



# OSC Report - Strategic Planning & Environment - Neighbourhood Delivery Sep-2020

| Indicator Name  | Results Sep-2020                           | Last Months Results Jun-20                 | Last Years Results Sep-19                  | RAG       | Comments  | Actions   |
|---|--|--|--|-----------|---|---|
| Dacorum Delivers - Performance excellence   |  |  |  |           |   |   |
| ECP09 - Percentage of high risk (A-D) food inspections/interventions achieved within the Quarter. | 41.3%<br>38 / 92<br>Target: 95%            | 0%<br>0 / 78<br>Target: 95%                | 81.67%<br>49 / 60<br>Target: 95%           | 2   0   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                | 36<br>Info Only                            | 36<br>Info Only                            | 33<br>Info Only                            |           | No Comments   | No Info   |
| CSG02a - Number of fly tips collected within the set timescale of 7 days                          | 332<br>Info Only                           | 354<br>Info Only                           | 307<br>Info Only                           |           | Approver Comments: 332  | No Info   |
| CSG01 - Percentage of dog fouling reports actioned within the set timescale of 7 days             | 100%<br>36 / 36<br>Target: 95%             | 97.3%<br>36 / 37<br>Target: 95%            | 97.06%<br>33 / 34<br>Target: 95%           | 0   0   4 | Approver Comments: All reports actioned/completed with the set timescale.   | No Info   |
| CSG02 - Percentage of fly tips collected within the set timescale of 7 days                       | 95.95%<br>332 / 346<br>Target: 95%         | 97.25%<br>354 / 364<br>Target: 95%         | 99.03%<br>307 / 310<br>Target: 95%         | 0   0   4 | Approver Comments: 14 reports over 7 days to remove, including 3 reports passed to a contractor for collection. All other reports completed within the set timescale.   | No Info   |
| CSG04a - % of litter area inspections graded A or B - Litter                                      | No Data<br>0 / 0<br>Info Only              |  | 100%<br>120 / 120<br>Info Only             |           | Approver Comments: None carried out over this period due to Covid 19.   | No Info   |
| WR01a - Justified Missed collections (Excluding Assisted Collections)                             | 1240 Bins<br>Target: 750 Bins              | 1187 Bins<br>Target: 750 Bins              | 575 Bins<br>Target: 750 Bins               | 2   0   2 | Approver Comments: Higher than target due to increased use of agency staff and struggle to access some roads due to parked cars as a result of more residents. Also hire vehicles do not have in cab technology that indicates all assisted collections | Ensure crews are issued with paper copies of round sheets |
| WR03 - Number of justified missed assisted collections  | 242 Collections<br>Target: 120 Collections | 214 Collections<br>Target: 120 Collections | 181 Collections<br>Target: 120 Collections | 3   0   1 | Approver Comments: Higher than target due to increased use of agency staff and struggle to access some roads due to parked cars as a result of more residents working from home   | No Info   |

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|---|--------------------------------------|--------------------------------------|--------------------------------------|---|-----------------------------|---------|
| ECP07 - Number of Environmental Enforcement Actions ( PACE Interviews, Informal Letters, CPNs, FPN's, Simple Cautions and Prosecutions) | 1322<br>Info Only                    | 766<br>Info Only                     | 31<br>Info Only                      |  | No Comments                 | No Info |
| ECP01 - Percentage of Noise Nuisance cases closed within 60 days  | 83.65%<br>87 / 104<br>Target: 85%    | 90.63%<br>58 / 64<br>Target: 85%     | 93.06%<br>67 / 72<br>Target: 85%     | 0   1   3   | No Comments                 | No Info |
| ECP02 - Percentage of registered food premises that have a rating of 4 or 5.  | 78.26%<br>1346 / 1720<br>Target: 90% | 79.15%<br>1325 / 1674<br>Target: 90% | 82.82%<br>1340 / 1618<br>Target: 90% | 4   0   0   | No Comments                 | No Info |
| ECP03 - Percentage of ECP Service Requests responded to within target.  | 86.31%<br>1229 / 1424<br>Target: 95% | 90.46%<br>882 / 975<br>Target: 95%   | 93.76%<br>1126 / 1201<br>Target: 95% | 1   3   0   | No Comments                 | No Info |
| ECP05 - Percentage of Fly tips reported assessed by an Enforcement Officer within 3 working days  | 96.13%<br>819 / 852<br>Target: 90%   | 64.02%<br>507 / 792<br>Target: 90%   | 80.28%<br>639 / 796<br>Target: 90%   | 1   0   3   | No Comments                 | No Info |
| ECP06 - Development Control Consultations to ECP with a first formal response within 20 days.   | 100%<br>192 / 192<br>Target: 0.9%    | 99.66%<br>291 / 292<br>Target: 90%   | 99.12%<br>113 / 114<br>Target: 90%   | 0   0   4   | No Comments                 | No Info |
| WR08 - % change in commercial waste customers in the quarter  | No Data<br>Info Only                 | No Data<br>Info Only                 | No Data<br>Info Only                 |   | No Comments                 | No Info |
| HS01 - All reported accidents/incidents (Including those required to be reported to the HSE)  | 28<br>Info Only                      | 38<br>Info Only                      | 41<br>Info Only                      |   | No Comments                 | No Info |
| WR06 - Total tonnage of garden waste collected  | 3870.62 Tonnes<br>Info Only          | 4340.24 Tonnes<br>Info Only          | 3281.54 Tonnes<br>Info Only          |   | Approver Comments: 3,870.62 | No Info |

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|--|---|---|---|--|-----------------------------|---------|
| WR07 - Tonnage of food waste.  | 1291.91 Tonnes<br>Target: 1020 Tonnes   | 1382.96 Tonnes<br>Target: 1020 Tonnes   | 1096.06 Tonnes<br>Target: 1020 Tonnes   |  | Approver Comments: 1,291.91 | No Info |
| WR05 - Dry recycling Collected   | 4114.08, Tonnes<br>Target: 3600, Tonnes | 4331.24, Tonnes<br>Target: 3600, Tonnes | 3828.24, Tonnes<br>Target: 3600, Tonnes | 0   0   4  | Approver Comments: 4,114.08 | No Info |
| HS02 - Accidents / incidents that are notifiable to the HSE under RIDDOR ( Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) This includes occupational diseases | 1<br>Info Only                          | 1<br>Info Only                          | 3<br>Info Only                          |  | No Comments                 | No Info |