

QUARTERLY PERFORMANCE

Environmental Services

June 2015

All Measures



Measure	Owner & Updater	Jun 2015 Result	Trend	Mar 2015 Result	Jun 2014 Result	Actions	Comments	Sign Off
CSG01 - Percentage of dog fouling reports actioned within the set timescale of 7 days	Craig Thorpe Shirley Hermitage	96.36% (53/55) Target: 95.00	↓	98.72% (77/78) Target: 95.00	No Data Target: 0		Updater Two reports over 7 days to check/clear.	✓
CSG02 - Percentage of fly tips collected within the set timescale of 7 days	Craig Thorpe Shirley Hermitage	99.28% (274/276) Target: 95.00	↑	96.77% (270/279) Target: 95.00	No Data Target: 0		Owner Within target with only 2 not collected in timescale.	✓
CSG03 - Number of reports of litter	Craig Thorpe Shirley Hermitage	66 Reports Info Only		No Data Info Only	95 Reports Info Only		Owner Approved	✓
CSG04 - Litter Area inspections up to standard	Craig Thorpe Shirley Hermitage	120 Inspections Target: 120	→	120 Inspections Target: 120	No Data Target: 0		Updater Litter = 92.50% Grade A&B / Detritus = 55.83% Grade A&B No programmed sweeps carried out in Q1 period.	✓
CSG05 - Graffiti Removal - Percentage removed from Dacorum Structures within 7 days	Craig Thorpe Shirley Hermitage	93.55% (29/31) Target: 95.00	↓	94.74% (18/19) Target: 95.00	No Data Target: 95.00		Owner	✓
TW03 - Percentage of Trees and Woodlands works instructions completed in the required timescale	Craig Thorpe Shirley Hermitage	93.98% (78/83) Target: 95.00	↑	87.04% (47/54) Target: 90.00	96.72% (118/122) Target: 90.00	Require more intense contract monitoring in next quarter	Owner	✓
TW04 - Trees and Woodlands - Contractor Quality Performance	Craig Thorpe Shirley Hermitage	100.00% Info Only	↗	97.00% Info Only	100.00% Info Only		Owner Approved	✓
WR01a - Justified Missed collections (Excluding Assisted Collections)	Craig Thorpe Shirley Hermitage	607 Bins Target: 750		No Data Target: 250	101 Bins Target: 250		Owner Based on each premise receiving per month: 2 grey bin collections 2 blue bin collections 2 green bin collections 4 food waste collections = 10 collections per property per months equates to nearly 7.5 million collection per quarter	✓

Measure	Owner & Updater	Jun 2015 Result	Trend	Mar 2015 Result	Jun 2014 Result	Actions	Comments	Sign Off
WR03 - Number of justified missed assisted collections	Craig Thorpe Shirley Hermitage	86 Collections Target: 150		53 Collections No Target	9 Collections Target: 10		Owner There are now 5000 properties requiring an assisted collection. On this basis the service is undertaking 60,000 assisted collections per quarter	
WR05 - Dry recycling Collected	Craig Thorpe Shirley Hermitage	3648.66, Tonnes Target: 3786.00		No Data Target: 1262.00	No Data Target: 2800.00		Owner Slightly under target	
WR06 - Total tonnage of garden waste collected as per new service	Craig Thorpe Shirley Hermitage	3770.33 Tonnes No Target		No Data No Target	No Data No Target		Owner Approved	
WR07 - Tonnage of food waste.	Craig Thorpe Shirley Hermitage	1019.74 Tonnes Target: 1200.00		No Data Target: 400.00	No Data Target: 400.00		Owner Approved	
WR08 - Recycling Rate	Craig Thorpe Shirley Hermitage	No Data Target: 60.00		No Data Target: 60.00	No Data Target: 60.00		Owner Early indications show that the recycling rate for this quarter will just tip over the 60% mark however there is a delay in confirming figures until we receive all tonnage information from end users.	