

OSC Report - Strategic Planning & Environment Department - Neighbourhood Delivery

Indicator Name	Results Sep-2018	Last Quarters Results Jun-18	Last Years Results Sep-17	RAG	Comments	Actions
Dacorum Delivers - Performance excellence						
ECP09 - Percentage of high risk (A-C) food inspections/interventions achieved within the quarter	100% 44 / 44 Target: 95	65.52% 19 / 29 Target: 95	13.95% 6 / 43 Target: 95	1 1 2	Updater Comments: Despite staff shortages the team have work extremely hard to bring this KPI back under control	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	27 Info Only	31 Info Only	25 Info Only		No Comments	No Info
CSG02a - Number of fly tips collected within the set timescale of 7 days	389 Info Only	332 Info Only	273 Info Only		Approver Comments: Approved	No Info
CSG01 - Percentage of dog fouling reports actioned within the set timescale of 7 days	100% 27 / 27 Target: 95	100% 31 / 31 Target: 95	100% 25 / 25 Target: 95	0 0 4	Updater Comments: All completed within the set timescale.	No Info
CSG02 - Percentage of fly tips collected within the set timescale of 7 days	95.34% 389 / 408 Target: 95	94.32% 332 / 352 Target: 95	96.47% 273 / 283 Target: 95	0 1 3	Updater Comments: 19 reports took over 7 days to complete of which 7 were passed to a contractor for collection.	No Info
CSG04a - % of litter area inspections graded A or B - Litter	100% 120 / 120 Info Only	100% 120 / 120 Info Only			Updater Comments: Litter = 90.83% Grade A&B Detritus = 84.17% Grade A&B No controlled sweeps carried out.	No Info

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WR01a - Justified Missed collections (Excluding Assisted Collections)	839 Bins Target: 750	897 Bins Target: 750	776 Bins Target: 750	2 0 2	Approver Comments: The service currently has a number of vacancies that are being filled with temporary agency staff with little or knowledge of the rounds	Attempting to recruit permanent staff.
WR03 - Number of justified missed assisted collections	133 Collections Target: 120	142 Collections Target: 120	145 Collections Target: 120	2 0 2	No Comments	Trying to recruit permanent staff
ECP01 - Percentage of Noise Nuisance cases closed within 60 days	90.41% 66 / 73 Target: 85	88.33% 53 / 60 Target: 0.85		0 0 2	Updater Comments: Some of the cases have been protracted such as Runways Farm with a planning inspectorate hearing, also staff shortages at the early part of Q2	No Info
ECP02 - Percentage of registered food premises that have a rating of 4 or 5.	85.58% 1318 / 1540 Target: 90	85.56% 1310 / 1531 Target: 0.9		0 1 1	Updater Comments: This is better than the national average	No Info
ECP03 - Percentage of ECP Service Requests responded to within target.	90.65% 1251 / 1380 Target: 95	75.06% 608 / 810 Target: 0.95		0 1 1	Updater Comments: Slightly lower than expected due to more complex cases	No Info
ECP05 - Percentage of Fly tips reported assessed by an Enforcement Officer within 3 working days	41.49% 334 / 805 Target: 90	36.1% 335 / 928 Target: 0.9		1 0 1	Updater Comments: This reflects a backlog due to recruitment, next quarter figures should give a true picture of performance	No Info
ECP06 - Development Control Consultations to ECP with a first formal response within 20 days.	91.72% 155 / 169 Target: 90	62.5% 110 / 176 Target: 0.9		0 0 2	Updater Comments: Role being covered by a temp on less hours than the normal officer	No Info

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ECP07 - Number of FPN's Served	Value Info Only	No Data Info Only	No Data Info Only		No Comments	No Info
WR08 - % change in commercial waste customers in the quarter	No Data Info Only	No Data Info Only	No Data Info Only		Approver Comments: Data not completed at time of sign of. Decline in customers is part of a bigger project to ascertain reasons for loss	No Info
HS01 - All reported accidents/incidents (Including those required to be reported to the HSE)	33 Info Only	52 Info Only	33 Info Only		No Comments	No Info
WR06 - Total tonnage of garden waste collected	2470.57 Tonnes Target: 3600	4162.4 Tonnes Target: 3600	3333.98 Tonnes Target: 3600	3 0 1	Approver Comments: Due to unseasonably hot weather which has led to a decrease in grass growth	No Info
WR07 - Tonnage of food waste.	1130.02 Tonnes Target: 1020	1183.21 Tonnes Target: 1020	1142.97 Tonnes Target: 1020		No Comments	No Info
WR05 - Dry recycling Collected	3720.6, Tonnes Target: 3600	3575.63, Tonnes Target: 3600	3817.52, Tonnes Target: 3600	0 2 2	No Comments	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	1 Info Only	3 Info Only	3 Info Only		No Comments	No Info