

Regeneration Homes & Communities

- ★ Target Met ? No Actual data available for the end of the quarter
▲ Target Not Met ! No target set for the quarter
 All PIs that have not met their targets for the quarter are listed under exceptions in the information below.

Regeneration & Community Services			
PI Summary			
▲	★		Total
1	5		6
Regeneration & Community Services Exceptions			
Indicator	Actual 31/08/2010	Target 31/08/2010	
▲ NI 015 Serious Violent Crimes per 1,000 population	0.37	0.35	
Planning Services			
PI Summary			
★			Total
8			8
Planning Services Exceptions			
Indicator	Actual 30/09/2010	Target 30/09/2010	
Communications & Marketing Services			
PI Summary			
▲	★		Total
3	1		4
Communications & Marketing Exceptions			
Indicator	Actual 30/09/2010	Target 30/09/2010	
▲ L027 Number of customers in the Information Centre	155,265	204,000	
▲ L092 Number of formal complaints received by Hastings Borough Council	102	75	
▲ L106 Unique visits to Borough website	1,173,921	1,250,000	
Housing Services			
PI Summary			
★			Total
10			10
Housing Services Exceptions			
Indicator	Actual 30/09/2010	Target 30/09/2010	

ENVIRONMENTAL SERVICES

- ★ Target Met ? No Actual data available for the end of the quarter
▲ Target Not Met ! No target set for the quarter
 All PIs that have not met their targets for the quarter are listed under exceptions in the information below.

Environmental Health, Parking & Highways			
PI Summary			
▲	★		Total
7	9		16
Environmental Health, Parking & Highways Exceptions			
Indicator	Actual 30/09/2010	Target 30/09/2010	
▲ L115 Number of planned food premises inspections carried out.	176	232	
▲ 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.	91.9 %	95.0 %	
▲ 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.	92.3 %	95.0 %	
▲ 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).	88.9 %	95.0 %	
▲ L123 % nuisance/general public health complaints responded to within 4 working days (bonfires, noise, accumulations etc).	89.9 %	95.0 %	
▲ L125 % of domestic or commercial drainage complaints responded to within 2 working days	86.4 %	95.0 %	
▲ L127 Percentage of Highway Safety Inspections on time	97 %	100 %	
Amenities, Waste & Leisure			
PI Summary			
▲	★		Total
3	6		9
Amenities, Waste & Leisure Exceptions			
Indicator	Actual 30/09/2010	Target 30/09/2010	
▲ L003 Annual usage of the East and West Hill Cliff Railways	147,515	177,352	
▲ L234 % Average capacity per show at the White Rock Theatre	40.0 %	48.0 %	
▲ L354 Number of unique visits to Hastings Museum and Art Gallery website	32,935	34,500	
Recycling Indicators - data available to August			
	Actual 31/08/2010	Target 31/08/2010	
▲ NI 191 Residual household waste (kg per household)	223	217	
▲ NI 192 Percentage of household waste sent for reuse, recycling and composting (LAA)	26.7 %	30.0 %	

Corporate Resources

- ★ Target Met ? No Actual data available for the end of the quarter
▲ Target Not Met ! No target set for the quarter
 All PIs that have not met their targets for the quarter are listed under exceptions in the information below.

Financial Services			
PI Summary			
▲	★		Total
2	3		5
Financial Services Exceptions			
Indicator	Actual 30/09/2010	Target 30/09/2010	
▲ L391 Average time for processing new claims (BV078a)	30.6	25.0	
▲ L392 Average time for processing notification of changes of circumstance (BV078b)	16.1	12.0	
Internal Audit & Investigations			
PI Summary			
★			Total
1			1
Internal Audit & Investigations Exceptions			
Indicator	Actual 30/09/2010	Target 30/09/2010	