

# SPE OSC QUARTERLY PERFORMANCE REPORT

## Neighbourhood Delivery

March 2015



Measure	Owner & Updater	Mar 2014 Result	Trend	Dec 2014 Result	Trend	Mar 2015 Result	Sign Off	Comments	Flag
CSG01 - Percentage of dog fouling reports actioned within the set timescale of 7 days	Craig Thorpe Shirley Hermitage	98.94% (93/94) Target: 90.00	↓	100.00% (70/70) Target: 95.00	↓	98.72% (77/78) Target: 95.00	✓	<b>Owner</b> Approved and within target	
CSG02 - Percentage of fly tips collected within the set timescale of 7 days	Craig Thorpe Shirley Hermitage	96.19% (303/315) Target: 90.00	↓	96.92% (252/260) Target: 95.00	↓	96.77% (270/279) Target: 95.00	✓	<b>Owner</b> Approved and within target	
CSG03 - Number of reports of litter	Clare Thorley Shirley Hermitage	90 Reports Target: 0	↔	53 Reports Target: 0	↔	53 Reports No Target	✓		
CSG04 - Litter Area inspections up to standard	Clare Thorley Shirley Hermitage	120 Inspections Target: 0	↗	120 Inspections Target: 120	↗	120 Inspections Target: 120	✓	<b>Updater</b> Litter = 95.83% Grade A&B / Detritus = 87.50% Grade A&B Number of programmed sweeps carried out = 1 - Park Road, Tring on 4/2/15.	
CSG05 - Graffiti Removal - Percentage removed from Dacorum Structures within 7 days	Craig Thorpe Shirley Hermitage	94.74% (18/19) Target: 0	↗	100.00% (17/17) Target: 0	↗	94.74% (18/19) Target: 90.00	✗		
TW03 - Percentage of Trees and Woodlands works instructions completed in the required timescale	Craig Thorpe Shirley Hermitage	97.39% (112/115) Target: 90.00	↓	91.76% (78/85) Target: 90.00	↓	87.04% (47/54) Target: 90.00	✓	<b>Owner</b> Not in line with planning timescales. PI to be scrapped for next year	
TW04 - Trees and Woodlands - Contractor Quality Performance	Craig Thorpe Shirley Hermitage	97.39% Info Only	↔	91.00% Info Only	↔	97.00% Info Only	✓	<b>Owner</b> Excellent performance. Contractor contract extended for 2 years	

Monitoring Information

Measure	Owner & Updater	Mar 2014 Result	Trend	Dec 2014 Result	Trend	Mar 2015 Result	Sign Off	Comments	Flag
WR01a - Figure for justified missed collections only	Clare Thorley Shirley Hermitage	155 Bins Info Only	↗	207 Bins Info Only	↗	262 Bins Info Only	✓		
WR03 - Number of justified missed assisted collections	Clare Thorley Shirley Hermitage	24 Collections Info Only	↗	42 Collections Info Only	↘	26 Collections Info Only	✓		
WR05 - Dry recycling collected	Clare Thorley Shirley Hermitage	2710.67 Tonnes Info Only	↘	2950.19 Tonnes Info Only	↘	1355.60 Tonnes Info Only	✓	<b>Updater</b> Based on outgoing weight	