

## Environment Waste and Leisure

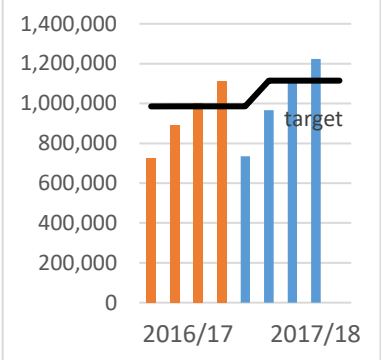
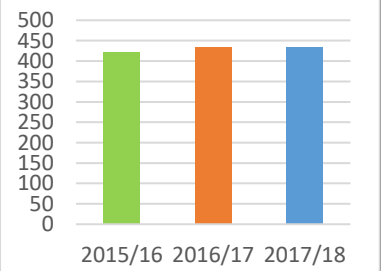
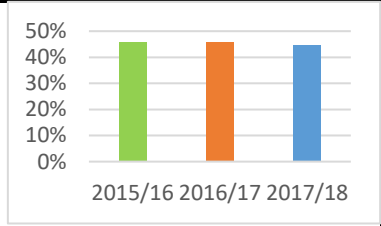
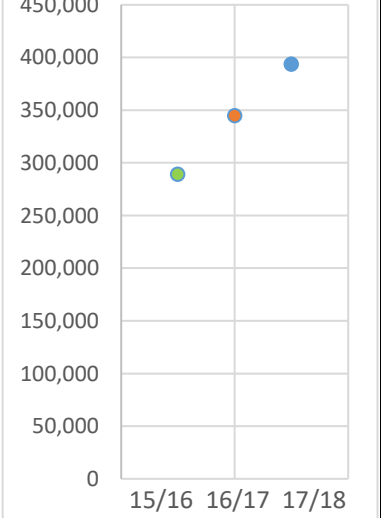
**Our Outcome -The Environment Waste and Leisure are intrinsically linked to the wellbeing of the residents within the two districts. The deliverable outcomes come from achieving energy savings, efficiencies in the waste collection process and ensuring that the local residents have a sustainable provision for access to health benefitting leisure facilities and open spaces.**

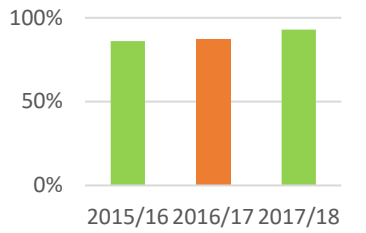
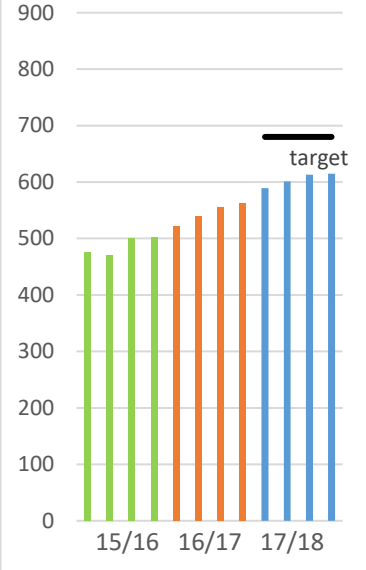
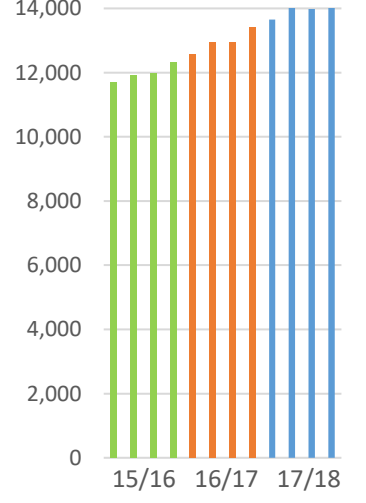

	April - June 2017	July - September 2017	October - December 2017	January - March 2018
<b>Main Achievements</b>		<p>1. There has been a steady increase in our waste business customer base since the Commercial Waste Officer started the role in June 2015. The role was vacant for a year. Client base growth Yr1 6.7%, year 2 16.1% and cumulative 26% as at end Sept.</p>	<p>1. The glass collections rounds have been reviewed over Xmas/New Year with Serco and moved from 5 to 3 days to dovetail with the clinical rounds that have changed from 3 to 2 days leading to overall contract efficiencies.</p> <p>2. Highways England is undertaking a national project to install electric vehicle charging points across the strategic road network; in Suffolk this would include the A11, A14 and A12. Officers from BMSDC are leading on a project of rapid-charging points every 20 miles along these key trunk roads. A charging point at Needham lakes is being scoped for suitability.</p> <p>3. MSDC are currently working on a programme to convert around 100 replacement street and car park lights with LEDs in Mid Suffolk, which will reduce the annual running costs.</p> <p>4. New Anglia Better Business for All (BBfA) Programme is a partnership between all the Norfolk and Suffolk local authorities, the New Anglia LEP and Growth Hub and various business organisations that was formed to improve the way in which regulators and businesses interact. BMSDC is the lead local authority partner working with Department for Business, Energy and Industrial Strategy (BEIS), the launch took place in November with numerous teams attending</p>	<p>The MSDC area business/trade waste increased the client base by some 9% compared to previous year and income was increased by some £18k, 5% against an aspiration of a 3% increase, agreed instead of increasing prices.</p>
<b>Impact on communities / the way we work</b>		<p>1. By attracting clients from our private sector competitors our commercial waste collection profits can contribute to the overall income of the council thus providing funds to support the local community and reduce our reliance on government grant income [in a small way]</p>	<p>4. Undertaking the lead role in this programme will strengthen the Councils position in understanding and supporting the needs of businesses with the districts.</p>	

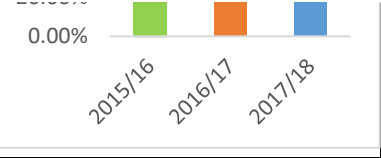
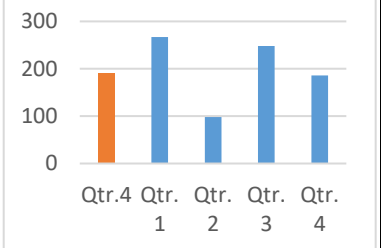
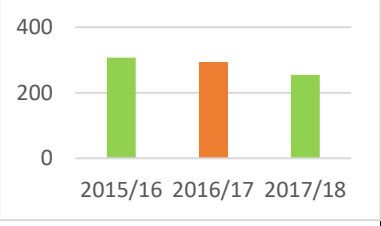
### Waste Services

**We work collaboratively with all Suffolk local authorities through the Suffolk Waste Partnership to ensure we provide our communities with first class waste and recycling services now and in the future.**

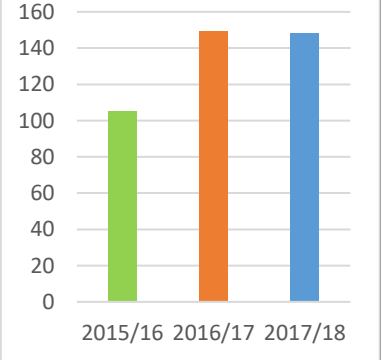
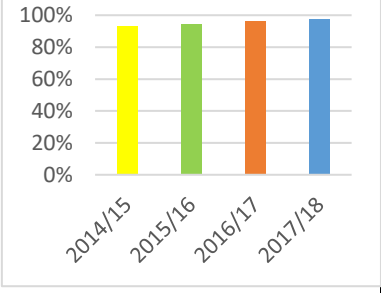
**We support our communities to help them recycle their waste in the most cost effective manner.**

Tracking Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
T1. Overall income generated through chargeable waste services (including business waste)  Lead Member: Roy Barker Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	I1,I2	<b>2016/17</b> Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4 <b>2017/18</b> Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	723,949 891,604 999,604 1,111,043 734,491 966,550 1,113,921 1,222,775	985,210    1,114,575		MSDC	<b>Last Update 10/17</b> Figures provided for each quarter are cumulative Payment is received for the majority of business waste and green waste collection during the first quarter.	<b>Last Update 10/17</b> 15/16 outturn £938,296 16/17 outturn £1,111,043 There are slight variations between quarters reported for 2016/17 which occurred due to the periods closing in Integra 2017/18 out-turn £1,222,775
T2. Total collected residual waste per household per kg  Lead Member: Roy Barker Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	I2	<b>2015/16</b> <b>2016/17</b> <b>2017/18</b>	422 433 433			MSDC		<b>Last Update 10/17</b> Residual waste is waste that is unable to be reused, recycled or composted
T3. % of household waste sent for reuse, recycling or composting  Lead Member: Roy Barker Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	I2,I3	<b>2015/16</b> <b>2016/17</b> <b>2017/18</b>	45.67% 45.98% 44.62%			MSDC		<b>Last update 04/18</b> Recycling rate has fallen slightly due to a change in how street sweepings are included in the figure.
T4. Income generated through business waste services (£)  Lead Member: Roy Barker Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	I1	<b>2015/16</b> Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4 <b>2016/17</b> Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4 <b>2017/18</b> Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	282,468 4,896 844 936 322,010 14,038 6,476 2,254 377,365 11,001 3,444 1,607			MSDC	<b>Last Update 10/17</b> Business customers are invoiced for this service with payment received during Q1.	<b>Last Update 04/18</b> Total Income: 2015/16 £289,145 2016/17 £344,777 Qtr 2 17/18 figure reduced as figure provided in qtr2 included small amount of period 7 entries. This has been corrected in this report. 19.2 % increase yoy. 2017/19 £393, 417 - 14.1% increase yoy.

Tracking Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
T5. Customer Satisfaction levels with refuse collection service <b>NEW MEASURE</b>  Lead Member: Roy Barker Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	I4	<b>2015/16</b> <b>2016/17</b> <b>2017/18</b>	86.1% 87.2% 92.90%			Both	<b>Last Update 10/17</b> Measures used for this report are based on a response of fairly or very satisfied with the service	<b>Last Update 10/17</b> This survey is undertaken by Serco has part of their statutory requirement.
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
I1. No: Business waste customers <b>NEW MEASURE</b>  Lead Member: Roy Barker Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	T4	<b>2015/16</b> Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4 <b>2016/17</b> Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4 <b>2017/18</b> Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	475 471 500 502 522 540 556 563 589 601 613 615	680		MSDC		<b>Last Update 10/17</b> The commercial waste section is a relatively new service in comparison with the well established service in place at BDC. However, the growth achieved over the past years can be seen in the figures, with the current target of 680 being the average number of business customers engaged with BDC in 2015.
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
I2. No: of Garden Waste Subscribers  Lead Member: Roy Barker Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	T1,T3	<b>2015/16</b> Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4 <b>2016/17</b> Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4 <b>2017/18</b> Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	11,701 11,913 11,972 12,315 12,581 12,956 12,955 13,415 13,656 14,034 13,979 14,063			MSDC		
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
I3. % Garden Subscriptions of total households	T3	<b>2015/16</b> <b>2016/17</b>	28.49% 30.75%					

Lead Member: Roy Barker Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers		2017/18	31.89%			MSDC		
<b>Influencing Indicator</b>	<b>Linked to</b>	<b>Data</b>	<b>Total</b>	<b>Target</b>	<b>Trend</b>	<b>Council</b>	<b>Report on Progress</b>	<b>Additional comments/ comparisons</b>
I4. Missed Bins - rate/ 100,000 collections  Lead Member: Roy Barker Corporate Manager: Oliver Faiers	T2	2016 Qtr.4 2017 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	192 267 98 248 186			Both		<b>Last Update 01/18</b> Advised that the system used by Serco has changed from Q3 onwards and data is collated in a different way.
<b>Sustainable Environment</b> <b>Environmental Protection team: We aim to facilitate environmentally sustainable growth and tackle pollution to prevent adverse impacts on health and the environment.</b> <b>Planning Enforcement team: We aim to ensure, as part of the planning process in protecting the environment and amenities of residents, that any issues arising from actions undertaken either as a result of planning applications being refused, or where applications haven't been made in the first place, are appropriately resolved.</b> <b>Heritage team: We aim to protect and enhance our historic environment by preventing loss, managing change effectively, promoting understanding and contributing to sustainable development.</b>								
<b>Tracking Indicator</b>	<b>Linked to</b>	<b>Data</b>	<b>Total</b>	<b>Target</b>	<b>Trend</b>	<b>Council</b>	<b>Report on Progress</b>	<b>Additional comments/ comparisons</b>
T1. No: of instances of Fly tipping  Cabinet Member: David Burn Responsible Officer: Joanna Hart Corporate Manager: James Buckingham	I1	2016/17 2017/18	324 322			MSDC		<b>Last update 04/18</b>
<b>Tracking Indicator</b>	<b>Linked to</b>	<b>Data</b>	<b>Total</b>	<b>Target</b>	<b>Trend</b>	<b>Council</b>	<b>Report on Progress</b>	<b>Additional comments/ comparisons</b>
T2. No: of noise complaints <b>NEW MEASURE</b>  Cabinet Member: David Burn Corporate Manager: James Buckingham		2015/16 2016/17 2017/18	307 293 254			MSDC		<b>Last update 04/18</b> 2015/16 population 99,600; No. of complaints per 1000 population 3.1. 2016/17 population 100,000; No. of complaints per 1000 population 2.9. 2017/18 population 100,000; No. of complaints per 1000 population 2.5.
<b>Tracking Indicator</b>	<b>Linked to</b>	<b>Data</b>	<b>Total</b>	<b>Target</b>	<b>Trend</b>	<b>Council</b>	<b>Report on Progress</b>	<b>Additional comments/ comparisons</b>

T3. No: of business supported to become more energy efficient <b>NEW MEASURE</b>  Cabinet Member: David Burn Corporate Manager: James Buckingham	I2,I3	Apr 2016 - Mar 2018	35			MSDC		<b>Last update 04/18</b> BEE Anglia is a three-year programme which will provide free support to at least 1,000 SMEs across Suffolk and Norfolk to become more energy efficient. It has been developed by Suffolk County Council, Groundwork, Nwes and Norfolk County Council and is part funded through the European Union European Regional Development Fund (ERDF).
<b>Influencing Indicator</b>	<b>Linked to</b>	<b>Data</b>	<b>Total</b>	<b>Target</b>	<b>Trend</b>	<b>Council</b>	<b>Report on Progress</b>	<b>Additional comments/ comparisons</b>
I1. No: of enforcement actions for fly-tipping e.g. investigations, prosecutions, cautions, penalty notices, warning letters, vehicle stop & searches  Cabinet Member: David Burn Responsible Officer: Joanna Hart Corporate Manager: James	T1	2016/17  2017/18	77  72			MSDC		Last update 04/18
<b>Influencing Indicator</b>	<b>Linked to</b>	<b>Data</b>	<b>Total</b>	<b>Target</b>	<b>Trend</b>	<b>Council</b>	<b>Report on Progress</b>	<b>Additional comments/ comparisons</b>
I2. Projected actual CO2 savings in tonnes for businesses <b>NEW MEASURE</b>  Cabinet Member: David Burn Corporate Manager: James Buckingham	T3	Apr 2016 - Mar 2018	372			MSDC		
<b>Influencing Indicator</b>	<b>Linked to</b>	<b>Data</b>	<b>Total</b>	<b>Target</b>	<b>Trend</b>	<b>Council</b>	<b>Report on Progress</b>	<b>Additional comments/ comparisons</b>
I3. Projected annual energy bill savings (£) for businesses <b>NEW MEASURE</b>  Cabinet Member: David Burn Corporate Manager: James Buckingham	T3	Apr 2016 - Mar 2018	82,079			MSDC		<b>Last update 04/18</b> Projected Actual savings calculated as a proportion (26%) of potential savings, identified from previous sampling of supported businesses
<b>Food &amp; Safety</b>								
<b>Carrying out programmed interventions and investigations to detect, eliminate and/or control hazards by engaging with business communities and the public and applying fair enforcement</b>								
<b>Tracking Indicator</b>	<b>Linked to</b>	<b>Data</b>	<b>Total</b>	<b>Target</b>	<b>Trend</b>	<b>Council</b>	<b>Report on Progress</b>	<b>Additional comments/ comparisons</b>

T1. No: of interventions carried out in line with the Food Safety Act Code of Practice NEW MEASURE Cabinet Member: David Burn Corporate Manager: John Grayling	I1	2017/18	908	924		Both	A significant amount of time has been taken up with the office accommodation changes which has distracted from service delivery but the team expects to achieve the targeted inspections by year end.	
<b>Tracking Indicator</b>	<b>Linked to</b>	<b>Data</b>	<b>Total</b>	<b>Target</b>	<b>Trend</b>	<b>Council</b>	<b>Report on Progress</b>	<b>Additional comments/ comparisons</b>
T2. No: of complaints received relating to food where the Council is the enforcement authority NEW MEASURE Cabinet Member: David Burn Corporate Manager: John Grayling	I2	2015/16 2016/17 2017/18	105 149 148			Both		In 2016/17 there were 149 food and premises complaints, these relatively low numbers were up from the previous year of 105, however considering the large number of retail food businesses across both districts are an indication of the good levels of general compliance of our food businesses.
<b>Influencing Indicator</b>	<b>Linked to</b>	<b>Data</b>	<b>Total</b>	<b>Target</b>	<b>Trend</b>	<b>Council</b>	<b>Report on Progress</b>	<b>Additional comments/ comparisons</b>
I1. % of broadly complaint food premises ( Food hygiene rating 3, 4, 5) NEW MEASURE Cabinet Member: David Burn Corporate Manager: John Grayling	T1	2014/15 2015/16 2016/17 2017/18	93.29% 94.35% 96.05% 97.21%			Both		One of the primary purposes of the Food and Safety service is to improve the safety of food produced in BMSDC and whether businesses are broadly compliant is a reasonable indicator of this. Total businesses 1935 at the start of 2017/18
<b>Influencing Indicator</b>	<b>Linked to</b>	<b>Data</b>	<b>Total</b>	<b>Target</b>	<b>Trend</b>	<b>Council</b>	<b>Report on Progress</b>	<b>Additional comments/ comparisons</b>
I2 .No: of food premises achieving 5 star ratings NEW MEASURE Cabinet Member: David Burn Corporate Manager: John Grayling	T2	2017/18	1041			Both		This is a figure that will gain meaning when year on year comparisons can be made
<p><b>Building Control</b></p> <p><b>Our function is to enforce the Building Regulations to ensure the built environment is safe, energy efficient and accessible to everyone in partnership with all relevant stakeholders. This function is carried out whilst operating within a fully open market competing with the private sector.</b></p> <p><b>We are also responsible for the protection and safety of the public where dangerous structures occur.</b></p>								

Tracking Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
T1. Increase in number of live cases for building control  Cabinet Member: David Burn Corporate Manager: Paul Hughes	I1	<b>2017/18</b> Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	234 202 144 167			MSDC		<b>Last Update 01/18</b> Work underway to create business plan to increase no. of applications and to be partner of choice in collaboration with our counterparts throughout Suffolk. Total no. of applications forecast in line with average per year over previous 5 years.
Tracking Indicator	Linked to	Data	Total	Target 2034	Trend	Council	Report on Progress	Additional comments/ comparisons
T2. Solar PV Panel Income generated against cost of loan repayment <b>NEW MEASURE</b>  Cabinet Member Jill Wilshaw Responsible Officer: Sharon Bayliss Corporate Manager: Heather Worton	I2	<b>2017/18</b> Qtr. 4	<b>-£225,471</b>			Both	<b>Last Update 04/18</b> Income generated - £365,046; finance borrowing £125,616; portal costs £10,983; repairs £2,976	Over the 20 year length of the project we expect to generate income of 19.3m (net 7.5m) across both councils
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
I1. % of market share of building control applications  Cabinet Member: David Burn Corporate Manager: Paul Hughes	T1	<b>2016/17</b> Qtr.1 Qtr. 2 Qtr. 3 Qtr. 4  <b>2017/18</b> Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	73.40% 77.60% 73.30% 73.80%  72.60% 68.00% 68.00% 68.00%			MSDC		<b>Last Update 01/18</b> Consolidation of current market position is still the aim following impact of new entrants to the market and loss of business through staff departures. This will provide a solid base with which to increase market share through closer collaborative working with our counterparts throughout Suffolk and creation of a focused business plan aimed at attracting business back to Local Authority Building Control.
Influencing Indicator	Linked to	Data	Total	Target annual	Trend	Council	Report on Progress	Additional comments/ comparisons
I9 . Amount of energy generated by Solar PV Panels installed on council property roofs  Cabinet Member Jill Wilshaw Responsible Officer: Stephen Clarke Corporate Manager: Heather Worton	T6	<b>Feb '17</b> Housing stock Sheltered stock  <b>Feb '18</b> Housing stock	3,173,864kWh 195,418kWh  1,883,332 kWh			MSDC	<b>Last Update 04/18</b> This energy will either have been used straightaway with the property or if not required exported back to the national grid.	<b>Last Update 04/18</b> The average 3 bed house will use 4000 kWh per year. The energy generated would supply 471 general houses, and 21 sheltered houses across the district.

Sheltered stock	85,877 kWh
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