

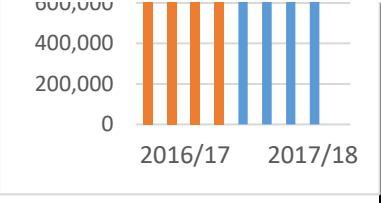
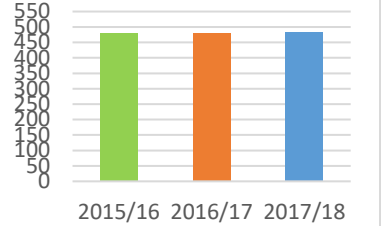
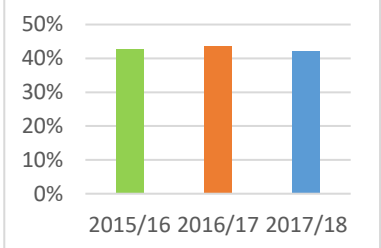
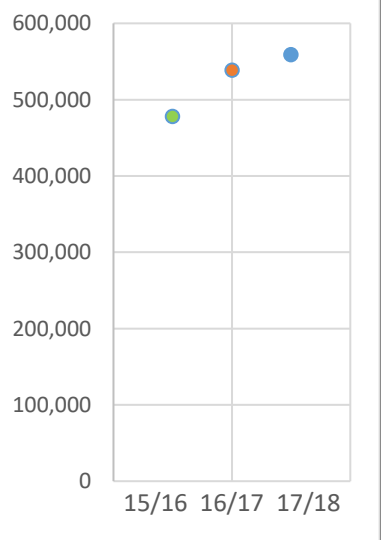
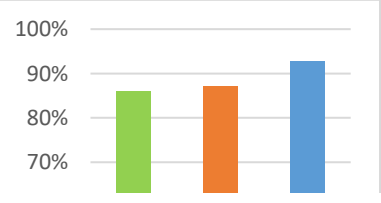
## Environment Waste and Leisure

**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. An Electric Vehicle Charging Point - the first ever in Sudbury has been installed at the Kingfisher Leisure Centre, making the town more accessible for green minded motorists. Up to two cars at a time can use the point, at two special parking bays in the car parks, using the Type 2 Mennekes connector, the most common electric charging connection.</p> <p>2. The overall income generated through chargeable waste services has already exceeded the annual target set for 2016/17</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. 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 including the Licensing Team who have also represented BMSDC at</p>	<p>1. The business/trade waste client base was almost flat with two more clients at year end. However, income growth came from existing clients with £20k increase in income, some 3.8%.</p>
<b>Impact on communities / the way we work</b>		<p>2. 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>2. 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)  Cabinet Member: Tina Campbell	I1,I2	<b>2016/17</b> Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	934,021 1,071,057 1,157,230 1,234,283	1,142,369			<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	<b>Last Update 10/17</b> 15/16 outturn £1,087,971 16/17 outturn £1,234,283 There are slight variations between quarters reported for 2016/17 which

Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers		<b>2017/18</b> Qtr. 1 956,383 Qtr. 2 1,142,859 Qtr. 3 1,236,724 Qtr. 4 1,314,492	1,295,997			BDC	collection during the first quarter.	occurred due to the periods closing in Integra
<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. Total collected residual waste per household per kg  Cabinet Member: Tine Campbell Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	I2	<b>2015/16</b> <b>2016/17</b> <b>2017/18</b>	480 481 482			BDC		<b>Last Update 10/17</b> Residual waste is waste that is unable to be reused, recycled or composted
<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. % of household waste sent for reuse, recycling or composting  Cabinet Member: Tina Campbell Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	I2,I3	<b>2015/16</b> <b>2016/17</b> <b>2017/18</b>	42.60% 43.63% 41.95%			BDC		<b>Last update 04/18</b> Recycling rate has fallen due to a change in how street sweepings are included in the figure.
<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>
T4. Income generated through business waste services (£)  Cabinet Member: Tina Campbell Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	I1	<b>2015/16</b> Qtr. 1 470,464 Qtr. 2 4,922 Qtr. 3 101 Qtr. 4 2,241 <b>2016/17</b> Qtr. 1 505,021 Qtr. 2 20,173 Qtr. 3 8,792 Qtr. 4 4,233 <b>2017/18</b> Qtr. 1 540,982 Qtr. 2 9,174 Qtr. 3 7,581 Qtr. 4 1,083				BDC	<b>Last Update 10/17</b> Business customers are invoiced for this service with payment received during Q1.	Total income 2015/16 £477,728 2016/17 £538,219 2017/18 £558,821
<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>
T5. Customer Satisfaction levels with refuse collection service <b>NEW MEASURE</b>  Cabinet Member: Tina Campbell	I4	<b>2015/16</b> <b>2016/17</b> <b>2017/18</b>	86.1% 87.2% 92.9%				<b>Last Update 10/17</b> Measures used for this report are based on responses 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.

Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers						Both		
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
I1. No: Business waste customers <b>NEW MEASURE</b>  Cabinet Member: Tina Campbell Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	T4	<b>2015/16</b> Qtr.1 824 Qtr.2 843 Qtr.3 840 Qtr.4 836 <b>2016/17</b> Qtr.1 846 Qtr.2 872 Qtr.3 871 Qtr.4 882 <b>2017/18</b> Qtr.1 879 Qtr.2 885 Qtr.3 881 Qtr.4 884				BDC		
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
I2. No: of Garden Waste Subscribers  Cabinet Member: Tina Campbell Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	T1,T3	<b>2015/16</b> Qtr.1 12,100 Qtr.2 12,257 Qtr.3 12,283 Qtr.4 12,413 <b>2016/17</b> Qtr.1 12,695 Qtr.2 12,985 Qtr.3 12,963 Qtr.4 13,127 <b>2017/18</b> Qtr.1 13,378 Qtr.2 13,567 Qtr.3 13,563 Qtr.4 13,567				BDC		
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
I3. % Garden Subscriptions of total households  Cabinet Member: Tina Campbell	T3	<b>2015/16</b> 31.30% <b>2016/17</b> 32.67% <b>2017/18</b> 33.51%				BDC		

Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers					2015/16	2016/17	2017/18			
Influencing Indicator	Linked to	Data	Total	Target	Trend			Council	Report on Progress	Additional comments/ comparisons
I4. Missed Bins - rate/ 100,000 collections  Cabinet Member: Tina Campbell Corporate Manager: Oliver Faiers	T2	<b>2016</b> Qtr.4 <b>2017</b> 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>										
Tracking Indicator	Linked to	Data	Total	Target	Trend			Council	Report on Progress	Additional comments/ comparisons
T1. No: of instances of Fly tipping  Cabinet Member: Tina Campbell Responsible Officer: Joanna Hart Corporate Manager: James Buckingham	I1	<b>2016/17</b> <b>2017/18</b>	313 291					BDC		
Tracking Indicator	Linked to	Data	Total	Target	Trend			Council	Report on Progress	Additional comments/ comparisons
T2. No: of noise complaints <b>NEW MEASURE</b>  Cabinet Member: Tina Campbell Corporate Manager: James Buckingham		<b>2015/16</b> <b>2016/17</b> <b>2017/18</b>	259 280 284					BDC		<b>Last Update 04/18</b> 2015/16 population 89,200; No. of complaints per 1000 population 2.9. 2016/17 population 89,500; No. of complaints per 1000 population 3.1. 2017/18 population 89,500; No. of
Tracking Indicator	Linked to	Data	Total	Target	Trend			Council	Report on Progress	Additional comments/ comparisons

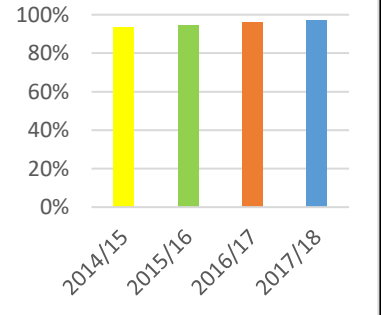
T3. No: of business supported to become more energy efficient <b>NEW MEASURE</b>  Cabinet Member: Tina Campbell Corporate Manager: James Buckingham	I2,I3	<b>Apr 2016 - Mar 2018</b>	38			BDC		Last Update 04/18 BEE Anglia is a three-year programme which will provide free support to at least 1,000 SMEs 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)
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
I1. No: of enforcement actions for fly-tipping e.g. investigations, prosecutions, cautions, penalty notices, warning letters, vehicle stop & searches  Cabinet Member: Tina Campbell Responsible Officer: Joanna Hart Corporate Manager: James Buckingham	T1	<b>2016/17</b>  <b>2017/18</b>	145  78			BDC		<b>Last update 04/18</b> <b>Note this measure is not for enforcement cases, but for enforcement actions.</b> In order to investigate a fly-tip, evidence is required e.g. direct witness evidence or something in the fly-tip which will identify the perpetrator. External operatives are employed to clear away the fly-tip for Babergh and do not sift for evidence. This measure is derived from information provided to DEFRA, and will count each letter sent as an enforcement activity. On occasion letters have been sent to neighbouring houses where waste has been left to ascertain who may be responsible, this causes the figures to fluctuate significantly.
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
I2. Projected actual CO2 savings in tonnes for businesses <b>NEW MEASURE</b>  Cabinet Member: Tina Campbell Corporate Manager: James Buckingham	T3	<b>Apr 2016 - Mar 2018</b>	183			BDC		Last Update 04/18
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons

I3. Projected annual energy bill savings (£) for businesses <b>NEW MEASURE</b>  Cabinet Member: Tina Campbell Corporate Manager: James Buckingham	T3	<b>Apr 2016 - Mar 2018</b>	34,204			BDC		Last Update 04/18 Projected Actual savings calculated as a proportion (26%) of potential savings, identified from previous sampling of supported businesses
---	----	----------------------------	--------	--	--	-----	--	--

**Food & Safety**  
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

Tracking Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
T1. No: of interventions carried out in line with the Food Safety Act Code of Practice <b>NEW MEASURE</b> Cabinet Member: Tina Campbell Corporate Manager: John Grayling	I1	<b>2017/18</b>	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.	

Tracking Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
T2. No: of complaints received relating to food where the Council is the enforcement authority <b>NEW MEASURE</b> Cabinet Member: Tina Campbell Corporate Manager: John Grayling	I2	<b>2015/16</b> <b>2016/17</b> <b>2017/18</b>	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.

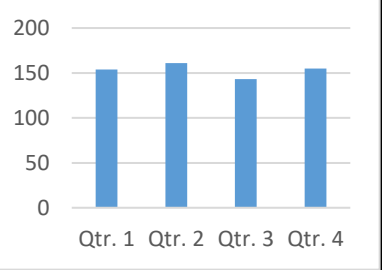
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
I1. % of broadly compliant food premises ( Food hygiene rating 3, 4, 5) <b>NEW MEASURE</b> Cabinet Member: Tina Campbell Corporate Manager: John Grayling	T1	<b>2014/15</b> <b>2015/16</b> <b>2016/17</b> <b>2017/18</b>	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

Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
I2 .No: of food premises achieving 5 ratings <b>NEW MEASURE</b>	T2	<b>2017/18</b>	1041			Both		<b>Last Update 10/17</b> This is a figure that will gain meaning when year on year comparisons can

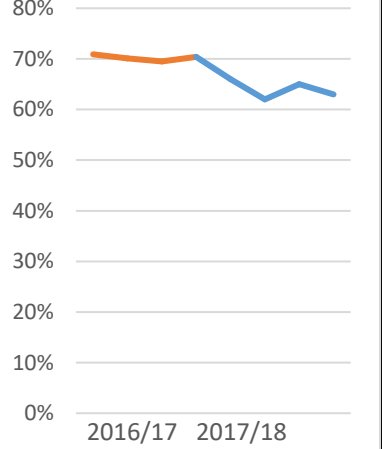
Cabinet Member: Tina Campbell/ David Burn Corporate Manager: John Grayling						Both		bA129:1154e made
--	--	--	--	--	--	------	--	------------------

**Building Control**

**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. We are also responsible for the protection and safety of the public where dangerous structures occur.**

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: Tina Campbell Corporate Manager: Paul Hughes	I1	<b>2017/18</b> Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	154 161 143 155			BDC		<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 Tina Campbell Responsible Officer Sharon Bayliss Corporate Manager Heather Worton	I2	<b>2017/18</b>  Qtr.4	  <b>-£188,147</b>			Both	<b>Last Update 04/18</b> Income generated - £414,960; finance borrowings £172,793; portal costs £43,123; repairs £10,897	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: Tina Campbell 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	70.90% 70.10% 69.50% 70.40% 66.00% 62.00% 65.00% 63.00%			BDC		<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	Trend	Council	Report on Progress	Additional comments/ comparisons
I2. Amount of energy generated by Solar PV panels installed on council property roofs  Cabinet Member Tina Campbell Responsible Officer Stephen Clarke Corporate Manager Heather Worton	T2	<b>Feb '17</b>				BDC	<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 578 general houses, and 20 sheltered houses across the district.
		Housing stock	3,707,394 kWh					
		Sheltered stock	312,186 kWh					
		<b>Feb '18</b>						
		Housing stock	2,311,386 kWh					
		Sheltered stock	80,819 kWh					