

# SPE OSC QUARTERLY PERFORMANCE REPORT

## Neighbourhood Delivery

March 2017



Measure	Owner & Updater	Mar 2017 Result	Dec 2016 Result	Mar 2016 Result	Sign Off	Comments
ASB01 - Number of reports of incidents of anti social behaviour across the borough	Julie Still Morgan Steel	878 Reports Info Only	953 Reports Info Only	776 Reports Info Only	✓	<b>Owner</b> Reports of ASB have continued to increase this year with a total increase of 22.1% but this is due in the main to an increase in environmental crime. Personal ASB has reduced by 1%. A more detailed report is available
ASB04 - ASB – Service requests responded to within target	Julie Still Morgan Steel	99% Target: 98	98% Target: 98	85% Target: 98	✓	<b>Owner</b> Only one request out of target
ASB05 - ASB – Cases closed within 60 days.	Julie Still Morgan Steel	72% Info Only	75% Info Only	67% Info Only	✓	<b>Updater</b> 52 cases out of 72 closed within 60 days <b>Owner</b> A number of complex cases and long waits for court dates/hearings
CSG01 - Percentage of dog fouling reports actioned within the set timescale of 7 days	Craig Thorpe Shirley Hermitage	100% (72/72) Target: 95	97.62% (41/42) Target: 95	97.89% (93/95) Target: 95	✓	<b>Owner</b> All completed within the set timescale.
CSG02 - Percentage of fly tips collected within the set timescale of 7 days	Craig Thorpe Shirley Hermitage	98.05% (301/307) Target: 95	99.26% (268/270) Target: 95	99.01% (301/304) Target: 95	✓	<b>Owner</b> 6 over reports over 7 days to complete. 2 x require grab/ 2 x contractor - asbestos / 1 x pending report / 1 over 7 days to collect.
CSG04 - Litter Area inspections up to standard	Craig Thorpe Shirley Hermitage	120 Inspections No Target	120 Inspections Target: 120	120 Inspections Target: 120	✓	<b>Owner</b> Litter = 90.83% Grade A&B / Detritus = 88.33% - Grade A&B No controlled sweeps carried out in tis period.

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CSG05 - Graffiti Removal - Percentage removed from Dacorum Structures within 7 days	Craig Thorpe Shirley Hermitage	77.78% (14/18) Target: 95	100% (9/9) Target: 95	96.77% (30/31) Target: 95	✓	<b>Owner</b> 4 x reports outstanding - awaiting repair of jet washer machine.
HS01 - All reported accidents/incidents (Including those required to be reported to the HSE)	David Austin Paul O'Day	36 Info Only	34 Info Only	16 Info Only	✓	<b>Updater</b> 36 total 14 vehicle 2 Riddor
REG02 - Percentage of high risk (A-C) food inspections/interventions achieved within the quarter	David Austin Emma Walker	80% (36/45) Target: 95	34.62% (18/52) Target: 95	97.5% (39/40) Target: 95	✓	<b>Updater</b> Over the year the team have achieved 93.6% of A-C inspections due in the year. The number of inspections due in the year changes throughout the year and the inspections not inspected in the quarter they are due are not regarded as "due" in the following quarter.
TW04 - Trees and Woodlands - Contractor Quality Performance	Craig Thorpe Shirley Hermitage	99% Info Only	36% Info Only	81% Info Only	✓	<b>Owner</b>
WR01a - Justified Missed collections (Excluding Assisted Collections)	Craig Thorpe Shirley Hermitage	293 Bins Target: 750	712 Bins Target: 750	300 Bins Target: 750	✓	<b>Owner</b> Approved
WR03 - Number of justified missed assisted collections	Craig Thorpe Shirley Hermitage	75 Collections Target: 120	59 Collections Target: 120	42 Collections Target: 150	✓	<b>Owner</b> Approved
WR05 - Dry recycling Collected	Craig Thorpe Shirley Hermitage	4069.5, Tonnes Target: 3600	3438.86, Tonnes Target: 3600	3943.71, Tonnes Target: 3786	✓	<b>Owner</b> Approved
WR06 - Total tonnage of garden waste collected as per new service	Craig Thorpe Shirley Hermitage	1014.55 Tonnes Target: 1014.55	2033.11 Tonnes Target: 2033.11	762.06 Tonnes Target: 762.06	✓	<b>Owner</b> It appears that the actual tonnage is matching the target set which is incorrect. The relevant department has been informed

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WR07 - Tonnage of food waste.	Craig Thorpe Shirley Hermitage	1274.45 Tonnes Target: 1020	1213.54 Tonnes Target: 1020	1161.28 Tonnes Target: 1200	✓	<b>Owner</b> Approved
WR08 - Recycling Rate	Craig Thorpe Shirley Hermitage	No Data Target: 60	No Data Target: 60	No Data Target: 60	✓	<b>Owner</b> This figure is not yet available