

SPE OSC QUARTERLY PERFORMANCE REPORT









Neighbourhood Delivery

September 2013



Measure	Owner & Updater	Sep 2012 Result	Trend	Jun 2013 Result	Trend	Sep 2013 Result	Sign Off	Comments	Flag
CSG01 - Percentage of dog fouling reports actioned within the set timescale of 7 days	Craig Thorpe Shirley Hermitage	93.10% (27/29) Target: 90.00	↗	96.15% (50/52) Target: 90.00	↘	95.31% (61/64) Target: 90.00	✓		
CSG02 - Percentage of fly tips collected within the set timescale of 7 days	Craig Thorpe Shirley Hermitage	94.98% (208/219) Target: 90.00	↘	96.17% (251/261) Target: 90.00	↘	93.77% (241/257) Target: 90.00	✓		
CSG05 - Graffiti Removal - Percentage removed from Dacorum Structures within 7 days	Craig Thorpe Shirley Hermitage	86.05% (37/43) Target: 90.00	↗	97.14% (34/35) Target: 90.00	↘	96.55% (28/29) Target: 90.00	✓	Owner Only 1 out of time.	
TW01 - Percentage of Trees and Woodlands planning consultations requests responded to within 21 days	Craig Thorpe Shirley Hermitage	94.22% (163/173) Target: 0	↗	91.94% (171/186) Target: 90.00	↗	98.35% (119/121) Target: 90.00	✓	Updater 2 applications that are outstanding are still within time.	
TW03 - Percentage of Trees and Woodlands works instructions completed in the required timescale	Craig Thorpe Shirley Hermitage	No Data Target: 0		94.42% (186/197) Target: 90.00	↗	95.15% (157/165) Target: 90.00	✓		
TW04 - Trees and Woodlands - Contractor Quality Performance	Craig Thorpe Shirley Hermitage	No Data Target: 0		94.00% Target: 90.00	↘	92.00% Target: 90.00	✓	Owner This is based on quality of works undertaken. Whether it was completed on time and the cleanliness of the site following completion of works	
WR01a - Total number of justified missed bins	Craig Thorpe Shirley Hermitage	600 Bins Target: 900	→	162 Bins Target: 300	→	219 Bins Target: 300	✓		
WR02a - Total number of justified missed recycling boxes	Craig Thorpe Shirley Hermitage	276 Boxes Target: 450	↘	64 Boxes Target: 150	↘	137 Boxes Target: 150	✓		

Monitoring Information

Measure	Owner & Updater	Sep 2012 Result	Trend	Jun 2013 Result	Trend	Sep 2013 Result	Sign Off	Comments	Flag
WR03 - Number of justified missed assisted collections	Craig Thorpe Shirley Hermitage	157 Collections Target: 150		34 Collections Target: 30		53 Collections Target: 30		Owner Although this is over target it must be remembered that the target this time last year was 150 missed collections and this was adjusted down to 30.	
WR04 - Total tonnage of compostable waste collected	Craig Thorpe Shirley Hermitage	4601.07 Tonnes Info Only		4945.64 Tonnes Info Only		4063.45 Tonnes Info Only			
WR05 - Dry recycling collected	Craig Thorpe Shirley Hermitage	2569.25 Tonnes Info Only		2522.00 Tonnes Info Only		2452.00 Tonnes Info Only	