

Quarterly Performance Report - by Group Manager			Reporting Period - December 2020		
Indicator Name	Indicator Owner	Updater & Secondary updater	Results Dec-20	Last Months Results Sep-20	Last Years Results Dec-19
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	96.42% 81/84 Target: 95	100% 36/36 Target: 95	100% 54/54 Target: 95
CSG01a - Number of dog fouling reports actioned within the set timescale of 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	81 Info Only	36 Info Only	54 Info Only
CSG02 - Percentage of fly tips collected within the set timescale of 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	95.1% 311/327 Target: 95	95.95% 332/346 Target: 95	98.41% 309/314 Target: 95
CSG02a - Number of fly tips collected within the set timescale of 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	311 Info Only	332 Info Only	309 Info Only
CSG04a - % of litter area inspections graded A or B - Litter	Craig Thorpe	Shirley Hermitage Melanie Parr	0/0 Info Only	No Data 0/0 Info Only	100% 120/120 Info Only
CSG05a - Number of Graffiti removed from Dacorum Structures within 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	23 Info Only	12 Info Only	15 Info Only
WR01a - Justified Missed collections (Excluding Assisted Collections)	Craig Thorpe	Shirley Hermitage Melanie Parr	846 Bins Target: 750	1240 Bins Target: 750	667 Bins Target: 750
WR03 - Number of justified missed assisted collections	Craig Thorpe	Shirley Hermitage Melanie Parr	157 Collections Target: 120	242 Collections Target: 120	158 Collections Target: 120
WR05 - Dry recycling Collected	Craig Thorpe	Shirley Hermitage Melanie Parr	4172.38, Tonnes Target: 3600	4114.08, Tonnes Target: 3600	3601.46, Tonnes Target: 3600
WR06 - Total tonnage of garden waste collected	Craig Thorpe	Shirley Hermitage Melanie Parr	2204.09 Tonnes Info Only	3870.62 Tonnes Info Only	1947.55 Tonnes Info Only
WR07 - Tonnage of food waste.	Craig Thorpe	Shirley Hermitage Melanie Parr	1389.91 Tonnes Target: 1020	1291.91 Tonnes Target: 1020	1271.15 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