

QUARTERLY PERFORMANCE

Environmental Services

March 2016

All Measures



Measure	Owner & Updater	Mar 2016 Result	Trend	Dec 2015 Result	Mar 2015 Result	Actions	Comments	Sign Off
CSG01 - Percentage of dog fouling reports actioned within the set timescale of 7 days	Craig Thorpe Shirley Hermitage	97.89% (93/95) Target: 95	↗	97.14% (34/35) Target: 95	98.72% (77/78) Target: 95		Updater 2 reports over timescale of 7 days. Owner	✓
CSG02 - Percentage of fly tips collected within the set timescale of 7 days	Craig Thorpe Shirley Hermitage	99.01% (301/304) Target: 95	↗	97.96% (288/294) Target: 95	96.77% (270/279) Target: 95		Updater 3 reports over set timescale of 7 days. 8 reports outstanding at time of report still within target. Owner Excellent performance	✓
CSG04 - Litter Area inspections up to standard	Craig Thorpe Shirley Hermitage	120 Inspections Target: 120	↘	120 Inspections Target: 0	120 Inspections Target: 120		Updater Litter = 97.50% Grade A&B / Detritus = 83.33% Grade A&B No programmed sweeps carried out over this period. Owner All inspectionjs completed and acceptable levels of cleanliness found	✓
CSG05 - Graffiti Removal - Percentage removed from Dacorum Structures within 7 days	Craig Thorpe Shirley Hermitage	96.77% (30/31) Target: 95	↗	96.67% (29/30) Target: 95	94.74% (18/19) Target: 95		Updater One report over target as is private and was awaiting disclaimer - part completed at time of report. Owner Target consistently met	✓
TW04 - Trees and Woodlands - Contractor Quality Performance	Craig Thorpe Shirley Hermitage	81% Info Only	↘	100% Info Only	97% Info Only		Updater Owner	✓
WR01a - Justified Missed collections (Excluding Assisted Collections)	Craig Thorpe Shirley Hermitage	300 Bins Target: 750	↗	314 Bins Target: 750	414 Bins Target: 250		Updater Owner Excellent performance when considering how many conatiners are emptied in this period	✓
WR03 - Number of justified missed assisted collections	Craig Thorpe Shirley Hermitage	42 Collections Target: 150	↗	52 Collections Target: 150	53 Collections No Target		Updater Owner Again excellent performance	✓

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WR05 - Dry recycling Collected	Craig Thorpe Shirley Hermitage	3943.71, Tonnes Target: 3786	↗	3465.66, Tonnes Target: 3786	No Data Target: 3786		Updater Owner Slightly below target	✓
WR06 - Total tonnage of garden waste collected as per new service	Craig Thorpe Shirley Hermitage	762.06 Tonnes Target: 762.06	↗	2150.46 Tonnes Target: 2150.46	No Data No Target		Updater Owner Service recommenced in March	✓
WR07 - Tonnage of food waste.	Craig Thorpe Shirley Hermitage	1161.28 Tonnes Target: 1200	↗	986.69 Tonnes Target: 1200	No Data Target: 1200		Updater Owner Tonnes much improved from previous quarter. This is clearly due to work done on encouraging participation through especially through No Food Waste Stickers being placed on bins	✓
WR08 - Recycling Rate	Craig Thorpe Shirley Hermitage	No Data Target: 60		No Data Target: 60	No Data Target: 60		Updater Data not available at time of report. Owner A great deal of work needs to be undertaken following the period end to reconcile incoming and outgoing tonnages with end destinations	✓