

QUARTERLY PERFORMANCE



Environmental Services

September 2015

All Measures



Measure	Owner & Updater	Sep 2015 Result	Trend	Jun 2015 Result	Sep 2014 Result	Actions	Comments	Sign Off
CSG01 - Percentage of dog fouling reports actioned within the set timescale of 7 days	Craig Thorpe Shirley Hermitage	100.00% (56/56) Target: 95.00	↗	96.36% (53/55) Target: 95.00	95.31% (61/64) Target: 95.00		Owner 100% achieved	✓
CSG02 - Percentage of fly tips collected within the set timescale of 7 days	Craig Thorpe Shirley Hermitage	97.92% (329/336) Target: 95.00	↘	99.28% (274/276) Target: 95.00	93.77% (241/257) Target: 95.00		Owner Time taken to clear can be effected by size, type of material dumped and whether there is a likelihood of evidence being found on site	✓
CSG03 - Number of reports of litter	Craig Thorpe Shirley Hermitage	73 Reports Info Only	↗	66 Reports Info Only	No Data Info Only		Owner Info only	✓
CSG04 - Litter Area inspections up to standard	Craig Thorpe Shirley Hermitage	120 Inspections No Target	→	120 Inspections Target: 120	No Data Target: 0		Owner Approved	✓
CSG05 - Graffiti Removal - Percentage removed from Dacorum Structures within 7 days	Craig Thorpe Shirley Hermitage	93.33% (14/15) Target: 95.00	↘	93.55% (29/31) Target: 95.00	96.55% (28/29) Target: 95.00	No cause for concern	Owner Slightly under target	✓
TW03 - Percentage of Trees and Woodlands works instructions completed in the required timescale	Craig Thorpe Shirley Hermitage	88.89% (72/81) No Target	↘	93.98% (78/83) Target: 95.00	95.41% (104/109) Target: 90.00		Owner Team of 3 has been 1 person short for over 2 month and is therefore struggling to keep up with the workload	✓
TW04 - Trees and Woodlands - Contractor Quality Performance	Craig Thorpe Shirley Hermitage	100.00% Info Only	→	100.00% Info Only	100.00% Info Only		Owner	✓
WR01a - Justified Missed collections (Excluding Assisted Collections)	Craig Thorpe Shirley Hermitage	293 Bins Target: 750	↗	607 Bins Target: 750	219 Bins Target: 750		Owner Excellent performance	✓
WR03 - Number of justified missed assisted collections	Craig Thorpe Shirley Hermitage	No Data Target: 150		86 Collections Target: 150	No Data Target: 150		Owner	✓
WR05 - Dry recycling Collected	Craig Thorpe Shirley Hermitage	3560.60, Tonnes Target: 3786.00	↘	3648.66, Tonnes Target: 3786.00	No Data Target: 4062.00		Owner Approved	✓

Measure	Owner & Updater	Sep 2015 Result	Trend	Jun 2015 Result	Sep 2014 Result	Actions	Comments	Sign Off
WR06 - Total tonnage of garden waste collected as per new service	Craig Thorpe Shirley Hermitage	3102.72 Tonnes No Target		3770.33 Tonnes No Target	No Data No Target			Owner ✓
WR07 - Tonnage of food waste.	Craig Thorpe Shirley Hermitage	951.98 Tonnes Target: 1200.00		1019.74 Tonnes Target: 1200.00	No Data Target: 1200.00	Articles planned for publications which will hopefull raise awareness and therefore tonnages		Owner ✓
WR08 - Recycling Rate	Craig Thorpe Shirley Hermitage	53.60% Target: 60.00		No Data Target: 60.00	No Data Target: 60.00			Owner Percentage figure needs to be achieved at through a number of sources and this may not fit in with our timesacle for reporting ✓