

Quarterly Performance Report - by Group Manager			Reporting Period - September 2019		
Indicator Name	Indicator Owner	Updater & Secondary updater	Results Sep-19	Last Months Results Jun-19	Last Years Results Sep-18
<b>Environmental Services</b>					
<b>Safe and Clean Environment - Maintain a clean and safe environment</b>					
CSG01 - Percentage of dog fouling reports actioned within the set timescale of 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	97.05% 33/34 Target: 95	100% 52/52 Target: 95	100% 27/27 Target: 95
CSG01a - Number of dog fouling reports actioned within the set timescale of 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	33 Info Only	52 Info Only	27 Info Only
CSG02 - Percentage of fly tips collected within the set timescale of 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	99.03% 307/310 Target: 95	96.23% 281/292 Target: 95	95.34% 389/408 Target: 95
WR05 - Dry recycling Collected	Craig Thorpe	Shirley Hermitage Melanie Parr	3828.24, Tonnes Target: 3600	3456.47, Tonnes Target: 3600	3720.6, Tonnes Target: 3600
WR06 - Total tonnage of garden waste collected	Craig Thorpe	Shirley Hermitage Melanie Parr	3281.54 Tonnes Info Only	3700 Tonnes Info Only	2470.57 Tonnes Target: 3600
WR07 - Tonnage of food waste.	Craig Thorpe	Shirley Hermitage Melanie Parr	1096.06 Tonnes Target: 1020	1192.02 Tonnes Target: 1020	1130.02 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
CSG02a - Number of fly tips collected within the set timescale of 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	307 Info Only	281 Info Only	389 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	11 Info Only	33 Info Only	23 Info Only
WR01a - Justified Missed collections (Excluding Assisted Collections)	Craig Thorpe	Shirley Hermitage Melanie Parr	575 Bins Target: 750	587 Bins Target: 750	839 Bins Target: 750
WR03 - Number of justified missed assisted collections	Craig Thorpe	Shirley Hermitage Melanie Parr	181 Collections Target: 120	196 Collections Target: 120	133 Collections Target: 120