @ QTR 2 – On target

Initial meetings held to agree scope for new seafront play and exercise facilities and a range of improvements agreed for St. Leonard's seafront. Foreshore Trust Forward Plan submitted and agreed by Charity Committee. Neil Choudhury Architects appointed to undertake Bottle Alley Feasibility. Eastern extension to existing cycle route complete and open and Connect2 pedestrian and cycle link between Hastings & Bexhill due for completion by Christmas.

Final prices and extent of a decorative lighting scheme for light columns from the Pier to London Road have been agreed.

5. Work with partners to implement flood protection measures throughout the town. (2 & 5)

Measures:

- The Surface Water Management Plan completed and published.
- Establish cross-agency and community arrangements for implementation of the Surface Water Management action plan.
- Assessments of entire shoreline and Harbour Arm completed in line with DEFRA funding allocations.

Performance @ QTR 2 – On target

SWMP complete and action plan agreed – due to present at North St Leonards AMB in October. Condition Survey of Coast Defence Assets

and Coastal Pathfinder will be completed by end 2011. Potential of grant funding now available from DEFRA for 2010/11 to undertake a full Project Appraisal of repair and improvement options for the Harbour Arm. A project assessment report will be prepared for DEFRA in November.

6. Provide an exhibition and education programme for visitors to our Museums. Develop proposals for their long-term sustainability in light of financial constraints. (1 & 4)

Measures:

- Visitor targets achieved.
- Proposals for management of Old Town Hall Museum developed.

Performance @ QTR 2 – On Target

A total of 7 schools and 122 Language School groups visited across both sites. A Teachers' Drop-in session was held in September and attended by 8 teachers from 4 schools. All loan boxes were booked out for the term time periods.

There have been three exhibitions at HMAG, summer holiday activities at both museums, weekly Play and Learn sessions in term time, weekly Local History lectures at HMAG, Finds and Object Handling sessions and a printing workshop at the Old Town Hall and a series of talks in Old Town Week.

A further meeting has been held with Old Town Hall Museum Group. Future changes to the displays were discussed, and research and discussions on alternative management proposals are planned for Q4.

7. Implement the Active Hastings, Active Leaders, Active Streetgames, Hearty Lives and new Active Women programmes; review our overall sports strategy in the light of funders' changing priorities. (2 & 4)

Measure: Listed programmes implemented and sports strategy reviewed.

Performance @ QTR 2 – On Target

Active Hastings engaged and registered 815 new people this quarter, 33% of whom had done no physical activity in the last 12 months.

The Sport England funded, Active Women project was officially launched in July, offering women living within the areas of deprivation and caring for children opportunities to take part in sport. The launch event took place as part of the 2012 Open Weekend and around 1000 people attended the family event in Alexandra Park.

Hearty Lives, Active Leadership and Street Games continued to deliver focused alternative school activities and neighbourhood sport sessions in areas of deprivation during this quarter.

We are in the process of working with our Public Health funding partners to scope out an initial brief for the revised Sports and Physical Activity Strategy.

8. Implement the new play development action plan to ensure quality play opportunities and a regular programme of activities for children and young people town wide. (2 & 4)

Measure: Play development plan implemented with appropriate input from play partners and service users.

Performance @ QTR 2 – On Target

Play Hastings team in Partnership with the Access to Nature project hosted a free family play event, Explore your Shore, on Hastings seafront. The event saw over 750 attendees who engaged in free environmental play activities on the first day of the Summer holidays.

Three Playday events were held in August attracting more than 4000 attendees per event. Feedback from the community was very positive with families expressing their continued support for free play events during the school holidays. Play Hastings also continued to host free neighbourhood play sessions during both term time and school holidays. Active Hastings were supported by the provision of a crèche service to support parents of young children to access exercise sessions.

Play Development Officer continues to facilitate the quarterly Play Forum meetings.

9. Carry out improvement works to Summerfields Leisure Facilities (2 & 4)







Measure – Capital refurbishment works at Summerfields completed on schedule and within budget.

Performance @ QTR 2 – Achieved

All complete to budget. Only snagging items outstanding.

All programmed works to Summerfields and Falaise completed.

CORPORATE PLAN PERFORMANCE INDICATORS

Amenities, Resorts & Leisure - Corporate Plan Indicators						
Indicator	Improvement Direction	Actual Sep 2010	DoT	Actual Sep 2011		Target Sep 2011
2.1 Number of people attending White Rock Theatre performances (L233)	Bigger is Better	33,108		15,825		26,740
2.2 Number of visitors to Hastings Museum and Art Gallery (L398)	Bigger is Better	20,795		19,411		18,570
2.3 Total attendances at Council Leisure Centres (L356)	Bigger is Better	189,704		193,133		189,400

Regeneration, Homes and Community Services

REGENERATION AND COMMUNITIES SERVICES

1. Continue to lead on the delivery the Cultural Regeneration Strategy and work with stakeholders and practitioners on an agreed implementation plan. (1 & 4)

Measures: Action Plan approved by HBC Cabinet and Year 1 targets achieved by March 2012.

Performance @ QTR 2 – On target

Progress – on time and on target - an updated version of the Action Plan is to be presented to the Cultural Partnership Group at the end of October 2011. Key achievements over the last three months have been:

- Project Space at Stade Hall delivered and completed
- Coastal Currents Programme and Spotlight delivered and completed
- Eight Foot Square programme delivered and seeking more external funding
- Afrikaba Festival has commenced
- Interface Programme delivered and completed
- Arts Council Funding bid due to be submitted October 11
- Place Based Survey results on perception of 'culture' in the town published for the first time.

Progress by partners:

- Jerwood Gallery opening set for Spring 2012
- Pier Trust appoints new Chief Executive

2. Continue to manage external funded and Community Partnership Fund programmes, pursuing new sources of external funding programmes to support the Council's regeneration priorities. (1 & 4)

Measures: Delivery of agreed CPF targets. Completion of Future Jobs contract.

Performance @ QTR 2 – On target

Qtr 1 – 2011/12 – Community Partnerships Fund (CPF)

Progress – The programme has achieved 100% spend in Quarter 1 2011-12. Seven of the nine projects are well within the Green Category on the Risk Register, one is just one point inside the Green/Amber Category and another is significantly within the Green/Amber Category where project management capacity remains a concern.

Qtr 2 – 2011/12 – Completion of Future Jobs contract

Progress – The contract remains on target for completion by 31 October 2011, with the Final Statement of Grant Usage due to be submitted to the Department for Work and Pensions on time in December 2011. The Future Jobs Fund (FJF) Compliance Officer post ends on 30 November 2011. The additional work in December is likely

to be minimal and will be covered by the Regeneration Programme Management Team.

Two events were held, to celebrate the FJF scheme, and the achievements of young people, their employers, and other partners. One was in Hastings (hosted by the Leader and Mayor of Hastings) for Hastings and Rother districts. The other was in Eastbourne (hosted by the Leader of Eastbourne Borough Council), for Eastbourne, Wealden and Lewes districts.

Awards were presented for best employee, most improved, "team player" and a special award for employees. There were also awards for best employer and best partner, in each area.

The events were combined with two jobs fairs held in partnership with JobCentre Plus (JCP), which saw 600-700 job-hunters meet 30 employers. These were two of the largest jobs fairs ever held by JCP. Both events got good publicity in local papers.

Qtr 2 – 2011/12 - Community Partnerships Fund (CPF) 2012/13

Progress – 27 Expressions of Interest totalling some £2.1m of CPF funding in 2012-13, a multiplier of about 5.6 times the likely available budget, were submitted to the Council. Of these, the Appraisal Panel has selected 18 projects which met the criteria to go forward to the Full Application stage, the deadline for which is 28 October 2011.

Qtr 1 – 2011/12 – All other external funding activity

Progress – Please see attached report

Answers in the Carbon Economy (ACE) project: Lead Partner role: The Partnership Agreement has been agreed with partners and distributed for signing.

HBC delivery: Expressions of interest invited for three studies: carbon footprint of industrial estates, strategic options for carbon reduction, and options study for carbon reduction in different building types.

Apprenticeship Initiative: "Own Grown" Hastings Apprenticeship Initiative and 10-point action plan was publically launched at Let's Do Business event (29th Sept) by the Leader of the Council, with four articles over three weeks in local papers. Database of local training providers completed, and initial work advising employers has commenced. Protocol for Council employment of apprentices established in consultation with staff and trade union representatives. Contacts with National Apprenticeship Agency, East Sussex Council of Training Providers, Southeast Apprenticeship Company, Work Programme providers (Royal British Legion Industries and Avanta), and employers leading to establishment of an Apprenticeship Forum.

3. Contribute to a number of partnerships to further the Town's infrastructure regeneration efforts including continuing as active participants within Sea Space and through active participation in the new Kent, Essex & East Sussex Local Enterprise Partnership (1)

Measure: Development of a programme of activity for the coast within the LEP structure.

Performance @ QTR 2 – On target

Progress – Coastal subgroup of the LEP has been established.

Potential workstreams identified by supporting officer group. A brief has been finalised for an independent piece of work to compile an up to date collection of data about the key coastal conurbations within South East Local Enterprise Partnership (SELEP) to provide an accurate and current socio-economic profile that could underpin bidding and lobbying activity.

A draft terms of reference has been drawn up for a partnership that will serve as a successor to the Hastings-Bexhill Task Force and Hastings and Bexhill Economic Alliance. The geographic reach of this partnership would include the Hastings-Rother travel to work area. The first meeting of the new partnership is scheduled for 3rd quarter.

4. Continue to support the town's four Area Management Boards to deliver the Local Area Management Plans. (1 & 4)

Measures: Local Area Management Plan (LAMP) in place for each AMB; implementation in line with agreed action plan targets.

Performance @ QTR 2 – On target

Progress – Draft plans being presented to Area Management Boards during October 2011. Progress will be reported to the AMB at each quarterly meeting and to the public via HBC website.

5. Undertake a review of Community Partnership Funding.

Measure: Review completed in time to inform 2013-14 budget setting.

Performance @ QTR 2 – On target

Progress – A brief has been finalised for this work which will include a review of the Council's financial support for community/voluntary organisations in excess of £500 annually. The first meeting of the working group that will drive the review will be held late Oct/early November.

6. Continue to support Events such as the St Leonards Festival, Black History Month and Refugee week. (1 & 4)

Measure: All three events supported.

Performance @ QTR 2 – On target

Progress – St Leonards Festival was washed out this year which was a real disappointment to all those involved. The plan is to align next year's festival with the Olympic torch relay.

The first Ore Valley Festival took place in the summer supported by partnership working across service providers and community groups.

Afrikaba festival (Black History Month) launched at Sussex Coast College 8th October 2011.

Hastings Intercultural Organisation (HIO) football tournament took place on 16th October 2011.

7. Work with business partners to regenerate White Rock Baths (transferred from Amenities and Leisure Services). (1 & 4)

Measures: Feasibility of commercial occupation completed; physical repairs programme that enables commercial occupation agreed and costed; legal agreement with business tenant.

Performance @ QTR 2 – On target

Progress – This Quarter has seen rapid progress regarding White Rock Baths, gathering key information on a proposal from Lifecycle for a café and bike-hire business, to allow a decision by the Charity Committee in December. Surveys and estimates are completed or under way for measured drawings, waste removal, concrete repairs, waterproofing and replacement drains. Heads of Terms for a building agreement and lease have been agreed with Lifecycle. Finance officers have scrutinised the business plan to allow risks to be assessed.

8. Develop an implementation plan for the FLAG strategy (1 & 4)

Measure: Implementation plan completed by September 2011

Performance @ QTR 2 – On target

Progress – An indicative budget allocation of £963k has been received from the Marine Management Organisation which will be ring-fenced for the Hastings Fisheries Local Action Group (FLAG). The Implementation Plan has not been finalised until issues raised by the Marine Management Organisation (MMO) in regard to public sector match-funding and aid intensity rates have been satisfactorily resolved. It is anticipated that completion of the Implementation Plan and a 'go live' date for the FLAG can be achieved in Quarter 3.

9. Continue to work with key partners to retain a regeneration company and a plan of action to secure the economic growth and prosperity of the town. (1)



Measure: Agreed plan of action and appropriate delivery mechanism

Performance @ QTR 2 – On target

Progress – A meeting has been arranged for 12th November to consider a new partnership structure to replace the Task Force Steering Group and Hastings and Bexhill Alliance. This is intended to bring together activity across Hastings and Rother to ensure a united approach to improving the economy. Work by Seaspaces staff before the ending of their employment has led to a operating company being set up to run the Innovation Centre and Creative Media Centres. A new development company the East Sussex Energy, Infrastructure and Development Ltd has been set up to carry forward potential future development projects and assts transferred to it. Hastings Borough Council and the other two local authorities can nominate directors to its board and Cllr. Chowney is

the Council's nomination. A meeting of this board took place on 24th October 2011.

CORPORATE PLAN PERFORMANCE INDICATORS

Regeneration & Community Services - Corporate Plan Indicators						
Indicator	Improvement Direction	Actual Sep 2010	DoT	Actual Sep 2011		Target Sep 2011
3.1 Overall crime rate / 1,000 population (L396)	Smaller is Better	46		46		55

The crime rate for the year to September 2010 and 2011 is the same - 46 / 1,000. In 2011 the number of crimes was 3,967 compared with 4,008 in 2010.

PLANNING SERVICES

1. Progress the Hastings Local Development Framework by preparing the Core Strategy, and the Site allocations and Development Management Plan. (1, 4 & 5)

Measures: The pre-submission version of the Core Strategy considered by Cabinet in March 2012.

Performance @ QTR 2 – On Target

Progress – Core Strategy Informal Consultation carried out 27 June to 8 August 2011 – included web based consultation and use of Twitter and Facebook. Analysis of results is now being undertaken. Presentation of the Local Development Framework to the LSP was carried out on 18 July. Comments have been submitted to Rother District Council on their Core Strategy Submission version. Contractors have been appointed to undertake Sustainability Appraisal of the Core Strategy and Development Management Plan.

Completion of the pre-submission version of the Core Strategy has been delayed. An amended timetable has been produced and agreed to take account of traffic modelling and timing of the Link road decision. The proposed submission version is now due to be considered by Cabinet in March 2012. Work has been undertaken on an analysis of the impacts of the draft National Planning Policy Framework for Hastings' LDF. A temporary senior planner has been appointed and started work on Development Management Plan in September. Work is underway on an equalities impact assessment of Core Strategy and Statement of Consultation for the Core Strategy. The Statement of Community Involvement has been updated and approved by Cabinet on 5th September.

2. Through our zero tolerance approach to neglected and derelict buildings and land, target 45 neglected and derelict buildings or areas of land. (2)

Measure: 45 neglected/derelict buildings improved to include 500th Building improved by Grotbusters

Performance @ QTR 2 – On Target

Progress – 21 properties have been improved by the end of Q2, 5 improved during Q2. In addition 10 properties were being improved at the end of Q2 but were not yet complete. The 500TH building has been achieved towards the end of Q2.

3. Implement the second phase of the Townscape Heritage Initiative for the conservation and repair of specific buildings in the Central St. Leonards Renewal Area. (2)

Measures: Completion of programmed improvements.

Performance @ QTR 2 – On target

Progress – In year 5 and the scheme now closed to any new applications. Improvement works to properties where grant offers already made is continuing through 2011/12. Final grant offers are

being assessed on two major sites at St Leonards Congregational Church and 37- 40 Marina but any offer will be subject to budget limitations.

4. Ensure the completion of improvements to the Pelham Arcade Restoration as part of a three year programme. (2)

Measures: Completion of programmed improvements.

Performance @ QTR 2 – On target

Progress – In February 2011 the three year grant scheme by English Heritage was withdrawn because of budget cut backs at English Heritage. An alternative scheme has been negotiated. The alternative scheme is strictly limited to Pelham Arcade properties, and with a short scheme life with a strong likelihood of non-availability of grants in future years. English Heritage have made the first grant offer on 12 Pelham Arcade. The Council will be making a grant offer to the same property. Co-ordinated a design for the Arcade frontage and the above Arcade lantern light has now been drawn up and planning and listed building consent applications have been submitted. Work has been undertaken to put in place an agreed design pattern for the frontage to Pelham Arcade. A second grant submission package was progressing to tender stage at the end of Q2 in accordance with the coordinated design. Other Arcade property owners are being encouraged to take up the opportunity of grant funding because it is only likely to be available for a short time.



5. Establish the Council's new 'Planning Consultative Forum' bringing together developers, councillors and the community to consider significant planning developments in advance of planning applications being submitted. (2 & 4)

Measure: Impact of new consultative method evaluated.

Performance @ QTR 2 – On Target

Progress – No appropriate applications have been received to trigger consideration by the Pre-Application Consultation Forum.

CORPORATE PLAN PERFORMANCE INDICATORS

Planning Services - Corporate Plan Indicators						
Indicator	Improvement Direction	Actual Sep 2010	DoT	Actual Sep 2011		Target Sep 2011
4.1 % major residential & commercial planning applications determined within 13 weeks (NI 157a)	Bigger is Better	69.2%		30.8%		60.0%

Planning Services - Corporate Plan Indicators						
Indicator	Improvement Direction	Actual Sep 2010	DoT	Actual Sep 2011		Target Sep 2011
4.2 % minor residential & commercial planning applications determined within 8 weeks (NI 157b)	Bigger is Better	81.8%	👍	86.2%	★	85.0%
4.3 % householder planning applications determined within 6 weeks	Bigger is Better		»	71.4%	★	50.0%
4.4 Net number of new homes built (NI 154)	Bigger is Better	73	👍	116		
4.5 Number of neglected and derelict buildings improved	Bigger is Better	31	👍	21	★	Year end 45

4.1 The performance for determining Major planning applications within 13 weeks does not meet the target , although performance has improved from the first quarter (25%) it is not likely that the target will be met by the year end although further improvement are expected. In the first two quarters 13 decisions have been made, 4 within time but 9 have gone over time. If 4 additional decisions had been in time the target would have been met. The reason nine decisions were not within time are as follows:

Planning Committee deferral	1
Negotiations on listed building consent	1
Delays to signing 106 agreements	3
Amendments	3
Staff Changes	1

Members will know that the determination does not coincide with a decision by Planning Committee, but with the completion of the processes afterwards. For example, developers do not hurry to complete 106 agreements unless they intend to develop their site quickly. Whilst some of the outcomes were due to the Council, many are clearly dependent on the actions of others. It is therefore proposed to review this target with the Lead Member and Chair of Planning Committee with a view to assessing:

- The potential for improved performance
- If new or extra target(s) are appropriate
- If other action (like automatically taking applications to Committee to conform to timetable) is appropriate.

4.3 % householder planning applications is a new indicator for this year and no figures for previous years are available.

4.4 Net number of new homes built - the target for the year is 210. No targets have been set before the yearend.

COMMUNICATIONS AND MARKETING SERVICES

1. Provide a comprehensive communications service for the Council (internal and external), promote and review how we market Hastings as a great place to live, invest in, work and visit. Improve the efficiency of our communications by increasing the use of electronic media (including websites and social media). (1)

Measures: New website and Content Management System introduced and web visits increased by 10% year on year.

Performance @ QTR 2 – Slippage possible

Progress – Our new website was launched on 12th August. Although there were some initial teething problems, in particular with broken links, the new website gives us much greater versatility, and the ability to update it in real time.

In 11/12 Q2, 963 576 pages were served to 229 925 visitors. This compares to 1 298 467 pages were served to 361 134 visitors in Q2 10/11. This is partly a reflection of the fact that the site has been 'stripped down' ready for transferring to the new site. We are now hoping to re-build visitor numbers, although may not reach our target of increasing visits by 10% by the end of the year.

We continue to expand the use of social media, and have now more than doubled the number of our 'twitter' followers.

2. Work with key partners to develop a joint marketing/communications strategy to continue to improve the image of Hastings. (1 & 6)

Measures: Group established and agreed action plan produced by July 2011.

Performance @ QTR 2 – On target

Progress – A very positive stakeholder meeting did take place in July, and initial action plan developed from that. A marketing strategy is now being developed.

3. Produce a tourism marketing plan for Hastings & 1066 Country for implementation in the 2012 season, acknowledging the current and expected changes in the funding structures for tourism nationally and regionally. (1)

Measures: Plan achieved by September 2011.

Performance @ QTR 2 – On target

Progress – Tourism marketing plan produced

4. Support Hastings' different festivals and events, and organise the Seafood & Wine Festival, to attract visitors and make the town a better and more inclusive place to live. (1 & 4)

Measures: All HBC-supported events delivered successfully, and the 2011 Seafood and Wine Festival delivered satisfactorily.

Performance @ QTR 2 – On target

Progress – The 2011 Hastings Old Town Carnival Week was a great success, as was this year's Seafood & Wine Festival, the latter despite the rain, both forecast and actual. Indeed, despite the torrential rain on the Saturday morning, and further spells of rain on the Sunday, an estimated 35 000+ visitors attended the event, a real sign that it has 'come of age'. A number of stallholders again ran out of food, and very positive feedback has been received about the event.

More recently, technically in Q3, Hastings Week was also felt to be another success, culminating in the usual spectacular torchlight procession, fireworks and bonfire. Again very good reports have been received about this, from both visitors and traders.

Work is now well underway on the Olympic Torch Relay, visiting Hastings overnight on Tuesday 17th July 2012, and already the second community group meeting has been held. This is likely to be one of the biggest events to take place in Hastings next year.

5. Introduce a content management system for the www.hastings.gov.uk website, continue to maintain the Council's IT network, and provide IT support to enable the smooth running of the Council.(3)

Measures: 95% of all Helpdesk calls within target time resolved and a network availability of 99% achieved.

Performance @ QTR 2 – On target

Progress – As noted above, the new website, driven by a content management system, went live on 12th August, making it much easier to keep the content fresh.

97.06% of the 1394 help desk calls received in Q2 were closed within target time in Q2. Network availability for Q2 was 99.99%.

6. Contribute to a number of partnerships to further the Town's infrastructure regeneration efforts by (1):

- Lobbying for improvements to road transport links e.g. Bexhill Link Road, Tunbridge Wells to Pembury A21 duelling.
- Campaigning to retain and develop rail links to serve the Town

Performance @ QTR 2 – On target

Progress – Lobbying continues to improve the town's infrastructure. The A21 Reference Group, on which Hastings Borough Council is represented, recently met and the Leader of Kent County Council put forward a revised scheme for the dualling of the A21 between Tonbridge and Pembury at a significantly reduced cost; Kent County Council and had offered to contribute towards the cost of taking the scheme forward. Hastings is also continuing to lobby for the Baldslow link road.

Considerable energy is currently being devoted to ensuring that Hastings retains a direct service to the City of London once the new Thameslink service is introduced.

HBC is now actively lobbying Southern and Network Rail to minimise the disruption caused by the closure of the Marshlink for nine weeks early next year for engineering work to be undertaken in Ore Tunnel.

CORPORATE PLAN PERFORMANCE INDICATORS

Communications & Marketing - Corporate Plan Indicators						
Indicator	Improvement Direction	Actual Sep 2010	DoT	Actual Sep 2011		Target Sep 2011
5.1 Number of customers in the Contact Centre	Bigger is Better		»	148,277	▲	155,000
5.2 Number of formal complaints received by Hastings Borough Council (L092)	Smaller is Better	102	▼	87	▲	75
5.3 Visits to the Borough website	Bigger is Better		»	553,075		

5.1 & 5.3 due to changes to these areas information is not comparable with previous years. No targets have been set for 5.3, and targets will be set for 2012/13 when figures for 2011/12 are available.

HOUSING SERVICES

1. Undertake with partners and the community, a review of the later phases of the Ore Valley redevelopment plans. (1)

Measure: New master plan considered by Cabinet by year end.

Performance @ QTR 2 – On Target

Progress – Review underway. Discussions taking place with Bellway Homes and Homes & Community Agency (HCA) regarding possible 2nd phase of residential development, subject to further site viability assessments

2. Take tougher measures, including Compulsory Purchase, to bring long term empty homes back into use. (1, 4 & 5)

Measure: The number of empty homes returned to use through the granting (or threat) of a CPO.

Performance @ QTR 2 – On Target

Progress – October's Cabinet (2011) gave approval to start the compulsory purchase of a further 14 empty properties.

Of the 7 properties that Cabinet (December 2010) originally agreed to pursue for compulsory purchase (CPOs), one is back in use after having been empty for 15 years and another is well on the way to being fully renovated.

The remaining 5 remaining CPOs have or are in the process of having undertakings (a legal agreement to renovate and bring back into use) agreed between the owners and the Council.

3. Subject to consultation, implement an additional tough licensing scheme for certain categories of privately rented accommodation to protect tenants. (1, 4 & 5)

Measure: New licensing scheme introduced in 2011/12 subject to consultation results.

Performance @ QTR 2 – Achieved

Progress – The Additional Licensing Scheme for HMOs came into force on the 19 September 2011.

We have already had over 180 HMO owners/managers pre-register their properties with us and we are in the process of sending out application and information packs. We will follow this up with further publicity work and begin the task of processing the initial volume of applications. In the new financial year, we plan to begin the proactive enforcement activity to identify those HMO owners/landlords that may be trying to avoid licensing.

4. Assist households to access private rented sector housing through the Council's 'Letstart' service in order to prevent homelessness. (4 & 5)

Measures: 40 households settled in private rented sector.

Performance @ QTR 2 – On Target

Progress – 15 households assisted into the private rented sector during Quarter 2 (25 households assisted YTD). This is on target to meet the 2011/12 target of assisting 40 households.

5. Investigate how new investment models might be used to maintain progress made in improving housing standards and regeneration within St Leonards. (1, 4 & 5)

Measure: Completion of a pilot project within Central St Leonards.

Performance @ QTR 2 – On Target

Progress – Work is underway with a Registered Provider (Housing Association) named Local Space in developing a 100 unit purchase and improvement programme for Central St Leonards, over the period 2011-14. A HCA funding contribution has been secured and Cabinet has given a approval, in principle, to explore the use of a special purpose vehicle and prudential borrowing to support the scheme. As part of their commitment to the scheme Local Space have agreed to transfer £2M to the council for initial property purchases in the 7 main streets. A full social survey will be undertaken in the New Year and proactive enforcement policy implemented as part of the council private sector renewal action plan agreed by Cabinet in October.

CORPORATE PLAN PERFORMANCE INDICATORS

Housing Services - Corporate Plan Indicators						
Indicator	Improvement Direction	Actual Sep 2010	DoT	Actual Sep 2011		Target Sep 2011
6.1 Number of homelessness acceptances (L343)	Smaller is Better	23	✗	30	▲	25
6.2 Number of homelessness cases prevented (L368)	Bigger is Better	460	✓	804	★	400
6.3 Number of private sector dwellings (units) brought in line with the current statutory standard	Bigger is Better		»	45	▲	85
6.4 Number of affordable homes delivered (NI 155)	Bigger is Better	42	✗	15	▲	27
6.5 Long term (2+ years) empty properties returned to use	Bigger is Better	13	✓	18	★	15

6.1 represents significant increase in presentations mainly attributed to relationship breakdown & domestic violence. Acceptances are up both nationally and locally within East Sussex in all districts.

6.3 due to funding reductions target will need to be further revised-information is not comparable with previous years.

6.4 annualised target not suitable for quarterly monitoring – on target for full year.

Cross Cutting Targets

5. Stade Regeneration

Brief: Finish the 'build' elements of the Stade project to include the completion of and opening of the café, the quality open space and the 'Classroom on the Coast (seafood training kitchen). Develop and implement a comprehensive cultural programme for the Stade, in conjunction with the Jerwood Foundation.

Corporate Director:	Simon Hubbard
Contributions:	Marketing and Communications, Finance, Legal, Regeneration, Estates, Amenities, Parking and Highways, Environmental Services as well as direct participation by partner and community organisations.
Lead Member:	Cllr Chowney
O & S:	Services
2011/12 Target(s)	Develop a quality programme of cultural activities for the open space and community facilities in conjunction with partner and community organisations scheduled to start with the official opening of the Jerwood Gallery and the Stade open space during 2011

Performance @ QTR 2 – On target

Progress – As noted in Q1, the Stade café and Stade Open Space opened in May meaning that, with the exception of the surfacing work delayed pending completion of the Jerwood Gallery, the original deadline of completion by the end of June 2011 was beaten.

'Creative Coast' provided cultural/artistic activity during the Stade Hall this summer, and work is now underway on an event to mark the completion of the whole site, when the Jerwood Gallery opens in early 2012.

The Lloyds Bank Olympic Torch Relay 'taster' event in July was the first advertised use of the Stade Open Space, the event organiser commenting that it was one of the best examples of an outdoor performance space he had ever come across.

More recently, the Seafood & Wine Festival, the Classic Car Show, and the Spratt and Winkle commercial vehicle rally have all taken place on the Stade Open Space, all attracting good crowds. No operational problems have been experienced with the space.

9. Hastings Pier

Brief: To support Hastings Pier & White Rock Trust (HPWRT) in developing a future for Hastings Pier

Corporate Director:	Simon Hubbard
Contributions:	All Heads of Service
Lead Member:	Cllr Chowney
O & S:	Services

2011/12 Target(s)

- (a) To seek funding for the stabilization of Hastings Pier and bring forward a scheme if funding is available
- (b) To ensure that the Council is able to secure the Pier for HPWRT at the appropriate time through a CPO and back to back transfer between the Council and the Trust.

Performance @ QTR 2 – On target

Progress – The urgent stabilisation works have essentially been completed following a successful bid to English Heritage for a grant to cover the associated costs. Continuing close working with representatives of the Hastings Pier and White Rock Trust in support of their development plans. Legal agreement is in stages of being finalised, and work on Repairs Notice is complete. The statement of reasons for a CPO has been updated and will be the subject of a report to Cabinet in November and full Council in December. Service of the Repairs Notice, which is a necessary pre-cursor to the intended CPO action, will be effected following completion of the legal agreement and any works that are considered necessary to safeguard the Pier from further vandalism.