

Appendix B: Performance Indicator Exception Report

The following pages show performance for indicators published in the Corporate Plan that have not met their targets at the end of the latest quarter for the Directorates relevant to the Committee. All data reported is from the start of the municipal year to the date shown below.

The PI Summary section for each service gives the number of indicators published in the Corporate Plan that met and did not meet their targets for each service. Triangles represent indicators that did not meet target and stars represent indicators that did meet target.

Environmental Services

Environmental Health, Parking & Highways

Central Government has recently made changes to the performance management arrangements for Local Authorities, meaning there is no requirement for authorities to report on:

NI 182 % satisfaction of business with local authority regulation services

This indicator has therefore been dropped with immediate effect.

PI Summary		
▲	★	Total
5	10	15

Environmental Health, Parking & Highways Exceptions

Indicator	Actual 31/12/2010	Target 31/12/2010
▲ 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.	89.9 %	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.	94.4 %	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).	89.2 %	95.0 %
▲ L125 % of domestic or commercial drainage complaints responded to within 2 working days	90.5 %	95.0 %
▲ L127 Percentage of Highway Safety Inspections on time	98 %	100 %

Amenities, Waste & Leisure

PI Summary		
▲	★	Total
5	8	13

Amenities, Waste & Leisure Exceptions

Indicator	Actual 31/12/2010	Target 31/12/2010
▲ L234 % Average capacity per show at the White Rock Theatre	42.7 %	47.0 %
▲ L354 Number of unique visits to Hastings Museum and Art Gallery website	49,417	51,300
▲ L398 Number of visitors to Hastings Museum and Art Gallery	26,852	27,000
▲ NI 195b Improved street and environmental cleanliness (levels of detritus)	11 %	10 %
▲ L356 Total attendances at Council Leisure Centres	252,824	269,000

Recycling Performance Data

Indicator	Latest Actual	Latest Data	Latest Target
▲ NI 191 Residual household waste (kg per household)	270	Sep 10	260
▲ NI 192 Percentage of household waste sent for reuse, recycling and composting (LAA)	26.6 %	Sep 10	30.0 %

Regeneration, Homes and Communities

Regeneration & Community Services

The latest crime data available is for December 2010

PI Summary

★		Total
6		6

Regeneration & Community Services Exceptions

Indicator	Latest Actual	Latest Target
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Planning Services

PI Summary

▲	★	Total
1	7	8

Planning Services - new homes built

Indicator	Actual 31/12/2010	Target 31/03/2011
NI 154 Net number of new homes built (LAA) (L159)	68	210

Our annual target is not broken down for each quarter, but progress to the end of the latest quarter is shown above, with our target for the end of the full year.

Planning Services Exceptions

Indicator	Actual 31/12/2010	Target 31/12/2010
▲ L363 Percentage of appeals allowed against the authority's decision to refuse planning applications (BV204)	45.5 %	35.0 %

Communications & Marketing Services

PI Summary

▲	★	Total
3	1	4

Communications & Marketing Exceptions

Indicator	Actual 31/12/2010	Target 31/12/2010
▲ L027 Number of customers in the Information Centre	222,535	268,000
▲ L092 Number of formal complaints received by Hastings Borough Council	162	113
▲ L106 Unique visits to Borough website	1,539,879	1,810,000

Housing Services

PI Summary

★	Total
10	10

Housing Services Exceptions

Indicator	Actual 31/12/2010	Target 31/12/2010
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