

The Performance Indicators Proposed for In Depth Monitoring

Definition	% of Invoices paid within 30 days or other mutually agreed terms
Corporate Value	Conduct our business with integrity, impartiality and remain open and accountable.
Service	Financial Management
Head of Service	Bruce Bird
Reason for selection	Performance standard introduced by Government. Demonstrates the efficiency of the Council's financial processes.

Definition	The average number of working days lost due to sickness absence
Corporate Value	Make the most efficient and effective use of public resources.
Service	Personnel
(Acting) Head of Service	Caroline Freeman
Reason for selection	Selected by Government as an official "upper quartile" indicator. Significant impact on service delivery

Definition	% of services that are capable of being delivered electronically that are delivered electronically
Corporate Aim	A place for everyone
Corporate Objective	Promote social inclusion and community participation
Service	Information Technology & E-Government
Head of Service	Peter Byard

Reason for selection	A function subject to a Government set performance standard. Key modernisation indicator
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Definition	Average relet time for Council dwellings
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Corporate Aim	A place for everyone
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Corporate Objective	Help everyone to have a decent home
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Service	Housing Management
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Head of Service	Jan Canny
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Reason for selection	Key indicator for assessing the Council's effectiveness in making the best use of housing stock. Previously selected by Government as an official "upper quartile" indicator.
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Definition	Specified repairs done within government time limits
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Corporate Aim	A place for everyone
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Corporate Objective	Help everyone to have a decent home
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Service	Housing Management
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Head of Service	Jan Canny
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Reason for selection	Key indicator for assessing the performance of the housing department and their contractors in maintaining the housing stock in a serviceable condition.
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Definition	Average time spent in Bed and Breakfast by households who are unintentionally homeless and that include children or pregnant women.
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Corporate Aim	A place for everyone
Corporate Objective	Combat and alleviate the effects of poverty
Service	Housing Needs and Strategy
Head of Service	Adrian Alderton
Reason for selection	Key indicator for assessing the Council's ability to place homeless people in suitable accommodation. Over reliance on Bed and Breakfast also has a significant impact on the Council's budget.

Definition	% of Household waste recycled
Corporate Aim	A place for the future
Corporate Objective	Reduce waste and develop and promote recycling and energy conservation
Service	Amenities
Head of Service	Mark Probyn
Reason for selection	Key indicator in assessing the success of existing activities and new initiatives. Recycling is central to Government objectives for local government and is subject to challenging targets for the future.

Definition	Average time taken to complete planning applications broken down by i) Minor, ii) Major and iii) Householder
Corporate Aim	A place for the future
Corporate Value	Make the most efficient and effective use of public resources
Service	Development Control

(Acting) Head of Service	Jeff Collard
Reason for selection	Significant measure of the efficiency of the planning process and the quality of service delivery

Definition	Speed of processing Benefit Claims a) New Claims b) Change of circumstances
Corporate Aim	A place for everyone
Corporate Objective	Combat and alleviate the effects of poverty
Corporate Values	Make the most efficient and effective use of public resources
Service	Community Finance
Head of Service	Martin Chilvers
Reason for selection	Focus of several government performance standards, Key measure of the efficiency of the service and the standard of service delivery

Definition	Numbers attending a leisure facility
Corporate Aim	A place to enjoy
Corporate Objective	Develop and promote Sports and Leisure Facilities
Service	Sports Recreation and Leisure
Head of Service	Diane Bagley
Reason for selection	Demonstrates success in maximising participation in sport and leisure

Definition	Visits to a Museum / Art Gallery
Corporate Aim	A place to enjoy
Corporate Objective	Develop and promote Arts and Heritage activities
Service	Arts and Heritage
Head of Service	Janet Mein
Reason for selection	Demonstrates success in maximising participation in Arts and Heritage facilities

Definition	The % of the targeted income from ticket sales for shows achieved by venue.
Corporate Aim	A place to enjoy
Corporate Objective	Develop and promote Arts and Heritage activities
Service	Arts and Heritage
Head of Service	Chris Jordan
Reason for selection	Demonstrates success in maximising attendance at Eastbourne's Theatres.

Definition	Conference Attendance: Number of 'Bed Nights' booked
Corporate Aim	A prosperous place
Corporate Objective	Promote Eastbourne as a place for business investment and as a tourist destination
Corporate Value	Make the most efficient and effective use of public resources

Service	Tourism Development
Head of Service	Keith Morrison
Reason for selection	Demonstrates success in attracting conference business and the resulting benefit to the local economy.