

Appendix 3a: Service areas where performance is above target	
Department/Budget Head	Key contributing PIs
<i>Chief Executive's</i>	No service areas
<i>Corporate Services</i>	
Legal & Administration	CR5 Election turnout
<i>Community Services</i>	
Eastbourne Sports complex	CS17ai Participation by adults
Dolphin Centre	CS17ci Swimming by adults, CS17cii Swimming by juniors
Sports Development	CS198 Number of sport development coaches, CS202 Number of young people participating in sports development
Homelessness	BV183a Homelessness - length of stay in bed & breakfast accommodation, BV214 Repeat homelessness in past 2 years
Housing Benefits Administration	BV76b Number of fraud investigators, BV76c Number of fraud investigations, BV76d Number of Benefit prosecutions/sanctions, BV78a Average time for new Benefit claims, BV78b Average time for processing Benefit changes, BV79bi & BV79bii % Benefit overpayments recovered, CS145 % new Benefit claims outstanding over 50 days, CS147 % Benefit applications for reconsideration, CS148 % Benefit appeals submitted to appeals service within 4 weeks
<i>Children's Services</i>	No service areas
<i>Development & Environment</i>	
Economic Regeneration & Tourism	DE4 People using Information Darlington, DE11b Cost per job created
Parking	DE7 % car parks secure
Waste Management	BV82b Household waste recycled, BV82d Household waste landfilled, BV74b Percentage change in waste collected per head
Environmental Health	DE3b People at countryside events
Commercial and Licensing	DE89a-b Taxi enforcement, BV90a-b Licensed premises enforcement

Appendix 3b): Service areas where performance is below target	
Department/Budget Head	Reasons and Proposed Action
<i>Chief Executive's</i>	No service areas
<i>Corporate Services</i>	No service areas
<i>Community Services</i>	
Arts Centre and Civic Theatre	CS17f Participation at the Civic Theatre, CS17g Participation at the Arts Centre
Street Scene	CS12 Number of refuse collections missed per 100,000 collections, BV199a Cleanliness of streets – litter/detritus
Welfare Rights	Welfare rights benefit take-up (CS55b)

<i>Children's Services</i>	
Pupil Support Services	ED18a-b Half days missed in secondary/primary schools to unauthorised absence, ED53 Permanent exclusions
<i>Development & Environment</i>	
Highways	BV165 % of pedestrian crossings adapted for disabled people, BV215a Rectification of street light faults under control of the authority