

QUARTERLY PERFORMANCE

Environmental Services

December 2015

All Measures



Measure	Owner & Updater	Dec 2015 Result	Trend	Sep 2015 Result	Dec 2014 Result	Actions	Comments	Sign Off
CSG01 - Percentage of dog fouling reports actioned within the set timescale of 7 days	Craig Thorpe Shirley Hermitage	97.14% (34/35) Target: 95.00	↓	100.00% (56/56) Target: 95.00	100.00% (70/70) Target: 95.00		Owner One report over 7 days however did include report of full dog bin that could not be accessed by contractor	✓
CSG02 - Percentage of fly tips collected within the set timescale of 7 days	Craig Thorpe Shirley Hermitage	97.96% (288/294) Target: 95.00	↑	97.92% (329/336) Target: 95.00	96.92% (252/260) Target: 95.00		Owner 3 x reports over 7 days to remove, 2 x reports chased up with CSG and 1 x report pending	✓
CSG03 - Number of reports of litter	Craig Thorpe Shirley Hermitage	55 Reports Info Only	↓	73 Reports Info Only	No Data Info Only		Owner For info only however reports lower than previous month	✓
CSG04 - Litter Area inspections up to standard	Craig Thorpe Shirley Hermitage	120 Inspections No Target	→	120 Inspections Target: 0	120 Inspections Target: 120		Updater Litter = 78.33% Grade A&B/ Detritus = 78.33% Grade A&B No programmed sweeps carried out in Q3 period.	✓
CSG05 - Graffiti Removal - Percentage removed from Dacorum Structures within 7 days	Craig Thorpe Shirley Hermitage	96.67% (29/30) Target: 95.00	↑	93.33% (14/15) Target: 95.00	100.00% (17/17) Target: 0		Updater 1 x report over 7 days.	✓
TW03 - Percentage of Trees and Woodlands works instructions completed in the required timescale	Craig Thorpe Shirley Hermitage	67.12% (49/73) No Target	↓	88.89% (72/81) Target: 0	91.76% (78/85) Target: 90.00		Owner As stated a couple fo periods of windy weather meant that scheduled works were put on hold in favour of providing emergency response.	✓
TW04 - Trees and Woodlands - Contractor Quality Performance	Craig Thorpe Shirley Hermitage	100.00% Info Only	→	100.00% Info Only	91.00% Info Only		Owner Approved	✓
WR01a - Justified Missed collections (Excluding Assisted Collections)	Craig Thorpe Shirley Hermitage	314 Bins Target: 750	↓	293 Bins Target: 750	207 Bins Target: 250	Monitor fluctuations in monthly performance	Owner Excellent performance	✓
WR03 - Number of justified missed assisted collections	Craig Thorpe Shirley Hermitage	52 Collections Target: 150	↑	63 Collections Target: 150	42 Collections Target: 100		Owner Again excellent performance	✓
WR05 - Dry recycling Collected	Craig Thorpe Shirley Hermitage	3465.66, Tonnes Target: 3786.00	↓	3560.60, Tonnes Target: 3786.00	No Data Target: 3786.00		Owner Approved	✓

Measure	Owner & Updater	Dec 2015 Result	Trend	Sep 2015 Result	Dec 2014 Result	Actions	Comments	Sign Off
WR06 - Total tonnage of garden waste collected as per new service	Craig Thorpe Shirley Hermitage	2150.46 Tonnes Target: 2150.46	→	3102.72 Tonnes Target: 3102.72	No Data No Target		Owner Approved	✓
WR07 - Tonnage of food waste.	Craig Thorpe Shirley Hermitage	986.69 Tonnes Target: 1200.00	↗	951.98 Tonnes Target: 1200.00	No Data Target: 1200.00	A sticker campaign to begin in February	Owner Tonnage lower than expected. Participatipon work undertaken.	✓
WR08 - Recycling Rate	Craig Thorpe Shirley Hermitage	No Data Target: 60.00		53.60% Target: 60.00	No Data Target: 60.00		Owner Data not available at this time. Grass cutting season coming to a close has an effect on tonnages collected at this time of year	✓