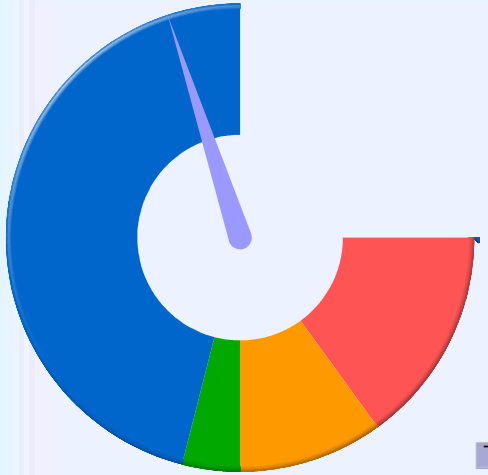
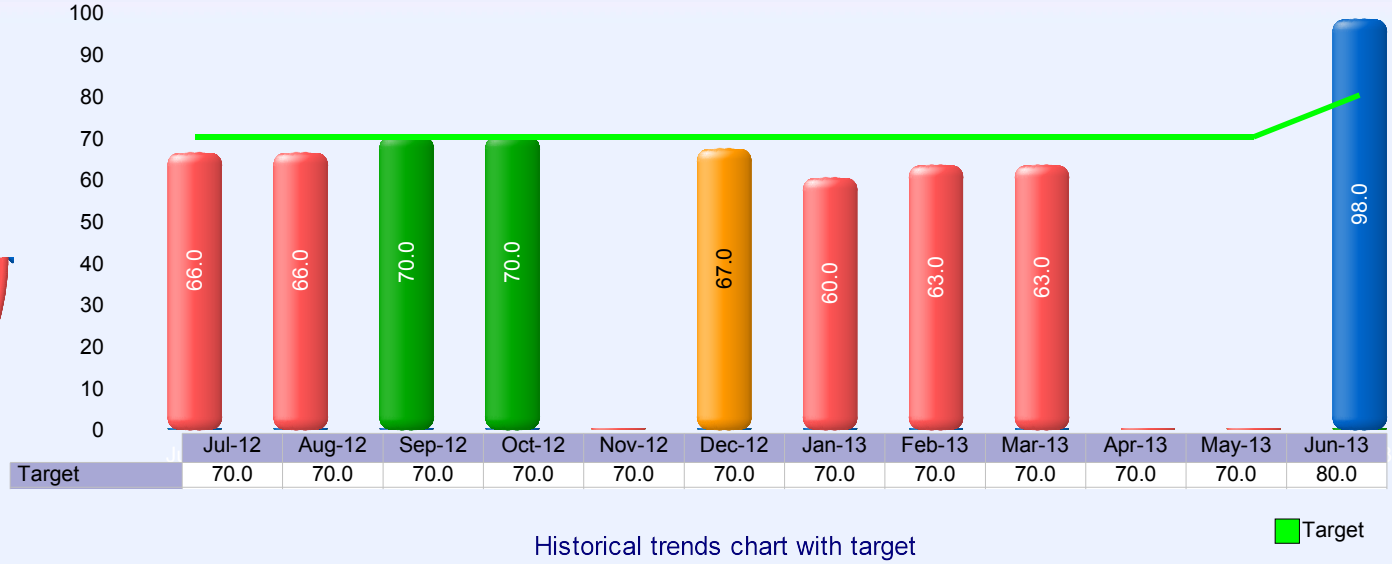
Measure Dashboard

LPI 52d Percentage of Neighbourhood complaints responded to within 10 days

Jun-2013



Latest monthly speedometer



Historical trends chart with target

Latest Commentary

Provisional data based on 41 closed complaint cases logged on the CRM system during quarter one. There are, however, a large number of cases yet to be updated with a response date. Therefore these figures are likely to change.

Year end forecast

Green

80.0%

Direction of Travel

Improving

Measure Details

Hierarchy Location: Derby City Council --> Neighbourhoods --> Streetpride --> CP7 Good quality services that meet local needs --> Business Plan Performance Measures

Monitored on a monthly basis

Escalation Officer : Unconfirmed

Accountable Officer : Unconfirmed

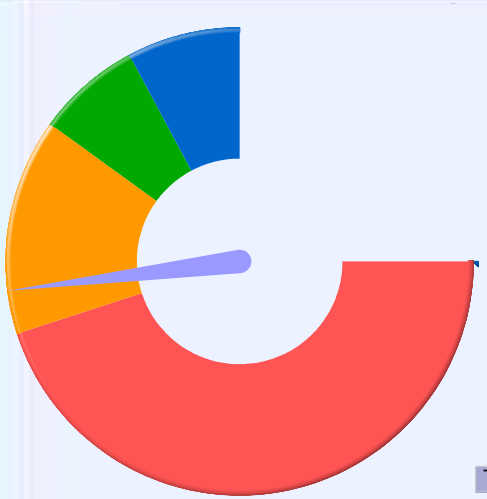
Compiling Officer : Natalie Tuckwell

DORIS PERFORMANCE MANAGEMENT SYSTEM

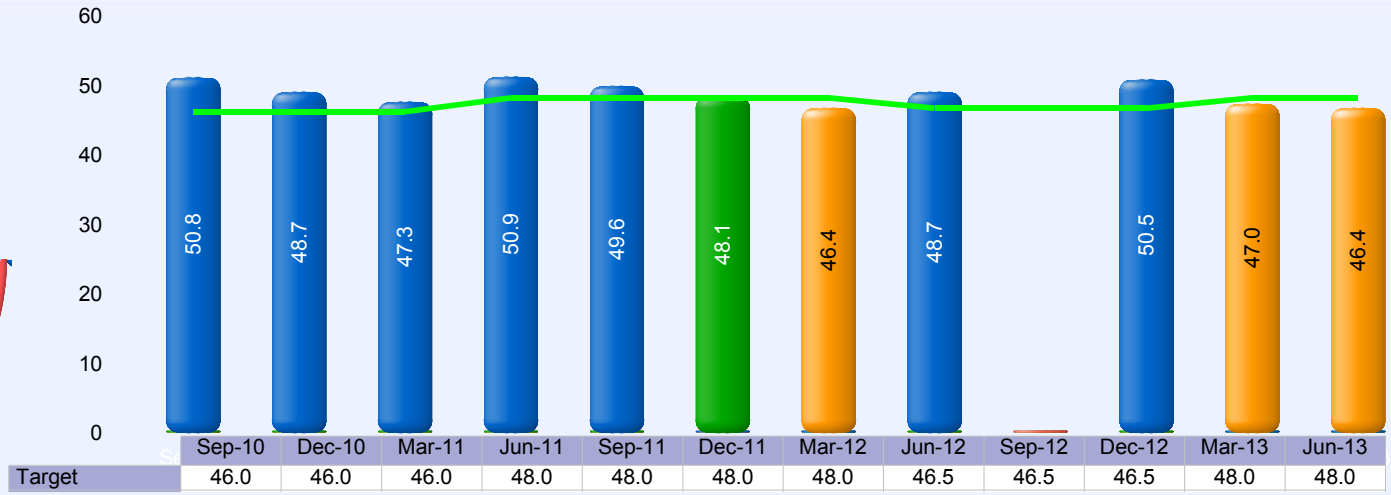
Measure Dashboard

SP PM11 (NI 192) Percentage of household waste recycled, composted or reused

Jun-2013



Latest quarterly speedometer



	Sep-10	Dec-10	Mar-11	Jun-11	Sep-11	Dec-11	Mar-12	Jun-12	Sep-12	Dec-12	Mar-13	Jun-13
Target	46.0	46.0	46.0	48.0	48.0	48.0	48.0	46.5	46.5	46.5	48.0	48.0

Historical trends chart with target

Latest Commentary

We narrowly missed our target by 1.6 %. This was due to the pro-longed severe weather conditions experienced during February and March. This impacted on the quantity of garden waste that could be and was collected. On a positive note we have seen an increase in the amount of recycling material following the rollout of the blue bin during Quarter 1.

Year end forecast

Green

48.0%

Direction of Travel

Improving

Measure Details

Hierarchy Location: Derby City Council --> Neighbourhoods --> Streetpride --> CP7 Good quality services that meet local needs --> Business Plan Performance Measures

Monitored on a quarterly basis

Escalation Officer : Tim Clegg

Accountable Officer : Mick McLachlan

Compiling Officer : Malcolm Price

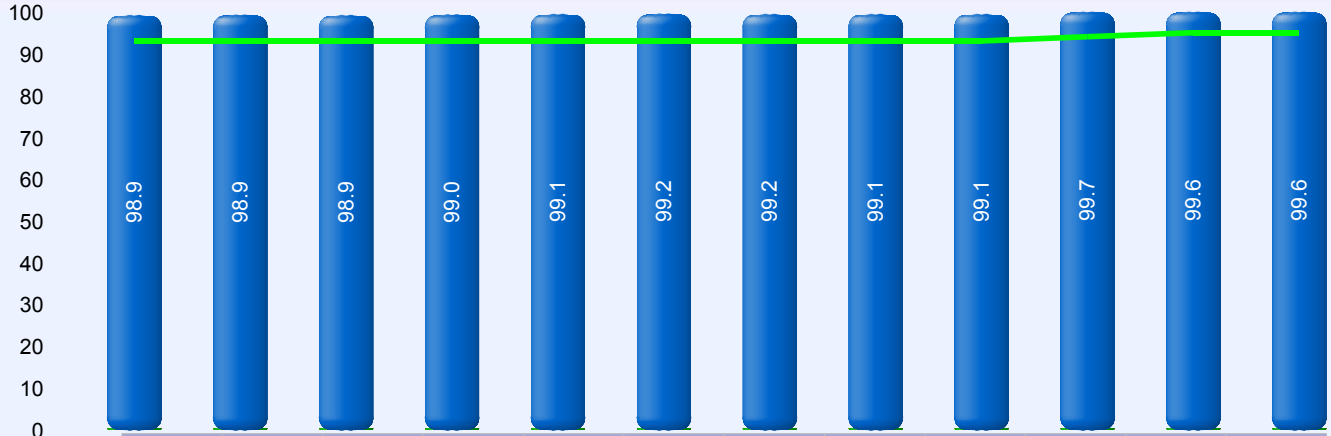
DORIS PERFORMANCE MANAGEMENT SYSTEM

Measure Dashboard

SP PM13b Percentage of fly-tipping removed from roads/pavements /highways in 1 working day of it being reported

Jun-2013

Latest monthly speedometer



	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
Target	93.0	93.0	93.0	93.0	93.0	93.0	93.0	93.0	93.0	94.0	95.0	95.0

Historical trends chart with target

Target

Latest Commentary

Maintaining high performance with 2 of 525 fly tipping related incidents being dealt with outside SLA.

Year end forecast

Green

95.0%

Direction of Travel

Deteriorating

Measure Details

Hierarchy Location: Derby City Council --> Neighbourhoods --> Streetpride --> CP7 Good quality services that meet local needs --> Business Plan Performance Measures

Monitored on a monthly basis

Escalation Officer : Tim Clegg

Accountable Officer : Simon Aitken

Compiling Officer : Nigel Chester

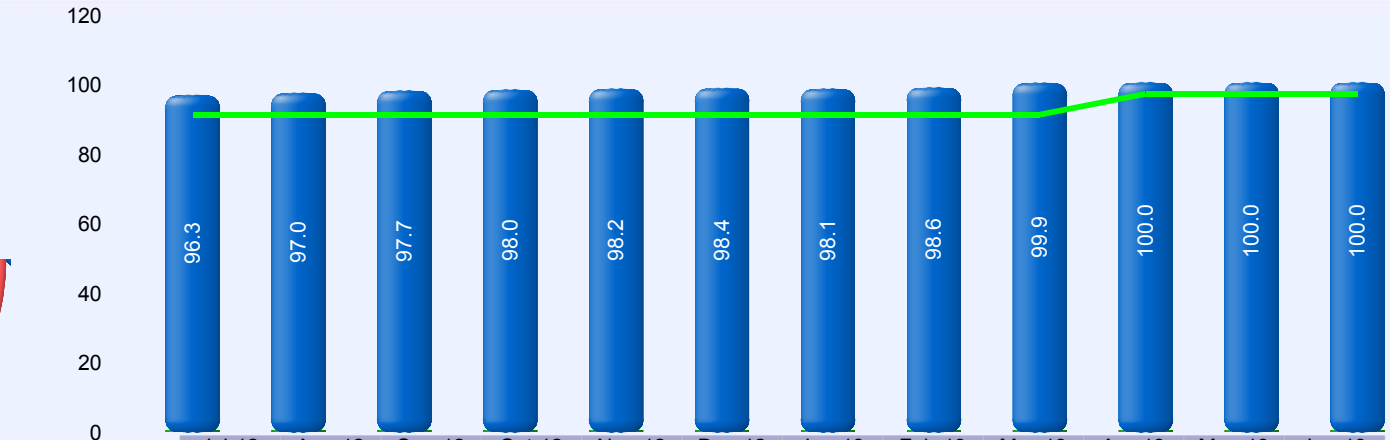
DORIS PERFORMANCE MANAGEMENT SYSTEM

Measure Dashboard

SP PM13d Percentage of offensive graffiti removed from roads/pavements /highways in 1 working day of it being identified or reported

Jun-2013

Latest monthly speedometer



	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
Target	91.0	91.0	91.0	91.0	91.0	91.0	91.0	91.0	91.0	97.0	97.0	97.0

Historical trends chart with target

Target

Latest Commentary

Maintaining high performance with all offensive graffiti related incidents being dealt with within SLA.

Year end forecast

Green

97.0%

Direction of Travel

Deteriorating

Measure Details

Hierarchy Location: Derby City Council --> Neighbourhoods --> Streetpride --> CP7 Good quality services that meet local needs --> Business Plan Performance Measures

Monitored on a monthly basis

Escalation Officer : Tim Clegg

Accountable Officer : Simon Aitken

Compiling Officer : Nigel Chester

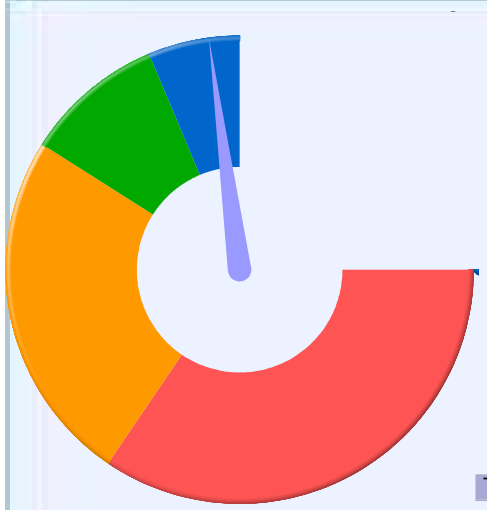
DORIS PERFORMANCE MANAGEMENT SYSTEM

Measure Dashboard

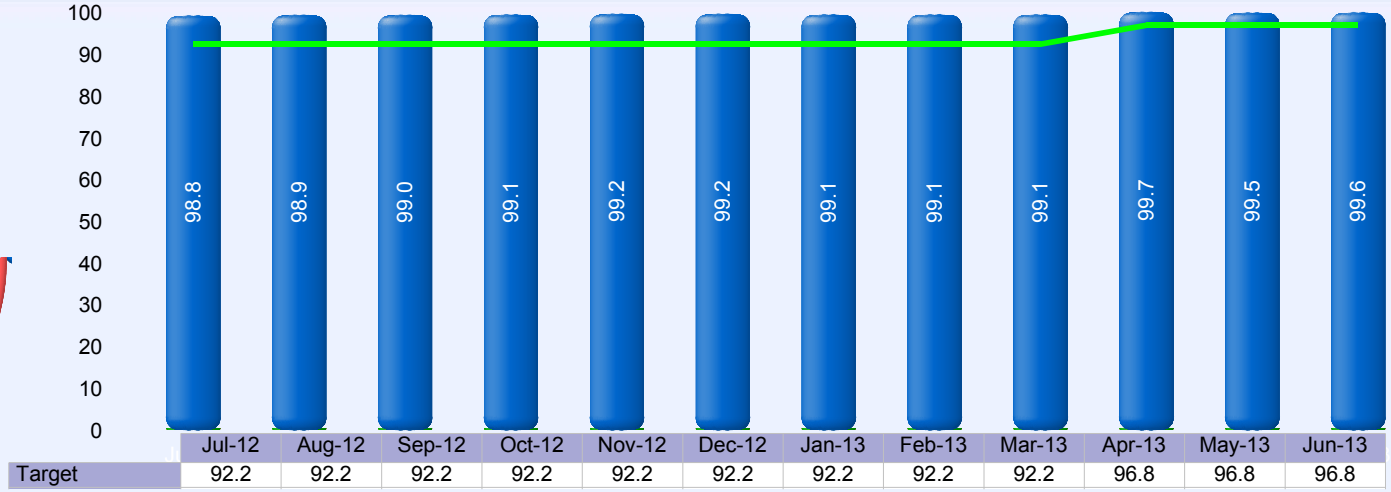
SP PM13f Percentage of Street Cleansing incidents dealt with in service standard timescales

Print to PDF

Jun-2013



Latest monthly speedometer



Historical trends chart with target

Latest Commentary

Maintaining excellent performance with only 2 of 1005 incidents being dealt with outside SLA.

Year end forecast

Green

96.8%

Direction of Travel

Deteriorating

Measure Details

Hierarchy Location: Derby City Council --> Neighbourhoods --> Streetpride --> CP7 Good quality services that meet local needs --> Business Plan Performance Measures

Monitored on a monthly basis

Escalation Officer : Tim Clegg

Accountable Officer : Simon Aitken

Compiling Officer : Nigel Chester