

Quarterly Performance Report - by Group Manager			Reporting Period - June 2019		
Indicator Name	Indicator Owner	Updater & Secondary updater	Results Jun-19	Last Months Results Mar-19	Last Years Results Jun-18
Environmental Services					
Safe and Clean Environment - Maintain a clean and safe environment					
CSG01 - Percentage of dog fouling reports actioned within the set timescale of 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	100% 52/52 Target: 95	100% 70/70 Target: 95	100% 31/31 Target: 95
CSG01a - Number of dog fouling reports actioned within the set timescale of 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	52 Info Only	70 Info Only	31 Info Only
CSG02 - Percentage of fly tips collected within the set timescale of 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	96.23% 281/292 Target: 95	99.42% 345/347 Target: 95	94.32% 332/352 Target: 95
CSG02a - Number of fly tips collected within the set timescale of 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	281 Info Only	345 Info Only	332 Info Only
CSG04a - % of litter area inspections graded A or B - Litter	Craig Thorpe	Shirley Hermitage Melanie Parr	100% 120/120 Info Only	100% 120/120 Info Only	100% 120/120 Info Only
CSG05a - Number of Graffiti removed from Dacorum Structures within 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	33 Info Only	34 Info Only	27 Info Only
WR01a - Justified Missed collections (Excluding Assisted Collections)	Craig Thorpe	Shirley Hermitage Melanie Parr	587 Bins Target: 750	704 Bins Target: 750	897 Bins Target: 750
WR03 - Number of justified missed assisted collections	Craig Thorpe	Shirley Hermitage Melanie Parr	196 Collections Target: 120	78 Collections Target: 120	142 Collections Target: 120

WR05 - Dry recycling Collected	Craig Thorpe	Shirley Hermitage Melanie Parr	3456.47, Tonnes Target: 3600	3896.27, Tonnes Target: 3600	3575.63, Tonnes Target: 3600
WR06 - Total tonnage of garden waste collected	Craig Thorpe	Shirley Hermitage Melanie Parr	3700 Tonnes Info Only	952.49 Tonnes Target: 400	4162.4 Tonnes Target: 3600
WR07 - Tonnage of food waste.	Craig Thorpe	Shirley Hermitage Melanie Parr	1192.02 Tonnes Target: 1020	1276.35 Tonnes Target: 1020	1183.21 Tonnes Target: 1020
WR08 - % change in commercial waste customers in the quarter	Craig Thorpe	Shirley Hermitage Vacant	No Data Info Only	No Data Info Only	No Data Info Only