

Environmental Services

Measure Code	Measure Name	This Quarter Actual	This Quarter Target	Last Quarter Actual	Last Quarter Target	-4 Quarters Actual	-4 Quarters Target	DoT	Comments
CSG01	Percentage of dog fouling reports actioned within the set timescale of 7 days	95.83%	96.00%	100.00%	95.00%	96.43%	95.00%	✗	Practically on target
CSG01 (D)	Number of dog fouling reports in period	48		40		84		n/a	For info only
CSG01 (N)	Number of dog fouling reports actioned within 7 days	46		40		81		n/a	
CSG01a	Number of dog fouling reports actioned within the set timescale of 7 days	46		40		81		✓	All but two fouling reports actioned within 7 days
CSG02	Percentage of fly tips collected within the set timescale of 7 days	92.99%	93.00%	94.71%	95.00%	95.11%	95.00%	✗	
CSG02a	Number of fly tips collected within the set timescale of 7 days	305		376		311		✗	Target needs updating to include increase in properties numbers
CSG04a	% of litter area inspections graded A or B - Litter			100%				?	
CSG04a (D)	Number of litter areas inspected in period	0		0		0		n/a	
CSG04a (N)	Number of litter areas inspected graded A or B - Litter	0		0		0		n/a	
WR01a	Justified Missed collections (Excluding Assisted Collections)	1,336	600	1,555	600	846	600	✓	31 Dec 2021 Targets needs reviewing to include increase in properties collected from
WR03	Number of justified missed assisted collections	152	120	245	120	157	120	✓	31 Dec 2021 Target needs reviewing to include all new properties
WR05	Dry recycling Collected	3,908.62	3,600.00	3,922.30	3,600.00	4,172.38	3,600.00	✗	31 Dec 2021 Above target
WR06	Total tonnage of garden waste collected	1,869.96	2,400.00	3,992.86	2,400.00	2,204.09	1,600.00	✗	31 Dec 2021 Needs reviewing as tonnage is seasonal and cannot be influenced by the service. Suggest alternative KPI

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WR07	Tonnage of food waste	1,317.55	1,020.00	1,285.65	1,020.00	1,389.91	1,020.00	↕	31 Dec 2021 Above target as it usually the case at this time of year and following festive period
WR08	% change in commercial waste customers in the quarter							?	Data not available
WR08 (D)	Number of commercial waste customers last period							?	
WR08 (N)	Number of commercial waste customers this period							?	