



OSC Report - Strategic Planning & Environment Department - Neighbourhood Delivery

Indicator Name	Results Dec-2018	Last Quarters Results Sep-18	Last Years Results Dec-17	RAG	Comments	Actions
Dacorum Delivers - Performance excellence						
ECP09 - Percentage of high risk (A-C) food inspections/interventions achieved within the quarter	No Data Target: 95	100% Target: 95	95.35% Target: 95	 1 1 1	No Comments	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	38 Info Only	27 Info Only	29 Info Only		No Comments	No Info
CSG02a - Number of fly tips collected within the set timescale of 7 days	271 Info Only	389 Info Only	273 Info Only		No Comments	No Info
CSG01 - Percentage of dog fouling reports actioned within the set timescale of 7 days	100% 38 / 38 Target: 95	100% 27 / 27 Target: 95	100% 29 / 29 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	98.91% 271 / 274 Target: 95	95.34% 389 / 408 Target: 95	97.15% 273 / 281 Target: 95	0 1 3	Updater Comments: 4 reports took over 7 days to collect = 2 x contractor for clearance, 1 x asbestos for specialist clearance & 1 no reason.	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 = 78.33% / Grade A&B Detritus = 64.17% / Grade A&B 2 x controlled sweeps carried out.	No Info

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WR01a - Justified Missed collections (Excluding Assisted Collections)	733 Bins Target: 750	839 Bins Target: 750	523 Bins Target: 750	2 0 2	Approver Comments: Within target	No Info
WR03 - Number of justified missed assisted collections	124 Collections Target: 120	133 Collections Target: 120	67 Collections Target: 120	2 1 1	Approver Comments: Just outside of the target	No Info
ECP01 - Percentage of Noise Nuisance cases closed within 60 days	63.64% 7 / 11 Target: 0.75	90.41% 66 / 73 Target: 85		0 0 3	No Comments Approver Comments: Majority of cases are closed within 60 days where this has not been possible this has been multi-departmental or multi-agency cases that are complex in nature.	No Info
ECP02 - Percentage of registered food premises that have a rating of 4 or 5.	85.59% 1331 / 1555 Target: 0.86	85.58% 1318 / 1540 Target: 90		0 1 2	No Comments Approver Comments: This KPI show that the majority of food businesses are working with the Environmental Health Team to deliver high standards of Food Hygiene.	No Info
ECP03 - Percentage of ECP Service Requests responded to within target.	87.85% 745 / 848 Target: 0.95	90.65% 1251 / 1380 Target: 95		0 1 2	Updater Comments: Low Staff Numbers	No Info

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ECP05 - Percentage of Fly tips reported assessed by an Enforcement Officer within 3 working days	80.48% 503 / 625 Target: 0.9	41.49% 334 / 805 Target: 90		1 0 2	Updater Comments: We are looking into exceptions to this report to find out why the figure is lower than expected, though we did have staff sickness during this period Approver Comments: This is a vast improvement on Q2, and Q4 is set to improve further still.	No Info
ECP06 - Development Control Consultations to ECP with a first formal response within 20 days.	95.48% 148 / 155 Target: 0.9	91.72% 155 / 169 Target: 90		0 0 3	No Comments	No Info
ECP07 - Number of FPN's Served	Value Info Only	Value Info Only	Value Info Only		Updater Comments: 8 FPN's served. New templates have now been loaded so more FPN's can be issued by officers	No Info
HS01 - All reported accidents/incidents (Including those required to be reported to the HSE)	32 Info Only	33 Info Only	45 Info Only		No Comments	No Info
WR06 - Total tonnage of garden waste collected	2080.7 Tonnes Target: 3600	2470.57 Tonnes Target: 3600	2129.65 Tonnes Target: 2550	3 0 1	Approver Comments: As exoected - Reduced due to the suspension of garden waste collections	No Info
WR07 - Tonnage of food waste.	1157.84 Tonnes Target: 1020	1130.02 Tonnes Target: 1020	1199.4 Tonnes Target: 1020		Approver Comments: Achieved target	No Info
WR05 - Dry recycling Collected	3561.98, Tonnes Target: 3600	3720.6, Tonnes Target: 3600	3405.57, Tonnes Target: 3600	0 2 2	No Comments	No Info

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HS02 - Accidents / incidents that are notifiable to the HSE under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) This includes occupational diseases	4 Info Only	1 Info Only	2 Info Only		No Comments	No Info