



## OSC Report - Strategic Planning & Environment Department - Neighbourhood Delivery

Indicator Name	Results Jun-2018	Last Quarters Results Mar-18	Last Years Results Jun-17	RAG 	Comments	Actions
Dacorum Delivers - Performance excellence						
ECP09 - Percentage of high risk (A-C) food inspections/interventions achieved within the quarter	65.52% 19 / 29 Target: 95	91.43% 32 / 35 Target: 95	52.31% 34 / 65 Target: 95	2   1   1	Updater Comments: Low staffing levels have impacted upon this	No Info
Safe and Clean Environment - Maintain a clean and safe environment						
CSG01a - Number of dog fouling reports actioned within the set timescale of 7 days	31 Info Only	71 Info Only	23 Info Only		Approver Comments: Approved	No Info
CSG02a - Number of fly tips collected within the set timescale of 7 days	332 Info Only	326 Info Only	270 Info Only		Approver Comments: Approved	No Info
CSG01 - Percentage of dog fouling reports actioned within the set timescale of 7 days	100% 31 / 31 Target: 95	95.95% 71 / 74 Target: 95	95.83% 23 / 24 Target: 95	0   0   4	Approver Comments: Approved	No Info
CSG02 - Percentage of fly tips collected within the set timescale of 7 days	94.32% 332 / 352 Target: 95	98.49% 326 / 331 Target: 95	95.41% 270 / 283 Target: 95	0   1   3	Approver Comments: 20 over 7 days to collect = 5 reports still outstanding / 10 due to checks on the size or content of the loads/5 passed to contractor for collection. Delays due to change in contractor	No Info
CSG04a - % of litter area inspections graded A or B - Litter	100% 120 / 120 Info Only				Approver Comments: Litter Grade A & B = 95% Detritus Grade A & B = 91.67% No controlled sweeps carried out during this period.	No Info

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WR01a - Justified Missed collections (Excluding Assisted Collections)	897 Bins Target: 750	458 Bins Target: 750	718 Bins Target: 750	1   1   2	Approver Comments: An increase in reports of missed bins due to the industrial action	No Info
WR03 - Number of justified missed assisted collections	142 Collections Target: 120	84 Collections Target: 120	122 Collections Target: 120	2   0   2	Approver Comments: An increase in missed assisted collections was due to the periods of industrial action	No Info
ECP01 - Percentage of Noise Nuisance cases closed within 60 days	88.33% 53 / 60 Target: 0.85			0   0   1	No Comments	No Info
ECP02 - Percentage of registered food premises that have a rating of 4 or 5.	85.56% 1310 / 1531 Target: 0.9			0   0   1	No Comments	No Info
ECP03 - Percentage of ECP Service Requests responded to within target.	75.06% 608 / 810 Target: 0.95			0   0   1	Updater Comments: Low staff level and difficulties in recruitment having an impact	No Info
ECP05 - Percentage of Fly tips reported assessed by an Enforcement Officer within 3 working days	36.1% 335 / 928 Target: 0.9			0   0   1	No Comments	No Info
ECP06 - Development Control Consultations to ECP with a first formal response within 20 days.	62.5% 110 / 176 Target: 0.9			0   0   1	Updater Comments: Low staff level and difficulties in recruitment having an impact	No Info
ECP07 - Number of FPN's Served	No Data Info Only	No Data Info Only	No Data Info Only		No Comments	No Info

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WR08 - % change in commercial waste customers in the quarter	No Data Info Only	No Data Info Only	No Data Info Only		Approver Comments: A reporting system is contained within Bartec that will enable reporting of commercial waste customer numbers. This system will be in place in November 2018	No Info
HS01 - All reported accidents/incidents (Including those required to be reported to the HSE)	52 Info Only	46 Info Only	37 Info Only		No Comments	No Info
WR06 - Total tonnage of garden waste collected	4162.4 Tonnes Target: 3600	691.43 Tonnes Target: 1200	3874.46 Tonnes Target: 3600	2   1   1	Approver Comments: Over target due to the wet start to the grass cutting season	No Info
WR07 - Tonnage of food waste.	1183.21 Tonnes Target: 1020	1268.05 Tonnes Target: 1020	1171.46 Tonnes Target: 1020		Approver Comments: A consistent collection of food waste tonnage	No Info
WR05 - Dry recycling Collected	3575.63, Tonnes Target: 3600	3945.52, Tonnes Target: 3600	3450.12, Tonnes Target: 3600	0   2   2	Approver Comments: Approved	No Info
HS02 - Accidents / incidents that are notifiable to the HSE under RIDDOR ( Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) This includes occupational diseases	3 Info Only	2 Info Only	2 Info Only		No Comments	No Info