

Quarterly Performance Report - by Group Manager			Reporting Period - December 2019		
Indicator Name	Indicator Owner	Updater & Secondary updater	Results Dec-19	Last Months Results Sep-19	Last Years Results Dec-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% 54/54 Target: 95	97.06% 33/34 Target: 95	100% 38/38 Target: 95
CSG01a - Number of dog fouling reports actioned within the set timescale of 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	54 Info Only	33 Info Only	38 Info Only
CSG02 - Percentage of fly tips collected within the set timescale of 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	98.4% 309/314 Target: 95	99.03% 307/310 Target: 95	98.91% 271/274 Target: 95
CSG02a - Number of fly tips collected within the set timescale of 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	309 Info Only	307 Info Only	271 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	15 Info Only	11 Info Only	39 Info Only
WR01a - Justified Missed collections (Excluding Assisted Collections)	Craig Thorpe	Shirley Hermitage Melanie Parr	667 Bins Target: 750	575 Bins Target: 750	733 Bins Target: 750
WR03 - Number of justified missed assisted collections	Craig Thorpe	Shirley Hermitage Melanie Parr	158 Collections Target: 120	181 Collections Target: 120	124 Collections Target: 120

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WR05 - Dry recycling Collected	Craig Thorpe	Shirley Hermitage Melanie Parr	3601.46, Tonnes Target: 3600	3828.24, Tonnes Target: 3600	3561.98, Tonnes Target: 3600
WR06 - Total tonnage of garden waste collected	Craig Thorpe	Shirley Hermitage Melanie Parr	1947.55 Tonnes Info Only	3281.54 Tonnes Info Only	2080.7 Tonnes Target: 3600
WR07 - Tonnage of food waste.	Craig Thorpe	Shirley Hermitage Melanie Parr	1271.15 Tonnes Target: 1020	1096.06 Tonnes Target: 1020	1157.84 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