

Quarterly Performance Report - by Group Manager			Reporting Period - September 2020		
Indicator Name	Indicator Owner	Updater & Secondary updater	Results Sep-20	Last Months Results Jun-20	Last Years Results Sep-19
<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	100% 36/36 Target: 95	97.3% 36/37 Target: 95	97.06% 33/34 Target: 95
CSG01a - Number of dog fouling reports actioned within the set timescale of 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	36 Info Only	36 Info Only	33 Info Only
CSG02 - Percentage of fly tips collected within the set timescale of 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	95.95% 332/346 Target: 95	97.25% 354/364 Target: 95	99.03% 307/310 Target: 95
CSG02a - Number of fly tips collected within the set timescale of 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	332 Info Only	354 Info Only	307 Info Only
CSG04a - % of litter area inspections graded A or B - Litter	Craig Thorpe	Shirley Hermitage Melanie Parr	0/0 Info Only	No Data Info Only	100% 120/120 Info Only
CSG05a - Number of Graffiti removed from Dacorum Structures within 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	12 Info Only	28 Info Only	11 Info Only
WR01a - Justified Missed collections (Excluding Assisted Collections)	Craig Thorpe	Shirley Hermitage Melanie Parr	1240 Bins Target: 750	1187 Bins Target: 750	575 Bins Target: 750
WR03 - Number of justified missed assisted collections	Craig Thorpe	Shirley Hermitage Melanie Parr	242 Collections Target: 120	214 Collections Target: 120	181 Collections Target: 120
WR05 - Dry recycling Collected	Craig Thorpe	Shirley Hermitage Melanie Parr	4114.08, Tonnes Target: 3600	4331.24, Tonnes Target: 3600	3828.24, Tonnes Target: 3600
WR06 - Total tonnage of garden waste collected	Craig Thorpe	Shirley Hermitage Melanie Parr	3870.62 Tonnes Info Only	4340.24 Tonnes Info Only	3281.54 Tonnes Info Only
WR07 - Tonnage of food waste.	Craig Thorpe	Shirley Hermitage Melanie Parr	1291.91 Tonnes Target: 1020	1382.96 Tonnes Target: 1020	1096.06 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