

Environment and Commercial Partnerships

Assistant Director Cassandra Clements

The Environment and Commercial Partnerships teams provide the services and expertise to support our communities and businesses to maintain a sustainable environment and meet the highest possible standards of environmental protection, food safety, energy efficiency, built environment, heritage protection, waste management and grounds maintenance, street cleansing, arboriculture and public conveniences.

Main Achievements and Outcomes January - March 2020

Waste. Our income streams have exceeded the year target of £1.38m by £42k. Missed bin % remains above target at 99.89%. Garden waste subscriber numbers have exceeded expectations for the year and residual waste sent to EfW has decreased per HH from 474kg to 447 kg. Based on Serco Nov 2019 customer satisfaction survey results, satisfaction levels remain high and have increased from last year.

Key for trend graph:

- 2016/17
- 2017/18
- 2018/19
- 2019/20
- _____ target

Key:

- n/a not applicable
- n/av not available
- highlighted measure, further detail in main report

Building Control Corporate Manager Paul Hughes

Performance measure	Period	Data	Target	Council	Trend	Comments																				
BC01 No. live cases of building control Cabinet Member: Elisabeth Malvisi Data Owner: Paul Hughes	2017/18		n/av	BDC	<table border="1"> <caption>Building Control Cases Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>154</td> <td>161</td> <td>143</td> <td>155</td> </tr> <tr> <td>2018/19</td> <td>136</td> <td>141</td> <td>130</td> <td>166</td> </tr> <tr> <td>2019/20</td> <td>190</td> <td>174</td> <td>123</td> <td>165</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2017/18	154	161	143	155	2018/19	136	141	130	166	2019/20	190	174	123	165	No. of applications in general remain consistent when taken as an average across the year and slightly above last years total. The effect of failures in the private sector for building control have lessened but we remain with a significant number of cases to contact, work is underway in this regard and is due to be completed by June 2020. We are seeing increasing numbers of cases being reverted to our control where the private body is still trading. <i>MSDC Qtr 4. 2019/20 - 184</i>
	Year	Q1	Q2			Q3	Q4																			
	2017/18	154	161			143	155																			
	2018/19	136	141			130	166																			
	2019/20	190	174			123	165																			
	Qtr. 1	154																								
	Qtr. 2	161																								
	Qtr. 3	143																								
	Qtr. 4	155																								
	2018/19		n/av																							
	Qtr. 1	136																								
	Qtr. 2	141																								
	Qtr. 3	130																								
Qtr. 4	166																									
2019/20		Information only																								
Qtr. 1	190																									
Qtr. 2	174																									
Qtr. 3	123																									
Qtr. 4	165																									

Performance measure	Period	Data	Target	Council	Trend	Comments
BC02 % of market share of building control applications Cabinet Member: Elisabeth Malvisi Data Owner: Paul Hughes	2016/17		n/av	BDC		
	Qtr.1	70.9%				
	Qtr. 2	70.1%				
	Qtr. 3	69.5%				
	Qtr. 4	70.4%				
	2017/18		n/av			
	Qtr. 1	66.0%				
	Qtr. 2	62.0%				
	Qtr. 3	65.0%				
	Qtr. 4	63.0%				
	2018/19		60%			
	Qtr. 1	60.0%				
	Qtr. 2	64.0%				
	Qtr. 3	68.0%				
	Qtr. 4	69.0%				
	2019/20		65%			
	Qtr. 1	70.0%				
Qtr. 2	66.0%					
Qtr. 3	68.0%					
Qtr. 4	63.0%					

MSDC Qtr.4 2019/20 - 61%

Recycling, Waste & Fleet Corporate Manager Oliver Faiers

Performance measure	Period	Data	Target	Council	Trend	Comments	
WS01 £Overall income generated through chargeable waste services (including business waste) (cumulative total) Cabinet Member: Elisabeth Malvisi Data Owner: Nicola Healy	2016/17		£1,142,369	BDC		The overall income generated through chargeable waste has surpassed the target for this year.	
	Qtr.1	£934,021					
	Qtr.2	£1,071,057					
	Qtr.3	£1,157,230					
	Qtr.4	£1,234,283					
	2017/18		£1,295,997				
	Qtr.1	£956,383					
	Qtr.2	£1,142,859					
	Qtr.3	£1,236,724					
	Qtr.4	£1,314,492					
	2018/19		£1,380,000				
	Qtr.1	£985,090					
	Qtr.2	£1,180,485					
	Qtr.3	£1,281,096					
	Qtr.4	£1,369,736					
	2019/20		£1,380,000				
	Qtr. 1	£994,171					
Qtr. 2	£1,217,671						
Qtr. 3	£1,328,538						
Qtr. 4	£1,422,205						

Performance measure	Period	Data	Target	Council	Trend	Comments
WS02 £Invoiced income generated through business waste services (graph displays cumulative figure) Cabinet Member: Elisabeth Malvisi Data Owner: Nicola Healy	2016/17		n/av	BDC		Target for 2019/20 has been exceeded.
	Qtr.1	£505,021				
	Qtr.2	£525,194				
	Qtr.3	£533,986				
	Qtr.4	£538,219				
	2017/18		n/av			
	Qtr.1	£540,982				
	Qtr.2	£550,156				
	Qtr.3	£557,737				
	Qtr.4	£558,820				
	2018/19		£575,000			
	Qtr.1	£551,345				
	Qtr.2	£557,512				
	Qtr.3	£565,107				
	Qtr.4	£568,114				
	2019/20		£575,000			
Qtr. 1	£560,740					
Qtr. 2	£572,982					
Qtr. 3	£575,417					
Qtr. 4	£577,332					

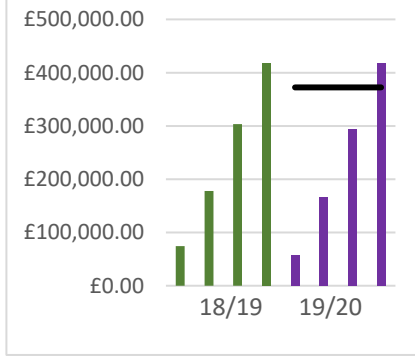
Performance measure	Period	Data	Target	Council	Trend	Comments	
WS03 No. of business waste customers Cabinet Member: Elisabeth Malvisi Data Owner: Nicola Healy	2016/17					The client base has remained stable this year.	
	Qtr.1	846					
	Qtr.2	872					
	Qtr.3	871					
	Qtr.4	882					
	2017/18						
	Qtr.1	879					
	Qtr.2	885					
	Qtr.3	881					
	Qtr.4	884					
	2018/19			900			BDC
	Qtr.1	880					
	Qtr.2	882					
	Qtr.3	880					
	Qtr.4	880					
	2019/20			900			
	Qtr. 1	880					
Qtr. 2	888						
Qtr. 3	885						
Qtr. 4	883						

Performance measure	Period	Data	Target	Council	Trend	Comments	
WS04 No. of garden waste subscribers Cabinet Member: Elisabeth Malvisi Data Owner: Nicola Healy	2016/17					Subscriber numbers have increased through out the year.	
	Qtr. 1	12,695					
	Qtr. 2	12,985					
	Qtr. 3	12,963					
	Qtr. 4	13,127					
	2017/18						
	Qtr. 1	13,378					
	Qtr. 2	13,567					
	Qtr. 3	13,563					
	Qtr. 4	13,567					
	2018/19			14,200			BDC
	Qtr. 1	14,288					
	Qtr. 2	14,281					
	Qtr. 3	14,265					
	Qtr. 4	14,347					
	2019/20			14,200			
	Qtr. 1	14,353					
Qtr. 2	14,580						
Qtr. 3	14,578						
Qtr. 4	14,594						
						<i>MSDC Qtr.4 2019/20 - 15,545</i>	
Performance measure	Period	Data	Target	Council	Trend	Comments	
WS05 % of household waste sent for reuse, recycling or composting Cabinet Member : Elisabeth Malvisi Data Owner: Nicola Healy	2016/17	43.63%				Percentage down from previous years due to Jan 2020 increased waste unable to be recycled (approx. 323 tonnes of low quality mixed paper).	
	2017/18	41.95%					
	2018/19	42.64%	44.00%	BDC			
	2019/20	40.27%	44.00%				

Performance measure	Period	Data	Target	Council	Trend	Comments		
WS06 % of missed bins collections for domestic refuse, recycling and garden waste. (non-cumulative) Cabinet Member: Elisabeth Malvisi Data Owner: Nicola Healy	2018/19					During Q4 BDC had 619,068 possible bin collections for Refuse, Recycling and Garden waste. Of that we had 662 reported missed bins. <i>MSDC Qtr.4 2019/20 - 99.83%</i>		
	Qtr. 1	99.94%	99.80%	BDC				
	Qtr. 2	99.93%						
	Qtr. 3	99.91%						
	Qtr. 4	99.93%						
	2019/20							
	Qtr. 1	99.94%						
	Qtr. 2	99.80%						
Qtr. 3	99.88%							
Qtr. 4	99.89%							
Performance measure	Period	Data	Target	Council	Trend	Comments		
WS07 Customer Satisfaction levels with refuse collection service Cabinet Member: Elisabeth Malvisi Data Owner: Nicola Healy	2016/17	87.20%	90.00%	Both		For BDC 181 residents provided responses to contribute towards satisfied/dissatisfied percentages, from this 155 responded that they were satisfied with the service. For MSDC 154 residents contributed of which 128 were satisfied with the service. This is taken from Nov 2019 Serco survey.		
	2017/18	92.90%						
	2018/19	83.80%						
	2019/20	84.48%						
Performance measure	Period	Data	Target	Council	Trend	Comments		
WS08 Total amount of household residual waste sent to EfW (kg) NEW MEASURE Cabinet Member: Elisabeth Malvisi Data Owner: Nicola Healy	2016/17	481.00		BDC		18060.521 tonnes of household waste collected throughout the year, figure based on 40,385 properties occupied at end of Q4.		
	2017/18	482.00						
	2018/19	474.00						
	2019/20	447.00						

Public Protection
Corporate Manager John Grayling

Performance measure	Period	Data	Target	Council	Trend	Comments
FS02 % of food premises achieving 5 rating Cabinet Member: Elisabeth Malvisi Data Owner: John Grayling	2018	64.13%	63.66%	Both		An increase in the proportion of 5 ratings signifies an upward trend of improvement in the standard of food safety across the district 2019 to 2020.
	2019	64.21%	64.20%			
	2020	67.59%	65.00%			
Performance measure	Period	Data	Target	Council	Trend	Comments
SE01 No. of instances of fly tipping Cabinet Member: Elisabeth Malvisi Data Owner: Joanna Hart	2016/17	313	n/a	BDC		The reports of fly tipping come from the public and we ensure that these instances are cleared within 2 working days. Please see performance measure CRP04.
	2017/18	291				
	2018/19	256				
	Qtr.1	67				
	Qtr.2	61				
	Qtr.3	47				
	Qtr.4	81				
	2019/20	248				
	Qtr. 1	39				
Qtr. 2	65					
Qtr. 3	63					
Qtr. 4	81					
		Information only				

Performance measure	Period	Data	Target	Council	Trend	Comments
SE02 No. of enforcement actions for fly tipping e.g investigations, cautions, prosecutions, penalty notices, warning letters, vehicle stop and searches Cabinet Member: Elisabeth Malvisi Data Owner: Joanna Hart	2016/17	145	Information only	BDC		The Environmental Protection team have managed to increase the level of enforcement action despite the continuing downward trend of reports.
	2017/18	78				
	2018/19	36				
	2019/20	99				
Performance measure	Period	Data	Target	Council	Trend	Comments
SE05 £Solar PV net income generated Cabinet Member: Elisabeth Malvisi Data Owner: Sharon Bayliss	2018/19		n/a	BDC		Please note that due to variables outside of our control, there will be an impact on target/performance. Variables include Right to Buy, the weather and how dirty a solar panel gets can all affect individual performance therefore, impacting the amount of income generated
	Qtr. 1	£74,277				
	Qtr. 2	£178,010				
	Qtr. 3	£303,480				
	Qtr. 4	£418,030				
	2019/20		£372,310			
	Qtr. 1	£57,942				
	Qtr. 2	£166,947				
	Qtr. 3	£293,760				
Qtr. 4	£416,726					

Performance measure	Period	Data	Target	Council	Trend	Comments										
OFB03 No. of licenses authorised (overall figure for quarter recorded in graph) (cumulative)	2019/20		Information only		<table border="1"> <caption>License Authorisation Data</caption> <thead> <tr> <th>Quarter</th> <th>Data</th> </tr> </thead> <tbody> <tr> <td>Qtr.1</td> <td>2461</td> </tr> <tr> <td>Qtr.2</td> <td>2544</td> </tr> <tr> <td>Qtr.3</td> <td>2647</td> </tr> <tr> <td>Qtr.4</td> <td>2863</td> </tr> </tbody> </table>	Quarter	Data	Qtr.1	2461	Qtr.2	2544	Qtr.3	2647	Qtr.4	2863	<p>Activity (including temporary) remained high during January and February. However, for the month of March we started to see a slowdown in applications towards the end of the month. There are over 5400 applications or processes completed per annum. Taxi sectors demand continues to remain busy even in the month of March. We continue to see some sectoral and viability premises diversification (e.g. new micro-breweries, home deliveries). Scrap Metal Dealer sites and collector renewals have been undertaking their 3-year licence cycle, which is nearly completed with two licences due later in 2020 (this is an additional income of just over £11k).</p>
Quarter	Data															
Qtr.1	2461															
Qtr.2	2544															
Qtr.3	2647															
Qtr.4	2863															
SECTORS	Qtr.1	2461														
Premises (Licensing Act 2003)	Qtr.2	2544														
Personal Alcohol	Qtr.3	2647														
Gambling Act 2005 premises	Qtr.4	2863														
Small Society Lotteries				BDC												
Scrap Metal Sites																
Scrap Metal Collectors																
Taxi & PHV Drivers																
Hackney Carriages																
Private Hire Vehicles																
Private Hire Operators																
Large Event Notices (per annum)																
Temporary Event Notices (per annum)																
Charity Collections (per annum)																
Cabinet Member: Elisabeth Malvisi																
Data Owner: John Grayling																

Public Realm
Corporate Manager Peter Garrett

Performance measure	Period	Data	Target	Council	Trend	Comments																		
CPR01 Income generated from Public Realm as a % of expenditure cabinet Member: Elisabeth Malvisi Data Owner: Claire Crascall	2016/17	17%	tbc	BDC	<table border="1"> <caption>Income generated from Public Realm as a % of expenditure</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>16/17</td> <td>17%</td> </tr> <tr> <td>17/18</td> <td>16%</td> </tr> <tr> <td>18/19</td> <td>16%</td> </tr> <tr> <td>19/20</td> <td>13%</td> </tr> </tbody> </table>	Period	Value (%)	16/17	17%	17/18	16%	18/19	16%	19/20	13%	Please note Q4 figures based as at 27.4.20, this may be amended once year end is closed.								
	Period	Value (%)																						
	16/17	17%																						
	17/18	16%																						
18/19	16%																							
19/20	13%																							
2017/18	16%																							
2018/19	16%																							
2019/20	13%																							
Performance measure	Period	Data	Target	Council	Trend	Comments																		
CPR02 The amount of waste collected from litter picks Cabinet Member: Elisabeth Malvisi Data Owner: Peter Garrett	2018/19	bags collected	Information only	BDC	<table border="1"> <caption>Amount of waste collected from litter picks</caption> <thead> <tr> <th>Period</th> <th>Value (bags)</th> </tr> </thead> <tbody> <tr> <td>2018/19 Qtr.1</td> <td>180</td> </tr> <tr> <td>2018/19 Qtr.2</td> <td>140</td> </tr> <tr> <td>2018/19 Qtr.3</td> <td>50</td> </tr> <tr> <td>2018/19 Qtr.4</td> <td>75</td> </tr> <tr> <td>2019/20 Qtr.1</td> <td>150</td> </tr> <tr> <td>2019/20 Qtr.2</td> <td>120</td> </tr> <tr> <td>2019/20 Qtr.3</td> <td>110</td> </tr> <tr> <td>2019/20 Qtr.4</td> <td>awaiting information</td> </tr> </tbody> </table>	Period	Value (bags)	2018/19 Qtr.1	180	2018/19 Qtr.2	140	2018/19 Qtr.3	50	2018/19 Qtr.4	75	2019/20 Qtr.1	150	2019/20 Qtr.2	120	2019/20 Qtr.3	110	2019/20 Qtr.4	awaiting information	
	Period	Value (bags)																						
	2018/19 Qtr.1	180																						
	2018/19 Qtr.2	140																						
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Qtr.4	75																							
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Qtr. 1	150																							
Qtr. 2	120																							
Qtr. 3	110																							
Qtr. 4	awaiting information																							

Performance measure	Period	Data	Target	Council	Trend	Comments															
CPR03 No. of community litter picks supported by council Cabinet Member: Elisabeth Malvisi Data Owner: Peter Garrett	2018/19				<table border="1"> <caption>Litter Picks Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>36</td> <td>18</td> <td>8</td> <td>15</td> </tr> <tr> <td>2019/20</td> <td>38</td> <td>22</td> <td>20</td> <td>awaiting information</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2018/19	36	18	8	15	2019/20	38	22	20	awaiting information	
	Year	Q1	Q2	Q3		Q4															
	2018/19	36	18	8		15															
	2019/20	38	22	20		awaiting information															
	Qtr.1	36	Information only	BDC																	
	Qtr.2	18																			
	Qtr.3	8																			
	Qtr.4	15																			
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Qtr. 2	22																				
Qtr. 3	20																				
Qtr. 4	awaiting information																				
Performance measure	Period	Data	Target	Council	Trend	Comments															
CPR04 % of fly tips cleared within 48 hrs Cabinet Member: Elisabeth Malvisi Data Owner: Peter Garrett	2019/20				<table border="1"> <caption>Percentage of Fly Tips Cleared</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Qtr. 1</td> <td>74%</td> </tr> <tr> <td>Qtr. 2</td> <td>89%</td> </tr> <tr> <td>Qtr. 3</td> <td>95%</td> </tr> <tr> <td>Qtr. 4</td> <td>99%</td> </tr> </tbody> </table>	Quarter	Percentage	Qtr. 1	74%	Qtr. 2	89%	Qtr. 3	95%	Qtr. 4	99%	In Q4 there were 81 fly tips collected 60 cleared within 80 hours.					
	Quarter	Percentage																			
	Qtr. 1	74%																			
	Qtr. 2	89%																			
	Qtr. 3	95%																			
Qtr. 4	99%																				
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